ILTA▸ON FAQ

Question	Answer
Will we be able to chat with registrants?	Yes. You will be able to chat with attendees during education sessions, on the TRACK chat feed, in social networking sessions, and in networking sessions to demonstrate thought leadership and subject matter expertise. You will also be able to place a link in your Solution Center to your video conference solution (google meet or zoom.)
Will the Company Updates, Master Classes, Ask the Expert sessions, etc be recorded? Are there advertising specifications?	Master Classes will be recorded and re-broadcast in another time zone, as well as made available post-event to registrants. For both Master Classes and Ask the Expert sessions you may insert your own company advertising slide into the slide deck, and you may speak 1 to 2 minutes about your organization before presenting the session.
When do the days begin and end?	The event begins August 24th begins at 1pm Australia Eastern Standard Time and continues through Pacific Daily Time. This is a great opportunity to incorporate your global employees. Sessions will be available in every zone throughout the day.
How will ILTA>ON appear on a mobile device?	The ILTA platform is built on a responsive design, so it adjusts to computer, tablet, and mobile devices.
Is there a preferred web browser?	The experience is best viewed using Google Chrome. Safari is not currently supported. Mobile participants should download Google Chrome for the best experience. Also, we encourage people not to connect via phone because it will be very tiny.
When will the Special Events take place?	Special Events may not conflict with education sessions. However, events will be offered so that all parties can participate across the globe, in all time zones.
Will there be special events every night? Will we have an open night?	We will have ILTA-sponsored social events every evening this year. We are offering many options for social networking and relationship building throughout the event.
When are the breaks? How long will the breaks be?	See Agenda (many breaks, varying times) Attendees will be encouraged to attend BP segments such as Master Classes, Meet the Expert, and the Solution Center.
When are sponsored Networking Events taking place?	Many networking sessions will be in the afternoon/evening of North/South America time, but we are developing sessions for Europe and Australia time zones.
What can I post? Is there a requirement for what we post - example - only 1 video, up to 4 .pdfs, 1 image - or could we upload 6 videos?	Each sponsoring Business Partner will receive a form to fill out for video links, business hours, event details, other collateral, and those in their orgnaization that are available to chat and meet attendees. Your page will contain the 6 staff Bio Bubbles, 1 main page video, and a maximum of 6 additional pieces in your Resource Library (you determine content mix.)
What is the platform?	Our platform is built on 'Higher Logic' with integrations of Higher Logic Event, Zoom, and VoiceVoice.
What type of data will we receive?	Multiple types of analytic data that will be available. A webinar for chat features and analytics will be in the near future; stay tuned for date and information.
How do the Special Events (tastings, cooking sessions, etc) work?	Companies that sponsor Special Events will be responsible for developing the invitations. If the event is only open to a select group, your company may email the invitation to the select group. Special Events that are open to all registrants will be listed in the event schedule and included in ILTA's marketing efforts. We encourage sponsors to send virtual or physical swag/gifts to use during the Special Event.
Will we receive an invitation to send or will the Special Events be open to all ILTA>ON registrants?	You have the opportunity to create your own invitation to target specific registrants. If it is open to everyone, you may list your Special Event Registration Page link on your Solution Center Page. We can also include the registration link in the Agenda and emails we may send out prior to the event.
When will we receive a registration list?	We will provide Business Partners with an updated registration beginning 30 days prior to the event and then weekly. We will also provide a list three days, two days, and one days (Aug 19, 20, and 21) prior to the event start.
Will we be able to view information for people who click in our Solution Center?	Yes, assuming they are logged in. All registrants will be required to login to access educational sessions. We can also require a login to access the Solution Center if there is a Business Partner consensus.
What types of files can we upload to our Solution Center?	You may upload the following: image files (.png or .jpg only), video links (YouTube or Vimeo), website link (to your company website or networking event registration page), and video conference links (zoom room or google meet session).
What does our company specific Solution Center page look like?	See BP Webinar Document
How does the "Live Chat" work?	We will include a link to your preferred video conference platform (google meet or zoom). Additionally when attendees click on your staff member's Bio Bubble on your Solution Center page, they will be able to start a chat conversation with you. you. You are welcome to invite attendees to video chat using your company's Google Hangout or Zoom information. We encourage you to use the tools within the platform as this will maintain conversation history in your ILTA profile.
What is the deadline to upload files?	The deadline to submit materials (links, image files, .pdf downloads, etc) is August 7th.
Will we have a test run before the site goes live?	Yes.
Can a message be displayed if they are not actively staffing the Solution Center?	Companies will be able to post their staff hours on their Solution Center page.
Will there be dedicated hours for staffing the Solution Center?	Companies will be able to set their own times to actively staff the Solution Center. The schedule will show educational session times allowing companies to staff around education time.
Will I receive a live notification that someone is visiting the Solution Center if I am in the lobby or participating in a session?	No, however if someone clicks on your "Live Chat" link, you would be notified based upon your video conference host's configurations.
How is ILTA promoting the Solution Center to registrants?	The Solution Center will be promoted near the end of all education sessions. Additional announcements will be made regarding social networking, Master Classes, and the Ask the Expert Sessions. We will also do push notifications to those actively in the environment.
Are there virtual demo rooms? Are they provided by ILTA?	ILTA will not be providing demo rooms; however, you can host as many as you'd like by including your link (either Zoom or Google Hangout) in your Solution Center. If you do not have your own video conference service, please contact us to provide a link to a virtual meeting room.
