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<u>**GENERAL QUESTIONS:**</u>

Q: What are the dates and hours of the live virtual event?
>   Tuesday, October 5; 8 a.m. – 5:30 p.m. PT
>   Wednesday, October 6; 8 a.m. – 4:35 p.m. PT
>   Thursday, October 7; 8 a.m. – 3 p.m. PT
>
>   The event will open on Tuesday, October 5, at 8:00 a.m. PT

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REGISTRATION QUESTIONS:

Q: How do I register for the event?
- Register at https://www.xpressreg.net/register/caar1021/attendee/lookup.asp
- **C.A.R. members:** Please enter your NRDS # to start your registration. Click here to look up your NRDS #.

Q: Is there a fee to attend REimagine! Real Estate Virtual Conference & Expo?
It depends on your membership status:
- **Free:** C.A.R. members and their association executives. C.A.R. members can add one office manager for free with their registration.
- **$95:** Non-C.A.R. members (non-REALTORS®, real estate professionals and/or affiliates)
- **$45:** Out-of-state REALTORS®
- **$15:** Students (must use your current .edu email address or submit student ID to receive student pricing)

Q: I lost my confirmation email. How do I get a new one resent to me?
Call our registration department at 800.242.2732 or go to https://www.xpressreg.net/register/caar1021/attendee/lookup.asp. Enter your email address in the "Already Registered?" section and click "Resend Confirmation".

Q: I just registered, how long before I can log into the virtual event?
Please wait a couple of minutes after completing your registration before trying to log into the platform. Click here to contact technical support if you experience any technical issues logging into the event.

VIRTUAL EVENT QUESTIONS:

Q: How do I access the virtual event?
Go to https://car.6connex.us/event/reimagine/login and enter your email address.

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Q: I've already registered, why can't I log into the event?

If you have already registered, you must log in with the email address you used to register. If you forgot which email was used, you can find it within your confirmation/reminder email. If you cannot locate your confirmation/reminder email, please call our registration department at 800.242.2732 or email CAR@xpressreg.net to retrieve log in information.

Registration hours during the live event days:
Tuesday, October 5; 7 a.m. – 4 p.m. PT
Wednesday, October 6; 7 a.m. – 4 p.m. PT
Thursday, October 7; 7 a.m. – 2 p.m. PT

Q: Why do I keep getting kicked out of the event and redirected to reimagineexpo.org?

The system allows one user per session. <u>There is no sharing of login information.</u> If you have shared your account with another individual, and the individual logs in while you are in the event, you will automatically be removed from the platform and will need to log back in.

Q: Can I share my login with others?

No, each person must register individually. Users will only be able to access the event on one device at a time. The platform will remove a user if someone else logs in using the same account.

Q: Do I have to download any software to access the event?

No, the event is web-based. Simply go to https://car.6connex.us/event/reimagine/login and log in. For the best experience, use Chrome or Firefox.

- Audio: Be sure speakers/headphones work and are turned up.
- Devices: Laptop or desktop computers (PC or Mac), or tablets (Android or IOS) are supported.
- Connectivity: Strong WIFI connection or hardwired internet connection are recommended.
- Disconnect from VPN or corporate networks (if possible). Close any unnecessary applications. Refrain from browsing the internet, streaming media, and/or downloading large files during the time.
- Disable pop-up blockers to ensure you can access the sessions and/or prize drawings.
- Make sure your PC or Macbook and devices have the latest Zoom updates installed. Go to zoom.us/download to download the latest updates. If you are on a Mac, you can also join any Zoom sessions by clicking on the "Join from browser" link within the Zoom pop-up message. See example below
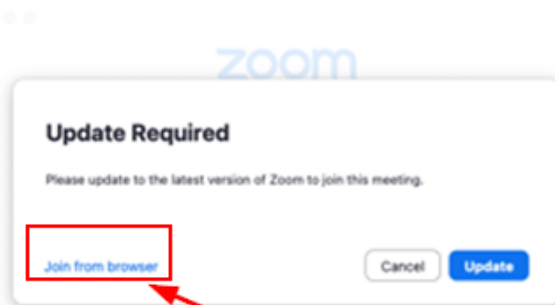
Q: What are the system requirements?

