

# Oxy 2021 Open Enrollment Virtual Benefits Fair

NOVEMBER 2-20, 2020



In addition to the Oxy Virtual Benefits Fair Attendee Guide, this document contains frequently asked questions about the event experience and how to navigate the site. For questions specific to your Oxy benefit programs, continue to visit the individual vendor booths, located in the Vendor Booths space and/or Benefits Central (both located off of the Lobby by clicking on their corresponding sign or “doorway”).

As a reminder, the Oxy 2021 Open Enrollment Virtual Benefits Fair will be open from Oct. 26<sup>th</sup> through Nov. 20<sup>th</sup>, 2020.

## Registration

### **Q1. How do I register for the event? Is pre-registration required?**

Pre-registration to attend the event is not required. Once the Virtual Benefits Fair is open, you can register at that time to enter the event. From the registration page (URL you were provided to attend the Virtual Benefits Fair), you will select the “Not Registered?” option, “Click Here to Register.” You will then be asked to provide your first and last name, email and accept the Terms of Participation. All you need to attend the event in the future is to enter the same email address you provided as part of your initial registration in the “Already Registered?” area of the registration page.

### **Q2. What if my spouse/domestic partner or family member wants to attend?**

We encourage your spouse/domestic partner, dependent and/or family member to attend. It’s a great way to learn more about your benefits programs and how to use your coverage. They may register the same way you do by choosing the “Not Registered?” option, “Click Here to Register” from the URL you were provided to attend the Virtual Benefits Fair. They will then be asked to provide their first and last name, email and accept the Terms of Participation.

### **Q3. What if I forget the email I used to register for the event?**

First, it would be the email you chose to provide when you initially registered. But, if you forget or cannot re-enter the event using that same email, you can re-register. You will select the “Not Registered?” option, “Click Here to Register.” You will then be asked to provide your first and last name, email and accept the Terms of Participation. There is not a “reset” option.

### **Q4. If I close out of the event, how do I return another time?**

Simply use the URL you were provided to attend the Virtual Benefits Fair initially. Once on that page, enter the same email address you provided as part of your initial registration. You can visit the event as often as you’d like while it is open.

**Q5. What if I forget to close out of the event or my browser?**

That's ok. You will continue to show as "attending" the event in the Attendees list. It's generally a good idea to close a browser when you are done visiting a website. Keep in mind that as you access benefits information within the Virtual Benefits Fair, many of the documents and links (such as PDFs and video) do open in a new browser or window.

**Q6. Can I come and go to the Virtual Benefits Fair as often as I'd like?**

Yes. As mentioned in Q4, you may return to the event using the same email you provided as part of the initial registration. Oxy's Virtual Benefits Fair is open Oct. 26 - Nov. 20. You can attend any time and as often as you'd like. When you return to the site, re-enter the email address you used to first visit the event.

**Technology / Event Support**

**Q7. Can I test my computer or device in advance?**

Yes, on the registration page (URL you were provided), click the "System Check" button to ensure your computer and connection are ready to view the experience and all its functionality. You can run a test here: <https://virtualdestinations.6connex.com/event/TheWayToDoVirtual/system-check>

**Q8. Can I attend the Virtual Benefits Fair from my tablet or phone?**

Yes, attendees can experience the full event from a tablet or smart-phone/device. Laptops, computers (Mac or PC), smart-phones and/or tablets (Android or ISO) are all supported.

**Q9. What browsers are supported?**

This is a virtual, browser based experience. If you're using an older, or unsupported Operating System, Internet Browser, or version of Flash, you may experience decreased performance. We recommend Chrome or Firefox as the most stable and consistent browsers for accessing the virtual environment.

**Q10. How do I navigate from room to room or throughout the Virtual Benefits Fair?**

After entering or registering for the event, you will be taken directly to the lobby. Here you can visit any area of the event by clicking on the icons in the navigation bar at the bottom of the screen or the "doorways" (signs to each room). The navigation bar will always appear at the bottom of your screen to directly navigate to other areas of the site.

**Q11. What is the "Briefcase" icon?**

Located on the navigation bar at the bottom of your screen, you may click the briefcase icon to open the items or documents that were either pre-loaded by the vendors or that you saved during the event. You can view, share, or download these content items to refer to later.

**Q12. What if I have problems accessing the event or once navigating inside the event?**

First, check your internet connection. If you are having issues returning to the event, follow the instructions in Q3. Also, you may want to run a system check as described in Q7. If you continue to experience true technical difficulties with the application or about the environment, please contact our support desk by sending an email to [support@6connex.com](mailto:support@6connex.com).

**Experiencing the Event**

**Q13. What type of activities can I attend or do within the Virtual Benefits Fair?**

This is your opportunity to learn about the different Oxy health and wellness benefits and programs available, visit vendor booths, "chat" with vendor representatives, and attend live sessions in the virtual auditorium. Use the signs, "doorways" and navigation bar at the bottom to navigate throughout the site.

**Q14. How does the chat feature work? How do I ask a question of a vendor representative?**

From the Lobby, enter the Vendor Booths space and then from the logo wall, choose the vendor booth you want to visit. Once within the vendor's booth, there should be a "live chat" button you can select. When vendor representatives are available, they will then message you within the experience via the chat queue. You can then view or respond to their message via the chat window which will pop up on your screen. If the representative is not available or it is outside of their "office hours," a notation is made and they can follow-up with you later.

**Q15. If I see a live session I want to attend, can I add a reminder to my calendar?**

Yes. From the Webinars: Live & Recorded space off of the lobby, you can access a list of Schedule Live Sessions. To the right of the session, click on the calendar icon for a reminder file that you can add to your calendar by "saving and closing" in your calendar.

**Q16. What if I miss a live session? Will any sessions be recorded?**

No problem! You will be able to come back to the virtual environment as often as you'd like while the event is open to watch the videos and audio presentations after they are delivered live. From the "Auditorium" space off of the lobby, you can access a list of the Recorded Sessions to replay any of the sessions that have been recorded. You can also save it to your "Briefcase" to view later.