

# General Information

## Course Capacities

Because **ASM21** is a virtual event during the scheduled dates, May 6–8, there are no limits on course capacities, with the exception of hands-on workshops.

## Code of Conduct

ODA is committed to providing a harassment and discrimination-free experience for everyone at the ASM, an experience that embraces diversity where attendees may learn, exchange ideas, network and socialize in the company of colleagues and friends in an environment of mutual respect.

## Community Guidelines

The ODA moderates all comments posted online. We encourage robust discussion, the exchange of ideas, best practices and the sharing of multiple, diverse perspectives. We reserve the right to remove any comments or links that are defamatory, inappropriate, offensive, abusive, inaccurate or otherwise deemed unacceptable. Please note that comments on the page represent the views, opinions and activities of the comment writer and not the Ontario Dental Association.

Read our [Website Terms of Use](#).

## Recording Policy

For copyright reasons, recordings of any kind are strictly prohibited. Recordings of the Category 2 and Category 3 courses will be available on-demand from until May 31, 2021.

## Privacy Notification

Please note that the payment information collected by our registration vendor and online will be used by the ODA for the purposes of processing the ASM registration, as well as for contact information for providing communication updates and event notifications.

The ODA is committed to protecting the privacy of your personal information. For more information about the ODA's management of personal information, or the ODA's use and disclosure practices, please contact the Chief Privacy Officer or a Member Service representative at 1-800-387-1393 or 416-922-3900, via email at [info@oda.ca](mailto:info@oda.ca) or by fax at 416-922-9005.

## Disclaimer

The Ontario Dental Association does not endorse speaker content, products or services presented at the Annual Spring Meeting (ASM). Any reference by speakers to products, services equipment and technology refer to their personal beliefs and do not reflect those of the Ontario Dental Association.

For participants attending workshops, please be aware of the potential risks involved in using new techniques or procedures without having fully attained a competency level to practise them.

Information on speakers and dates are correct as of the time of posting to the ASM website. Please continue to check the website for the most up-to-date information, as speakers may make changes from time to time, and the ODA will attempt to update the Show Guide in a timely manner.

# FAQs

## How do I access the virtual platform?

1. Visit [asm.oda.ca](http://asm.oda.ca) and click "REGISTER NOW"
2. Fill out the online registration form and pay your registration fees. When your registration is complete, you will receive a confirmation email from Convention Data Services, the ASM's event registration partner.
3. After you register, in mid-April, you will receive an email from **InfernoAR** the ASM virtual platform asking you to 'reset' your password. This will allow you to create a password to login to the virtual platform. **PLEASE NOTE:** the password reset link is only good for 24-hours after you have received the automatic email. If you miss that 24-hour window, please send an email to [support@nextechar.com](mailto:support@nextechar.com) with the subject line "Ontario Dental Association" and let them know that you need help to create a password.

Use your password to login once the event goes live on Thursday, May 6. Once you've logged in, please update your profile by clicking on the icon located on the top left corner of the page. This will let you network with other attendees.

The Exhibits Floor will be open on Monday, May 3. Join early to chat with exhibitors and set-up appointments before the event begins on Thursday, May 6, 2021.

If you are experiencing technical difficulties with your login please email [support@nextechar.com](mailto:support@nextechar.com) or 1-866-330-6655. The hours of operation are 8:00 am – 11:00 pm.

## What is a virtual event?

You can attend a virtual event from the comfort and convenience of your home, office or wherever else you can think of, through your personal computer or mobile device.

The virtual platform will provide one-on-one live chats, live courses, and presentations and workshops, as well as real-time networking features and the Exhibits Floor. There are no limitations on the interactivity of a virtual event. We are bringing the attendee and the exhibitor worlds together on one virtual platform for a shared unique experience!

## What will the virtual platform look like?

**Lobby:** In this location, you can chat with fellow attendees or find your way to the various areas of the virtual platform.