How often will the participant list be distributed? Is there a set schedule?	We will provide Business Partners with an updated registration beginning 30 days prior to the event and then again weekly. We will also provide a list three days, two days, and one days (Aug 19, 20, and 21) prior to the event start.
Does EVERY sponsor receive participant email addresses?	Every ILTA>ON Sponsoring BP will receive the registration lists including email addresses for those who have opted in. ALL members will be encouraged to opt in. Through communications and chats we have had with our attendees; we cannot guarantee 100% opt in rate. It is important for ILTA to support and provide the information possible under GDPR guidelines as well as other guidelines set forth by individual states within the United States.
Was the participant list shared previously up-to-date?	No, it changes daily (hourly). The list to be distributed on the 24th will be the most up to date as of the time it is sent.
Can I have a copy of last year's registrant list?	For those BPs who sponsored ILTACON 2019, a registration list may be requested. If you did not participate as a sponsor in 2019 it will not be made available.
How many Ask the Expert Sessions to sponsors have?	Limit 1 per sponsoring Business Partner entity.
What is the limit on the number of employee participants can we have? Can they attend educational sessions? Networking sessions?	There is no limit on the number of employee participants can have. We encourage BPs to participate in open education sessions, non-private networking sessions, and social events that are not closed.
Will we have to prepare/design a booth?	You will need to provide the information requested through the form that is sent to all sponsoring BPs. This is the information that will be used to populate your Solution Center.
How long are the Master Class Sessions? What are the Ask the Expert sessions? How long are they?	These sessions will be a maximum of 60 minutes. Please keep in mind that althought the sessions are slated for 60 min, longer in a virtual session is not always better. (See Master Class Sessions / Ask the Expert Sessions clarification in other parts of this document for details).
Is there an additional cost for Master Class and Ask the Expert Sessions	Yes - plasee see the ILTA>ON Prospectus
What is included for basic sponsorship? What is available at each additional level?	Please contact our Business Partner Development Team for specifics.
Why the August 12 deadline? Can we add/modify content after that time?	Because this is a virtual environment, all items need to be placed into their proper places and tested to verify success. A deadline is necessary to allow us the time to ensure a trouble-free event.
What additional benefits do Gold level partners receive.	Please contact our Business Partner Development Team for specifics.
Please explain the different between ILTA corporate sponsorship and ILTA>ON sponsorship.	ILTA>ON Sponsorships are additional sponsorships available for purchase that are not included as a benefit as part of your annual ILTA Corporate Sponsorship
Will we have a login to design/update our own pages?	All design work will take place behind the scenes. BP Sponsors will be responsible for filling out a form with your information, links, and data to populate your Solution Center.
What type of reporting will we have for clicks in our Solution Center? If they don't engage in a direct chat, will we know what they've clicked on for our company?	A seperate webinar will be scheduled to go through the chat and analytics features available through our platform. Stay tuned and look for the invitation to this event.
How will we register our employees? How many can we register?	Registration for Business Partners will begin August 1. Sponsoring business partners should expect to receive proper documentation on how to register your attendees.
Will there be a version of virtual bingo to incentivize visits to the Solution Center?	Although we do not have a virtual bingo offering for this ILTA event, we encouarge BP Sponsors to offer incentive gifts or drawings for those who connect with and engage with them in their booth. You may use social media and other marketing efforts to draw attention to your booth's gift or drawing. ILTA will increase visibility of social media posts using the official hashtags "ILTAsOnIt" and "WeAreILTA".
Will there be searching/sorting/filtering available for the Solution Center list?	The Solution Center will have keyword feature search capabilities for types and names, as well as the ability to view sponsors alphabetically or by sponsorship level.
Are the Solution Center pages customizable or will they all look the same?	All Solution Center pages are based upon a standard template and will have a similar look. Customization is based on the information and graphics you submit.
Where is an explanation of each sponsorship opportunity?	Please check out the ILTA>ON prospectus for more information. https://higherlogicdownload.s3.amazonaws.com/ILTANET/d6bd3e0a-2d31-4a02-a4b0-aac2e8296d53/UploadedFiles/RIlpaQiT4WOBXvp9vnxQ_IONSP.pdf?utm_source=AdaptiveMailer&utm_medium=email&utm_campaign=ILTA%3eON%20Webinar
What is the detailed process to participate in ILTA>ON and what's needed to be a sponsor?	A silver sponsorship or higher is needed to participate in ILTA>ON.
Is there a link to a prospectus?	https://higherlogicdownload.s3.amazonaws.com/ILTANET/d6bd3e0a-2d31-4a02-a4b0-aac2e8296d53/UploadedFiles/RIlpaQiT4WOBXvp9vnxQ_IONSP.pdf?utm_source=AdaptiveMailer&utm_medium=email&utm_campaign=ILTA%3eON%20Webinar
If we are a small team, and don't require a quarter of our web page real estate for this, can we use it for something else?	No, the Solution Center is based upon a standard template and this type of customization is not currently an option.
If we're not hosting an event, what does that box get used for?	We recommend you host an event for maximum visisbility. Even a self-hosted breakfast event allows you an opportunity to network and speak about your solutions.
Can you provide an updated overview of the agenda, so we can understand the time commitment each day and work out how to staff in a totally opposite time zone?	The event has education opportunities that truly take place from Australia Eastern Standard Time to Pacific Daylight Time. Additional network sessions will be available throughout the day. Hours for your interaction will be set by each individual company based on their global staff, offerings, and availability. As the agenda is finalized it will be updated.