



Agents, Welcome to Humana's Ascend Virtual Conference

In this guide, you will find helpful information about how to navigate the 2-day virtual-event experience and what to expect each day of the event.

2 days, 8 presentations, dozens of real-world tips to drive leads and sales.

Day 1 lead generation and sales agenda:	Day 2 Veterans and Individual Dental & Vision (IDV) agenda:
<ul style="list-style-type: none"> Maximizing referrals with grassroots Advanced digital marketing Why trust is essential to growing your book of business How to close more sales: tips from top-selling agents 	<ul style="list-style-type: none"> Simplifying healthcare for Medicare-eligible veterans Elevate your Veteran Service Organization (VSO) approach Dental insurance for veterans outside MA/MAPD IDV lead gen and sales tactics for pre-Medicare consumers
Both days:	
<ul style="list-style-type: none"> Get inspired with a keynote speech from Amelia Rose Earhart. Connect with agents from across the nation to share ideas, tips and resources. Compete in designated activities in our Agent Challenge to earn special Humana-branded prizes. Check out dozens of booths full of exciting topics and info. 	

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 ascendvirtualconference@getvfairs.io.

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

Visit the event URL <https://ascendvirtualconference.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 **Login** 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 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 chat to ensure a timely and accurate response.
- **Resources and Videos:** 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 on page 2 for more details.
- **Agent Challenge:** visit the Agent Challenge for the opportunity to earn points and a chance to win prizes! View the Agent Challenge to see how to play and check where you stand on the leaderboard.
- **Help Desk:** the Help Desk takes you to the tech support chat to assist with any technical issues you may experience.
- **Survey:** take a moment to fill out the event Survey and provide feedback on your event experience.

How to access event presentations:

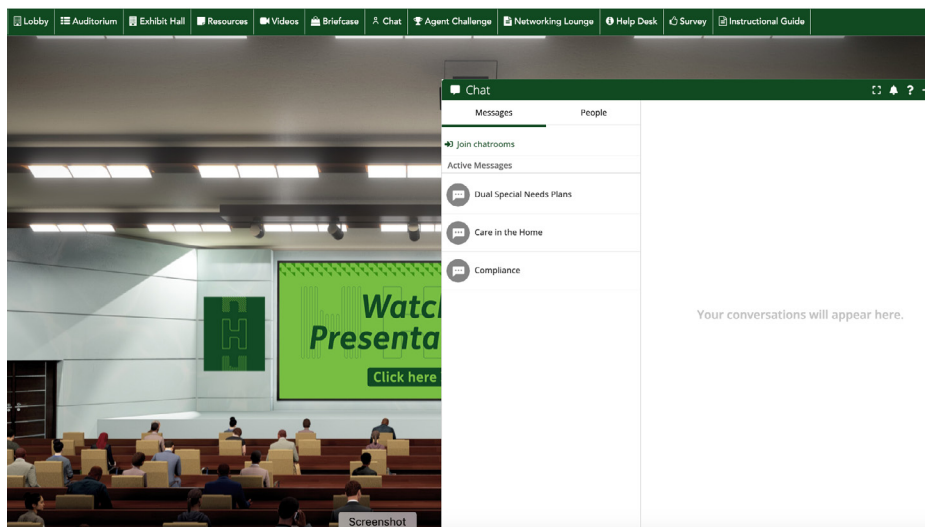
All presentations are launched from the Auditorium. Be sure to visit the Auditorium and click the center screen to view presentations where you will be able to select the **Day 1** or **Day 2** tab to view that day's presentations. Before the presentations start, you'll see a countdown to the start time. 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 to watch the presentation on demand.



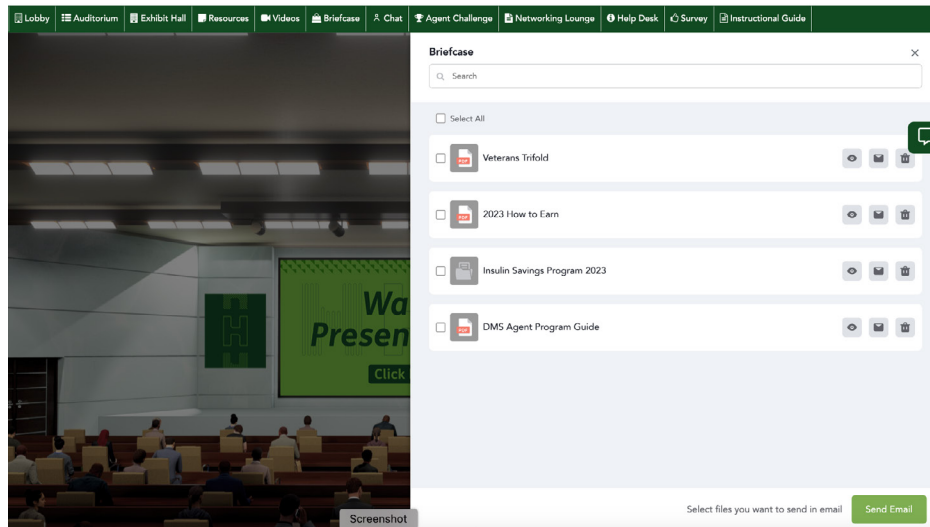
New: chat feature updates.

The chat feature has been updated just in time for this event. Now you are able to chat with fellow agents and Humana representatives directly from the main event environment without having to go to a new tab. You can still access the chat directly from the booths in the exhibit hall or by clicking **Chat** in the green navigation bar at the top of your screen. Once you click to chat, there will be a popup on the right side of your screen where you can participate in specific chat rooms or send a direct message to someone.



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 **Briefcase** on 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?

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

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

Send an email to ascendvirtualconference@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 December 31, 2023. Simply use your login credentials to access the on-demand content at any time.

Will I receive Reach Rewards points for attending the Ascend Virtual Conference?

Yes, if you are eligible for the Reach Rewards program and have opted in to the program, partner agents 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.