**CDSPI Networking Lounge:** This is another great area to chat with your colleagues and friends, either as a large group or one-on-one. This is where the fun and interactivity begins. The CDSPI Networking Lounge has a variety of events that are free for attendees. It is also an opportunity to chat with colleagues and friends.

**Accerta Mainstage:** There are four virtual stages, the Accerta Mainstage is where we will feature the keynote speaker and the Category 1 (Core) courses. You will find the speaker roster, course titles and descriptors on the Agenda page. If you have missed any of the Category 2 and 3 courses or want to go back and view them again, you can access them on-demand from May 10 until May 31, 2021. Please note that you must complete the full 90-minutes in order to receive Category 2 or 3 credits.

# FAQs

**Exhibits:** Explore all the exhibiting companies. Learn about the many innovative new products and services. Watch videos, download informational materials and chat with exhibitors. For your convenience, we have scheduled dedicated exhibit hours on Thursday, May 6, and Friday, May 7, where you can meet with exhibitors in real time. The chat feature will be available from May 8 until May 31, 2021. Please allow for a 24-hours response time.

## Do courses at Virtual ASM21 receive CE credits?

All courses at **Virtual ASM21** receive CE credits. An Attendance Verification will be issued to each attendee of **Virtual ASM21** approximately four weeks after the event. You will receive your Attendance Certificate after May 31, 2021.

We will be offering two types of programming. The first will be Virtual Live programs at scheduled times, including a live Q&A with the speaker. This only applies to the Category 1 (Core) courses and the workshops. The second will be pre-recorded courses that will have a text chat function to enable you to ask questions of the speaker.

**Please note that dental students and dentists not registered with the RCDSO cannot claim CE credits for any continuing education completed before their date of registration with the college. Their CE requirements, and CE cycle, start from their date of registration as a member of the RCDSO.**

## When will I receive my Attendance Verification?

If you attend any of the live or pre-recorded courses between May 6 and May 8, 2021, you will receive an Attendance Verification approximately four weeks after **Virtual ASM21**.

If you attend any of the on-demand courses (Category 2 and Category 3 courses) from May 10–31, 2021, you will receive an Attendance Verification after May 31, 2021.

Please note that in order to receive an Attendance Verification, each registrant must provide their own individual email address.

## Are there any show specials?

Yes, **Virtual ASM21** attendees will have access to discount coupons in the attendee swag bag. Click on the Attendee Swag Bag in the navigation bar in order to access these discount coupons for use on the Exhibits Floor.

## Do I have access to all of the courses?

Yes, if you purchase the All Access registration, you will have access to all of the Category 1, 2 and 3 courses, the keynote address and exhibits. If you purchase the General registration, you will have access to the Category 2 and 3 courses, the keynote address and the exhibits. Workshops carry an additional fee and are not included with either the All Access or the General registration fees.

## Will there be an opportunity to meet with exhibitors?

The virtual Exhibits will have with show specials and company representatives ready to greet you during dedicated exhibit hours via the chat feature in each booth. A virtual meeting can make networking more accessible than an in-person meeting. Instead of tracking down an exhibitor or representative in a large convention centre, virtual attendees will have many opportunities for direct communication, instant messaging and impromptu conversations at the click of a button. Also, our virtual Exhibits will remain active from May 8 until May 31, 2021. The chat function will be active, but please allow 24-hours for an exhibitor to respond.

## Will courses sell out?

**Virtual ASM21** is being held during the scheduled dates of May 6–8, 2021. There are no limits on course capacities, with the exception of the hands-on workshops. Attendance limits for the workshops are stated underneath each course descriptors and on page 69 with the course code and fees for each workshop.

## Can my computer handle a virtual event?

Most up-to-date computers and mobile devices such as laptops, desktops and hand-held tablets are capable of running the virtual event. Please make sure you have installed all your system and browser updates on your computer or mobile device prior to attending the event. The NextechAR platform is supported by Chrome and Firefox. It does not operate with Internet Explorer and Safari. For the best viewing we recommend that you use Chrome or Firefox browsers.

