LOGISTICS: HOURS, NAVIGATING THE PLATFORM

What are Convention policies?
By attending Convention, all attendees agree to follow NCTE policies including the Code of Conduct, Mutual Respect & Anti-Harassment Policy, Demonstrations Policy, and Use of Multimedia.

What time zone are hours?
Times for all sessions are Eastern Time.

What are the hours of the Convention?
Each area has different hours, but the lobby will be staffed during the following hours:

<table>
<thead>
<tr>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, November 17</td>
<td>5:00 – 8:30 pm ET; Exhibit Hall Grand Opening 5:30-7:00 pm</td>
</tr>
<tr>
<td>Thursday, November 18</td>
<td>1:00 – 9:00 pm ET</td>
</tr>
<tr>
<td>Friday, November 19</td>
<td>9:30 am – 9:15 pm ET</td>
</tr>
<tr>
<td>Saturday, November 20</td>
<td>8:00 am – 9:00 pm ET</td>
</tr>
<tr>
<td>Sunday, November 21</td>
<td>8:30 am – 9:30 pm ET (NCTE ends at 4:15 pm; CEL ends at 8:00 pm; ALAN ends at 9:30 pm)</td>
</tr>
<tr>
<td>Monday, November 22</td>
<td>8:30 am – 8:30 pm ET (ALAN ends at 6:30 pm; CEL ends at 8:30 pm)</td>
</tr>
<tr>
<td>Tuesday, November 23</td>
<td>8:30 am – 4:10 pm ET (ALAN programming only)</td>
</tr>
</tbody>
</table>

What are the hours of NCTE Customer Service support during Convention?

<table>
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What are the different components of the virtual platform?

Lobby: The lobby is the main entrance to the Convention platform. There is a chat at the bottom of the page for general questions.

- Navigate away from the Lobby by clicking the menu options at the top of the page or by clicking the locations in the Welcome to the Lobby graphic.
- Visit the NCTE website by clicking the NCTE logo and visit Sponsor Booths by clicking the Proud Sponsor logos. Need to find something specific?
- Need to find something? Use the Search feature in the upper right corner to search for people, sessions in the webcast auditorium, exhibitors and sponsors.
Webcast Auditorium: This is where all Live, Scheduled/Prerecorded and On-Demand sessions are located. Live and Scheduled/Prerecorded Sessions can be found under the Live tab and the On-Demand Sessions can be found under the On-Demand tab. Exhibitor sessions are included under the Live tab.

- **On-Demand Sessions:** These sessions are available any day, any time. On-Demand sessions include poster sessions, panels, roundtables, and more!

- You can add your favorite sessions to your Virtual Swag Bag by clicking the heart icon.
Exhibit Hall: Contains four primary halls: (1) NCTE Central, where you will find the NCTE merchandise; (2) Gold Hall, where you will find Scholastic and Learning for Justice; and (3) Bronze Hall, where you will find Poetry Out Loud. All other exhibitors are listed in alphabetical order within the Exhibit Hall. Many exhibitors are offering author meet and greets; review the Meet the Author booklet to learn more. You may also find Meet the Author details on our Exhibit Hall & Sponsors webpage.
Networking Lounges: Lounges are where you can have more casual conversations with fellow attendees. There are four lounges:

1. **NCTE Author Talks & More**: Join us for schedule author talks and find more information on featured books.
2. **Not To Be Missed!**: Attendees are encouraged to come here and post in the chat message board what sessions they think others should check out. NCTE will also post what’s coming up/what not to miss here.
3. **Photo Booth**: Come take a selfie and post it to social and tag #NCTE21 for a chance at a daily giveaway.
4. **Membership Lounge**: Visit for more information on Member Benefits and Discover Unique Opportunities!

**Virtual Swag Bag**: Check out our Virtual Swag Bag for our prepopulated items. You can also add items to your bag throughout the platform!
Schedule: Don’t miss a session! Visit the Schedule and add all your favorite sessions for quick access as well as calendar reminders! Filter by auditorium and date.
ATTENDING SESSIONS

Program: This is a link to the Convention Program.
Convention Policies: This is a link to the Convention Policies.

How to attend a live or scheduled session in the webcast auditorium?
TO ACCESS from the top of any page: Go to Webcast Auditorium → Choose the date (grey boxes at top) → Go to box on left → Scroll to view available sessions → Click the blue “More Info” icon to select a session → Go to box on the right → Click red “Attend Webcast” icon (available once the session is ready to air) →

**These are sample sessions for visual purposes only.

Click “Open Zoom Meeting” in the pop-up window.

Don't have Zoom Client installed? Download Now
Having issues with Zoom Client? Join from Your Browser
Congratulations! You are now attending a live virtual session. If the session in already in progress you will see/hear the presenters. If the session hasn’t started you’ll be in the waiting room (see below) and automatically moved into the session once it begins.

Will I be on camera if I join a session as an attendee?
The majority of the sessions will not have attendees on video or with audio. There are approximately 80 sessions, NCTE Annual Convention, ALAN and CEL, that use breakout rooms in which attendees can be on video and use audio. Of course, you always have the option to turn off your camera and/or mute your audio.

