

# DELEGATES: FREQUENTLY ASKED QUESTIONS

## 1. HOW DO DIGITAL CONFERENCES WORK?

The PLSA digital conferences will offer everything you have come to expect from our world-class face-to-face conferences, with a digital twist.

At the heart of the event remains the programme, which will feature sessions from industry experts and thought leaders who bring intelligence and insight from pensions, economics, and politics.

To make the sessions easier to digest in their online format, the programme will be split across additional days and will run in the mornings.

Participants can explore the platform in the same way they would a venue, visiting the exhibition hall, attending sessions, and meeting new contacts and old friends in our new networking lounge. You can view our conference demonstration in order to familiarise yourself with the platform ahead of the conference.

### KEY FEATURES:

- ▶ A world-class conference programme held in a digital auditorium and breakout rooms.
- ▶ Stream sessions, Learning Zones and specialist sessions.
- ▶ An interactive exhibition hall where you can chat via text, video or audio call, and download materials.
- ▶ A new networking lounge, designed to create even more networking opportunities.

## 2. WHAT SOFTWARE WILL I NEED IN ORDER TO ATTEND?

The beauty of our digital conference is that all you need is an internet connection to join. As a result, the new digital experience means that your whole team can now benefit from our world-class programme. The latest versions of Firefox or Chrome is the preferred browser to use to guarantee a great viewing experience.

## 3. WILL SOMEONE SHOW ME HOW TO USE THE NEW PLATFORM?

The platform is simple to operate and we will have a helpdesk available for the duration of the conference. We also have a demonstration available on our website, so that you can understand the platform functions ahead of the conference.

## 4. WHAT IF THERE ARE TECHNICAL ISSUES ON THE DAYS?

As always the PLSA team will be on hand to assist with any issues you encounter, in addition the platform offers three forms of technical support; live chat, a dedicated telephone number for delegates, plus an email address.

## 5. WHY IS THE CONFERENCE LONGER?

To make the sessions easier to digest in their online format, the programme is split across additional days and will run in the mornings, allowing for extra networking time in the afternoons.

## 6. WILL THE LEARNING ZONE STILL BE AVAILABLE?

Yes, our dedicated Learning Zone will still be available. We will have sessions from Monday – Thursday. We have opened up the Learning Zone so all fund members can now attend. Please view the full [programme](#) for details.

## 7. OTHER THAN CONFERENCE SESSIONS, ARE THERE ANY OTHER ACTIVITIES I CAN TAKE PART IN?

Yes, we have a number of activities scheduled throughout the conference. These include:

- ▶ **Exhibition** – you can network and talk directly to each stand representative through the platform. Our exhibitors will have an array of literature which you can collect directly from each stand, so please do stop by and say hello.
- ▶ **Networking lounge** – connect with other delegates and share insight with the networking tools available on our digital platform.
- ▶ **Delegate conference game** – who doesn't love a prize? Join in the search for hidden items around the digital platform to build up your points.



## 8. CAN I USE MULTIPLE DEVICES TO ACCESS THE CONFERENCE?

The platform operates a Single Sign On (SSO) authentication scheme, which means that all users can access the platform from a single device. If you would like to use multiple devices e.g. a laptop and tablet, you must be signed out of one device before accessing the platform on a different device. You can access the conference using your registration details which are unique to you. We recommend that you test out your device and connectivity to ensure a good quality viewing experience.

## 9. I WOULD LIKE TO ATTEND TWO SESSIONS WHICH ARE SCHEDULED TO TAKE PLACE AT THE SAME TIME. WILL THE SESSIONS BE RECORDED?

All sessions will be recorded and available on demand via the event platform for 30 days. Where permission has been granted, the presentations will also be available to download via the platform.

## 10. WILL THERE BE AN OPPORTUNITY TO ENGAGE WITH SPEAKERS AND ASK QUESTIONS AT THE SESSION?

Yes, speaker Q&A can be facilitated during the live sessions.

## 11. I USUALLY GET CPD POINTS AT YOUR CONFERENCES. WILL THIS CHANGE IF I ATTEND THE DIGITAL CONFERENCE?

You can still earn up to 7 hours CPD points under the PMI CPD Scheme. The event may qualify for CPD hours under other schemes.

## 12. I REALLY ENJOY MEETING WITH MY PEERS AT YOUR CONFERENCES. WILL THERE STILL BE AN OPPORTUNITY TO NETWORK?

Yes, we have a number of opportunities for you to meet with delegates and exhibitors. You can network with delegates using our audio, video and chat tools available in the networking lounge and also book one-to-one meetings with our exhibitors. The delegate lists will also be available online, so you can easily network with all of your peers.

## 13. I'M LOOKING FOR A NEW SUPPLIER, CAN I STILL MEET WITH EXHIBITORS AT THE CONFERENCE?

There will be a number of opportunities for you to explore the exhibition and access thought leadership content from consultants and service providers who can help you achieve your goals.

## 14. DO I NEED TO ATTEND ALL THE SESSIONS?

We know that as well as attending sessions, networking is equally as important. We have added break times to allow you time to explore the platform, meet our exhibitors and connect with your peers. Our exhibitors will be also be available on their stands in the afternoon for meetings and networking.

## 15. CAN I CHOOSE WHICH SESSIONS I WOULD LIKE TO ATTEND IN ADVANCE?

You do not need to pre-register to attend any of the sessions. The Learning Zone is reserved for Fund Members only.

## 16. CAN I STILL COLLECT INDUSTRY PUBLICATIONS AND OTHER LITERATURE TO KEEP UPDATED WITH INDUSTRY NEWS?

Yes, on the exhibitor stands you can add publications and materials to your digital conference bag. You will also be able to connect with them and keep up to date with industry news.

## 17. I NORMALLY ATTEND AS A DELEGATE, CAN I UPGRADE AND PURCHASE A SPONSORSHIP PACKAGE?

We have a number of exhibitor and sponsorship packages available. Please contact [business.development@plsa.co.uk](mailto:business.development@plsa.co.uk) for more information.

## 18. HOW CAN I REGISTER MY WHOLE TEAM?

You can register your team via the conference website. You are able to book your whole team under one booking.

## 19. WHAT ABOUT MY DETAILS? WILL THEY BE SAFE IF I GO ONLINE?

Your details are safe with us, please refer to our [privacy policy](#) which explains how the PLSA collects and uses personal data in line with the General Data Protection Regulation (GDPR) and other UK data protection laws.