

TECHNOLOGY FAQs

1. WHAT EVENT TECHNOLOGY WILL BE USED FOR THE NFRA VIRTUAL CONVENTION?

NFRA is utilizing a virtual platform provided by a company called All In The Loop to deliver a stable and secure system that ensures networking functionality and ease of use.

2. HOW DO I ACCESS THE NFRA VIRTUAL CONVENTION?

Attendees should register for the NFRA Virtual Convention through the NFRAConvention.org website. In mid-August, you will be provided with a login link and individual password to the virtual event platform. Only registered attendees may access the virtual event. You will be prompted to log in. Please use your email address as your username and individual password that you received in the email.

3. WHAT IF I HAVE FORGOTTEN MY USERNAME OR PASSWORD?

You can use the forgot password link on the login page. Enter your email address and you will be sent a link to reset your password. We encourage you to save your login information in a safe place for easy access during the event. If you do not see the reset password email, please check your junk folder.

4. WHAT ARE THE TECHNICAL REQUIREMENTS FOR PARTICIPATING IN THE NFRA VIRTUAL CONVENTION?

If you can access the internet, you can participate in the NFRA Virtual Convention! In general, preferred technical requirements are as follows:

- PC, Mac, iPad/Android tablet or iPhone/Android smartphone
- Internet connection of at least 5Mbps
- Modern web browser (*Please note that Google Chrome is the preferred web browser for this platform, followed by Microsoft Edge, Safari and Firefox*)
- An external or integrated web cam if you wish to share your video during the business meetings
- An external or integrated microphone if you wish to have audio during the business meetings

5. CAN I PARTICIPATE IN THE NFRA VIRTUAL CONVENTION FROM A TABLET OR SMARTPHONE?

Yes, you can participate from a tablet or smartphone. We do recommend, however, that you test your technology before the meeting. In addition, we strongly recommend using a PC or Mac with a keyboard, camera and microphone if you will be participating in any business meetings.

6. ARE BUSINESS MEETINGS BETWEEN SUPPLIERS AND RETAILERS SECURE?

Yes. There are multiple layers of security protecting the private meeting, including:

- Only attendees who have an NFRA login AND are registered for the NFRA Virtual Convention will be allowed into the meeting.
- The business meetings are being powered by a proprietary web meeting platform developed by All In The Loop. These private meetings will NOT be powered by Zoom.
- All user passwords have brute force protection with an option to allow access only to users after system invite with secure key.
- Communications between user devices and the platform have 'end to end' encryption fully protected by Secure Socket Layer Encryption (SSL) to protect your data from third party attacks and eavesdropping.
- Regular penetration testing is carried out on platform checking for vulnerabilities in all modules.

7. WHAT IF I MISS ANY OF THE KEYNOTE PRESENTATIONS?

For those sessions that can be recorded, recordings will be made available in the Media Library for registered attendees on demand during and after the convention.

8. I'M HAVING TROUBLE ACCESSING THE PLATFORM OR MY MEETINGS. HOW DO I GET HELP?

Support related questions prior to the start of the event can be directed to support@allintheloop.com. Live support will be offered during the NFRA Virtual Convention dates via a live chat feature in the platform. You will be provided with this information in advance of the event.

9. WHAT FEATURES CAN I CONTROL IN THE PRIVATE MEETINGS AND HOW DO I CONTROL THEM?

Once you are in a virtual business meeting, the easy to operate controls will allow you the ability to:

- Share or turn off your video camera.
- Mute and unmute your audio.
- Share your screen to present your document or slideshow.
- Chat with all attendees or just a specific individual in the meeting.

10. CAN OUR TEAM ACCESS THE SYSTEM BEFORE MEETINGS BEGIN?

Yes, NFRA will provide live training sessions with all attendees prior to the meeting.