



Agents, Welcome to Humana's 2022 Fast Start+ Virtual Event

In this guide, you will find helpful information about how to navigate the virtual-event experience and what to expect the day of the event.

How do I log in on the day of the event?

Visit the event URL <https://humanafaststart.vfairs.com/> and click the “Click to Log in” button.

In the pop-up that displays, enter the email address that you used to register for the event and click the “Log in” button.

How do I navigate the virtual event?

When you first log in to the event website, you will be taken to the virtual lobby. To navigate to other virtual rooms throughout the event, you can either click directional signage from the lobby or use the green navigation bar at the top of the event website.

Event website navigation:



- **Lobby:** the Lobby serves as your entrance to the event experience.
- **Auditorium:** the Auditorium hosts all of the event presentations. Visit the Auditorium to view and join the presentation lineup.
- **Exhibit Hall:** the Exhibit Hall is where you'll find participating vendor booths. Visit each of the vendor booths to view and download available resources and chat live with booth representatives.
- **Networking Lounge:** visit the Networking Lounge to chat with other attendees! You can chat via text, voice or video with other Agents and event representatives.
- **Chat:** this is the one way to access the general chat room where you can network with fellow Agents and Humana representatives. If you have a question about a specific topic related to one of our booth vendors, please ask those within each booth to ensure a timely and accurate response.
- **Resources and Video Vault:** these sections consolidate all of the resources and videos found throughout the vendor booths for a streamlined view of the available materials.
- **Briefcase:** this is how you access everything you have saved throughout the event. See the Virtual Briefcase section below for more details.
- **Help Desk:** the Help Desk takes you to the tech support chat to assist with any technical issues you may experience.
- **Complete Survey:** take a moment to fill out the event survey and provide feedback on your event experience.

How to access event presentations:

All presentations are launched from the Auditorium. Be sure to visit the Auditorium and click the center screen to view the presentation schedule. Before the presentations start, you'll see a countdown to the start time. Once the presentation is available, click the "Join" button. After a presentation ends, click the "X" button in the presentation window and return to the Auditorium to join the next scheduled presentation.

As soon as a presentation has ended, it will be available to rewatch on demand. To access the on-demand presentation, you will have to refresh the page. Head to the Auditorium and click the "Play" button next to the presentation.

Using your virtual briefcase:

Throughout the event, you can save materials to your virtual briefcase to take with you after the event. You'll find materials at the vendor booths in the Exhibit Hall as well as in the "Resources" and "Video Vault" sections. Click the "+Briefcase" button next to the material you'd like to save. After you are done saving everything, look for the link called "Briefcase" in the green navigation bar. When you click that, you'll be able to email yourself everything you saved. It will send you one email with a link to download all of your saved materials.

Which browser is best for streaming the event?

- To download Chrome, [click here](#).
- To download Firefox, [click here](#).

Important pre-event technical information:

Be sure to check that the sound on your computer is turned on to hear the event audio. If you are wearing headphones, try unplugging them and then plugging them back in.

During the event, if you experience any issues, try refreshing the page. If that doesn't work, please contact Tech Support. You can contact Tech Support by visiting the Help Desk, visiting the Tech Support Chat or emailing humanafaststart@getvfairs.io.

Who do I contact if I have troubleshooting issues on the day of the event?

Send an email to humanafaststart@getvfairs.io for any technical assistance.

How long will the on-demand content be available online after the event ends?

The on-demand content will be available until May 15. Simply use your login credentials to access the on-demand content at any time.

Will I receive Reach Rewards points for attending the virtual Fast Start+ national event?

Yes, if you are eligible for the Reach Rewards program and have opted in to the program, you will receive 30 points for attending the virtual event. For more information about the Reach Rewards program, including how to opt in, visit www.HumanaReachRewards.com.