Can I ask presenters questions during Live and Scheduled sessions?
Yes! We have a number of ways to engage with presenters and authors. During most sessions, attendees will be able to use both the text chat and the Live Q&A. The text chat allows you to share your questions or comments with presenters and attendees. The Live Q&A is only seen by presenters unless a presenter answers your question at which point the question becomes public.

I’m registered for Convention, but am not seeing NCTE Annual, ALAN Workshop and CEL Convention sessions in the Webcast Auditorium.
If you are registered for all three components of the 2021 NCTE Annual Convention, you should see all session offerings. If you are only registered for NCTE Annual Convention, you will not see ALAN or sessions. If you are only registered for ALAN or CEL, you will not see the appropriate sessions and not NCTE Annual Convention.

If what you are seeing does not match how you registered for Convention, please contact us immediately at NCTEevents@ncte.org.

Which sessions will have CART or ASL?
All Live and Scheduled/Prerecorded sessions will have CART. If requested, certain sessions may also include ASL services. NCTE has secured ASL for all General Sessions. Captioning and/or session transcripts will also be available.
for all On-Demand Sessions. Session transcripts will also be provided for all Live and Scheduled/Prerecorded sessions during archive.

Need more information about platform accessibility? Check out the FORJ Virtual Platform Accessibility Guide! Platform accessibility can be found by clicking the person icon in the lower right corner of all pages.

How do I access archived live and scheduled sessions and when will they be available for viewing?
Archived live and scheduled sessions will be available for viewing in the Webcast Auditorium ~48-72 hours after the session has ended. Once the session has been archived, the “Attend Webcast” button will change to “View Archive”. If the View Archive button is not visible, it means the archived session is not yet available.

REGISTRATION RELATED
How do I log in to the Convention?
Log in via the NCTE 2021 Virtual Annual Convention Platform.
Username: email address used to register for Annual Convention
Password: NCTE2021*
*Upon initial login, you will be promoted to change your password.

If you are having problems logging in, you can use the forgot password feature. If you still have problems, contact us at NCTEevents@ncte.org.

How early can I log in to the Virtual Platform?
You can log as soon as you receive the Know Before You Go Email on November 15 to use the schedule feature and bookmark the site. The networking lounges, webcast auditorium and exhibit hall will open on Wednesday, November 17 at 5:30 p.m. ET. The Exhibit Hall Grand Opening is from 5:30 – 7:00 pm ET. Please log in as soon as possible to ensure you have the best experience possible!

Is there a cut-off date for registration?
Registration for Convention is remain open until 11:59 p.m. ET on Friday, December 31. Once a person registers, it will take approximately 20 minutes for new registrants to have access to the virtual platform. If you cannot access the platform after 30 minutes, please contact us at NCTEevents@ncte.org.

What if I registered but can no longer attend the Convention?
You will still have access for 90 days after the Convention to watch content. You can log in any day, any time, and as frequently as you’d like during this period. Archive will end February 19, 2022. The deadline to cancel and receive a refund was November 3, 2021.

Can I share my login with a friend or colleague?
No, your login is unique to you and cannot be shared.

Can I register for one day only?
No, NCTE does not offer one day registration.
I have a question about becoming an NCTE member. Visit the Membership Lounge to learn more about the benefits of membership! After the Convention, see our website.

OPPORTUNITIES: MEET AUTHORS, COLLECT BOOKS, EARN PRIZES
Will I be able to meet authors at Convention?
Yes! Exhibitors are hosting author meet and greets in their booths. Browse our Meet the Author booklet for a sampling of opportunities, and make sure to stop by exhibitor booths each day to see what they have planned!

Are there opportunities to receive books this year?
There will be opportunities to receive and/or win books this year. Some of these opportunities include:

1. Attending the Special Secondary Section Event on Saturday, November 20 from 2:15 – 3:45 p.m. ET for a chance to receive a bundle of four books courtesy of NCTE and Macmillan. All attendees are eligible; after the event we will use a randomizer to select 50 winners. See you there!
2. Stopping by exhibitors' booths! Many of our exhibitors are planning book giveaways, free e-books, discount codes, and more!
3. Gamification prizes include books (see more below)
4. Anyone who takes a picture in the Photo Booth Lounge and posts to social tagging #NCTE21 will have a chance to win a daily giveaway.

Is there gamification? What is gamification?
Gamification is when a game is added to an online platform. During Convention, attendees earn points for completing different actions (see below). You can check your status on the Leaderboard, located in the top menu, at any time. Gamification begins when the platform login information is distributed and ends on Sunday, November 21 at 4:15 p.m. ET.

Gamification Event Prizes:
- The first participants to hit the top three scores* will receive complimentary registration that the 2022 NCTE Annual Convention.
- The first participants to hit the top scores* four - eight will receive a $25 bookshop.org gift card.
- The first participants to hit the top scores* nine – twenty will receive a free NCTE book mailed to the address provided on their registration.