## Are there system or device requirements required to experience the event?

The conference is best experienced on a computer, but you may use almost any device to experience it. You may participate in the virtual conference from a laptop, computer (Mac or PC), smart phone or tablets (Android or iOS). You will log on to the conference from your internet browser.

### Other helpful tips include:

- Connecting to the internet using a network cable (ethernet) rather than using a wireless network (Wi-fi).
- Disconnecting from your VPN and/or corporate networks and using your home network for instance.
- Closing any unnecessary applications in the background.
- Refraining from browsing the internet while the event is live.
- Not streaming other media during the event.
- Not downloading large files during a live event.

## What browser do I use to participate in the virtual event?

Our virtual events are **only supported on Chrome or Mozilla Firefox browsers**. Unfortunately, other browsers such as Internet Explorer, Safari, etc. are not supported.

## FAQs

### What internet capacity is recommended?

You should use a strong, wired broadband connection with a speed of at least 1.4 Mbps. If your connection is slower, you may still participate but load times may be longer than normal.

### What are the minimum system requirements for accessing the Virtual ASM21?

This is a fully web-based program, so there are no minimum system requirements. Make sure you allow pop-ups in your browser settings. This event will use pop-up features, such as chat notifications and items in exhibitor booths, so please ensure you are allowing pop-up windows in your browser for our conference website.

### What do I need to do before the Virtual ASM21?

After you register for **Virtual ASM21** you will automatically receive an email from InfernoAR asking you to create your profile and password in order to login into the event. You will receive a reminder the day before the event reminding you to reset your password before you login to **Virtual ASM21** on May 6. Please note that you can visit exhibits in advance on Monday, May 3. Chat with exhibitors or make an appointment with a sales representative.

### Where do I go for help during the event?

There is an Information Desk in the Lobby for show information. It can be accessed by clicking the link in the Lobby. If you are experiencing technical difficulties, you can send an email to [support@nextechar.com](mailto:support@nextechar.com) with the event details, a brief description, and one of the Nextech AR support agents will assist you. Alternatively, you can call 1.866.330.6655. Hours of operation: 8:00am – 11:00pm ET

### How can I ask questions while using the platform?

A text Q&A box is available during the recorded courses if you have questions for the speaker. Group chat is available in each exhibitor booth.

### Can I ask questions of speakers during the courses?

We encourage you to ask questions of the speaker at any time during the course via the text chat function. Live chat is included in the Category 1 (Core) courses and the workshops.

### Can I share my login information with other team members?

For every registration to attend virtually, only one device (computer, laptop, tablet, mobile) will be allowed to enter the virtual conference. The CE credits earned, the questions asked and the polling conducted within that single login session are all tied to the account of the individual who purchased the registration. Please note that each registrant must have their own individual email address to access the virtual platform.

### Can I access any of the recordings from the Virtual ASM21?

Yes, on-demand will be available from May 10 until May 31, 2021. This will not include the Category 1 (Core) courses or workshops. **Category 1 (Core) course and workshops are live and will not be available on-demand.**

### How long can I access the virtual platform?

You can access on-demand from May 10 until May 31, 2021.

### My chat screen is blank.

To help you access the chat screen, the first step is to ensure that you use the right browser. We recommend using Chrome or Firefox for the best viewing experience.

Another issue might be related to the network that you are on. In case you are on your corporate network, then your network could be blocking it because of a firewall installed by your company. If this is the case, please ensure that you use your home network or work with your IT department to get this resolved.

### I cannot access the event.

For instructions on how to clear browser cookies please email: [support@nextechar.com](mailto:support@nextechar.com). If the issue persists please ensure you are using the right browser Chrome or Firefox.

If you are on a corporate network, there is a chance that the firewall installed by your corporate network might be blocking your access. If that's the case, we recommend using your home network.