- 1024 x 768 screen resolution minimum
- 1.4 Mbps internet connect minimum
- Disable pop up blockers
- Disconnect from VPN (if possible)

Be sure to test your system in advance to avoid issues during the live event
- System test: https://car.6connex.us/event/reimagine/system-check
- Webinar System Test:
  https://event.webcasts.com/viewer/faq.jsp?mType=v&closebtn=no&techview=yes

Q: I can't access Zoom sessions from my Mac computer.

Zoom regularly provides new versions of the Zoom desktop client and mobile app to release new features and fix bugs. Go to zoom.us/download to download the latest Zoom updates. You can also join any Zoom sessions by clicking on the "Join from browser" link within the Zoom pop-up message. See example below.
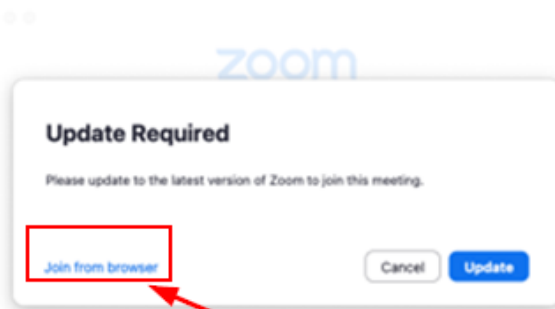
Q: I can't see all the elements on my screen?

Please adjust the browser viewer settings on your computer or mobile device.
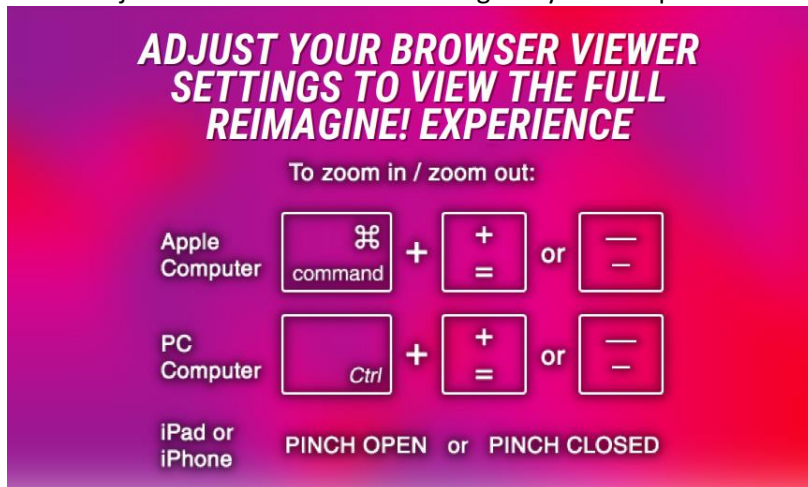
Q: I am not/was not able to attend the live event. Will the event be available on-demand?

Yes, the event will be available on-demand until Dec. 31. Registration is required for on-demand access.

Q: If I did not register in advance for the live event, can I still register to watch it on-demand?

Yes, but you must first register for the event before you can watch it on-demand. Registration fees are as follows:

- **Free:** C.A.R. members (includes association executives). C.A.R. members can add one office manager for free with their registration.
- **$95:** Non-C.A.R. members (non-REALTOR®, real estate professionals and/or affiliates)
- **$45:** Out-of-state REALTORS®
- **$15:** Students (must submit student ID to receive student pricing)

Q: Will all the sessions be available on-demand?

Please check the session schedule in the "Auditorium" room to see which sessions are available on-demand.

Q: Is the event platform ADA compliant?