*The top will be based on the exact date and time the participant became a top scorer. Winners will be determined after Convention and notified via email by Friday, December 3.

How do I earn points and badges?
You earn points and badges by taking certain actions in the platform. You can check your Leaderboard status at any time. Points are assigned as follows and multiple opportunities to earn points are possible!

<table>
<thead>
<tr>
<th>Action</th>
<th>Max per Convention</th>
<th>Max Per Day</th>
<th>Points Per Action</th>
<th>Max Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login to platform by 11:59pm ET on 11/16</td>
<td>1</td>
<td>n/a</td>
<td>250</td>
<td>250</td>
</tr>
<tr>
<td>Visit Exhibit Hall</td>
<td>80</td>
<td>20</td>
<td>50</td>
<td>400</td>
</tr>
<tr>
<td>Visit Gold Sponsor Hall</td>
<td>8</td>
<td>2</td>
<td>150</td>
<td>1200</td>
</tr>
<tr>
<td>Visit Bronze Sponsor Hall</td>
<td>8</td>
<td>2</td>
<td>100</td>
<td>800</td>
</tr>
<tr>
<td>Visit NCTE Central Booth</td>
<td>8</td>
<td>2</td>
<td>75</td>
<td>600</td>
</tr>
<tr>
<td>Visit NCTE Author Talk Lounge</td>
<td>12</td>
<td>3</td>
<td>25</td>
<td>300</td>
</tr>
<tr>
<td>Visit Photobooth Lounge</td>
<td>12</td>
<td>3</td>
<td>25</td>
<td>300</td>
</tr>
<tr>
<td>Visit NCTE Membership Lounge</td>
<td>12</td>
<td>3</td>
<td>25</td>
<td>300</td>
</tr>
</tbody>
</table>
Visit Not to be Missed Lounge | 12 | 3 | 25 | 300
Open Virtual Event Bag | 1 | n/a | 250 | 250
Visit Webcast Auditorium & Watch Sessions | 32 | 8 | 75 | 2400
Total Points | | | | 10700

TECHNICAL SUPPORT
Can I change my profile photo or add my organization name? Yes!
ADD PHOTO: From the virtual event platform: Go to “My Profile” (top right) → Click on “My Image” tab at top → Click “Choose File” → Select file → Click “Upload” → Wait for green “Success” bar to appear at top → Return to virtual event platform by clicking on “My Virtual Events” (top right) → Click on “2021 NCTE Annual Convention” → Scroll to the bottom of page → Click the power symbol below the grey box to log out of chat → Go to top right of page and click “logout” to log out of virtual platform → Log back in to virtual platform

ADD ORGANIZATION: From the virtual event platform: Go to “My Profile” (top right) → Click on “Business” tab at top → Enter company and job title → Scroll to bottom of the page → Click “Save” → Scroll to top of page and look for green “Success” bar to confirm your information saved → Return to virtual event platform by clicking on “My Virtual Events” (top right) → Click on “2021 NCTE Annual Convention” → Scroll to the bottom of page → Click the power symbol below the grey box → Go to top right of page and click “logout” → Log back in

TROUBLESHOOTING
If your photo and/or organization appears in some locations on the virtual platform and not others (e.g., it appears in the Lobby and not in the Webcast Auditorium), click the power symbol below the grey box at the bottom of the page to log out of chat → repeat this process to log out of EACH LOCATION where your photo and/or company is missing → Go to top of page and click “logout” to log out of virtual platform → Log back in to virtual platform

How and when can I access sessions after Convention until February 19, 2022?
Archived sessions will be accessed through the same platform and login process you use to attend the Convention. On-Demand sessions can be accessed beginning the first day of Convention. Live and Scheduled sessions will be archived and available for ~48-72 hours after the session ends.

If I have technical/logistical questions or issues during the conference, who should I contact?
Questions can be asked through the “Live Support” chat feature located at the top of all platform pages. The platform host, FORJ, will staff the Live Support chat during Convention hours. If questions are submitted outside of Convention hours, your question will be added to a queue and answered when it is back online.

PHOTO BOOTHEGO to Networking Lounge → Photo Booth and click on the white “ENTER” button to begin.
A disclaimer will pop up. This is optional, but we encourage attendees to check the box to permit their image be added to the gallery of all images from Convention. Click “CONTINUE”.

If you get a pop up for permission to use your camera, select “Allow”.

Pose for the camera and take your photo! You can select “SNAP” to take a photo, or select “upload an image” to select a picture from your device.

Select “Accept” if you are satisfied, or “Change” if you want a re-do.
After you select “Accept”, you select one of six different backgrounds. You must select a background. Use the arrow buttons to scroll through the options. After you select a background the “NEXT” button will appear.

FRAMES AND STICKERS: Now you have the OPTION of selecting a frame and stickers. You may add more than one sticker, and you can resize them as needed. When you are satisfied, click “SUBMIT”.

Finally, share your photo! You can download, share (tag #NCTE21 for a chance to win a daily giveaway) or try again.

After you select “Share”, you can choose a social channel.

After you post your selfie, you can start over and pick different backgrounds, frames and stickers and have fun!