



Frequently Asked Questions

ACCESSING FORUM LIVESTREAMS AND MATERIALS

1. What is the best way to access the Forum livestreams and materials?

We highly recommend using Google Chrome on your desktop or laptop computer for the fullest experience. Click “Main Stage” to join plenary livestreams. Navigate to “Breakout Sessions” to view available streams. Select a session and select “Play” to join the livestream. Please note that breakout sessions will not be available until the times shown on the agenda. Forum materials associated with particular plenaries and breakout sessions can be accessed from “Handouts” in the Forum Lobby.

2. Is there captioning?

Yes. All video content has been closed captioned. Computer Assisted Real-Time (CART) captioning is available for livestreams. Click on the StreamText links below to access the plenaries (on the Main Stage tab) and breakout sessions (on the Breakout Session tab).

- **Opening Plenary (Day 1) and Morning Plenary (Day 2):**
<https://www.streamtext.net/player?event=1MAINSTAGE>
- **Afternoon Plenary (Day 1) and Closing Plenary (Day 2):**
<https://www.streamtext.net/player?event=2MAINSTAGE>
- **Day 1 Breakout Sessions:**
 - **Combating Ageism and Ableism to Promote Equity**
<https://www.streamtext.net/player?event=CombatingAgeismAbleism>
 - **California’s Master Plan for Aging**
<https://www.streamtext.net/player?event=CaliforniaMasterPlanAging>

- **Day 2 Breakout Sessions:**
 - **The 2020 AARP State Scorecard**
<https://www.streamtext.net/player?event=2020AARPStateScorecard>
 - **Non-Medical Benefits in Medicare**
<https://www.streamtext.net/player?event=NonMedicalBenefitsMedicare>
 - **Using a Co-Design Practice to Design Better Solutions with Older Adults**
<https://www.streamtext.net/player?event=CoDesignPractice>

3. Is there a Forum App?

Yes. Search for “The SCAN Foundation Forum” in the App store (Apple or Android) and select “Download.” The Forum App is totally free! You will need to log in using the email address you used to register for the Forum. If you experience a challenge with accessing App content, please email tech support at 2020ForumHelp@gmail.com.

NETWORKING

4. Can I network with other Attendees or contact Speakers?

Use the App! In the App, search for the Attendee or Speaker you would like to connect with in the “Who’s Here” tab and select “Add” to make a connection. Once a connection is established, you can start up a conversation in “Chat.” If you’re not seeing the option to “Add” an Attendee or Speaker, they likely don’t have mobile app access. Select “Contact” to get in touch!

SUPPORT

1. HELP! I am having technical issues.

If you are experiencing technical issues during the Forum, please contact tech support at 2020ForumHelp@gmail.com, or join us in our [Live Help Zoom Room](#) (9 am – 2 pm PT).

2. HELP! Forum content is not displaying properly or loading.

We highly recommend using Google Chrome on your desktop or laptop computer.

- On the days of the Forum, if the content is not loading or displaying properly, try refreshing the page once or twice before logging out and logging back in.

- If your display is zoomed in so you're not able to view full text and imagery while navigating the Lobby and tabs, hold down CTRL and use your +/- buttons to adjust your display percentage.
- If you are accessing the Forum with a tablet, please use your web browser to join the Lobby (instead of the mobile app).
- If there are still display problems, please email tech support at 2020ForumHelp@gmail.com.

3. If I have an accessibility need, how do I elevate this to the host?

For support with accessibility during the Forum, please email tech support at 2020ForumHelp@gmail.com.