Yes, the event platform supports the requirements of 508 and ADA via a comparable, but alternative non-graphical offering for individuals with disabilities. To access the event without graphical components, click the "Accessibility" link on the footer of the login page. Click here to learn more.

PLATFORM QUESTIONS:

Q: How do I add a profile picture to my account?

Once you are in the event platform, locate the setting icon ⚙▾ on the upper right corner of the screen.
- Click on "Edit Registration Information."
- Scroll down to "Profile Image" to upload your profile picture.
- Click "Submit."

Q: How do I navigate to the different rooms within the event platform?

You can enter any room by clicking on the appropriate icon located in the navigation bar at the bottom of the page.

Navigation bar icons:
- **Lobby**: Homepage
- **Auditorium**: Access 30+ webcasts

- **Exhibit Hall**: Connect and chat live with exhibitors; learn more about their products and services and download materials to your "Virtual Goodie Bag" briefcase.
- **Prize Terrace:** Access the All Voices Bingo N' Mingle event and the REI Prize Giveaway Drawings for a chance to win some amazing prizes.
- **Promenade of Fun:** Enjoy free yoga or take a selfie with our digital photo booth.
- **More Experiences:**
    - **Branding HQ:** Download marketing materials and get tips on how to personalize your own C.A.R. consumer-focused commercial video using C.A.R.'s Content Studio.
    - **Prop 19 Center:** Learn about the benefits of Prop 19 and download materials to send to your clients.
    - **Rooftop Networking Lounge:** Network with other attendees through the public chat.
- **Attendees:** See a list of attendees who are currently online.
- **Chat:** One-on-one private text or video chat with other attendees in the platform.
- **Virtual Goodie Bag**: Your personal digital file storage. All downloadable content within your virtual goodie bag will be available until December 31.
- **Matchmaking**: Match up and connect with other attendees like you.
- **Meeting Scheduling**: Schedule personal time to speak with other attendees, exhibitors, and or speakers.
- **My Agenda**: Plan out your day by adding sessions you wish to see to "My Agenda."

Q: What is the "Virtual Goodie Bag" briefcase icon?

The "Virtual Goodie Bag" briefcase is your personal digital file storage. All downloadable content items you wish to add to your briefcase will show up here. You can preview saved documents, download them individually to your computer, or share them with anyone via email.

Q: How do I chat with other attendees and/or exhibitors in the platform?

There are three ways you can chat with other attendees and exhibitors within the event.
1. For one-on-one private text or video chat, locate the "Chat" icon in the navigation bar at the bottom of the page. Click on "+ Start new chat."
2. Chat with exhibitors inside their booths. Click the "Chat with Us" tab located on the booth navigation bar on the left side of the booth.
3. On the navigation bar, click the "More Experiences!" icon and select "Rooftop Networking Lounge." Join the conversation and engage with other attendees in the public chat.

Q: Can I download and save content that appears in the exhibitor booth to my desktop?
Yes. To download, click on the briefcase icon that appears next to the content. The file will automatically be saved into your personal "Virtual Goodie Bag" briefcase. To retrieve the files, go to your "Virtual Goodie Bag" and download all files to your desktop.

Q: Where can I find the session schedule?
Click on the "Auditorium" icon located in the navigation bar at the bottom of the page to access the session schedule.

Q: Are there any prize drawings during the event, and how can I enter?

Yes, there are four different prize drawings during the event, including the All Voices Bingo N' Mingle event, The Hunt, the REI Prize Giveaway Drawings and the Coffee On Us Challenge. Visit the Prize Terrace Room for more information.

Q: Who can I speak with if I am experiencing tech issues during the event or have a general question?

There is live tech support during the 3-day event. Locate and click the "Help Desk" icon in the navigation bar to get started. Click on either of the content windows to chat with live representatives.

Help Desk Hours:
Tuesday, October 5; 9 a.m. – 4:30 p.m. PT
Wednesday, October 6; 9 a.m. – 4:30 p.m. PT
Thursday, October 7; 9 a.m. – 3 p.m. PT