

Will there be a Face-to-Face Event?

No, DIA's *Global Labeling Conference* will only be offered virtually. Additional information about how to access the meeting virtually will be forthcoming.

Why did DIA decide to convert the Global Labeling Conference to a Virtual Meeting?

DIA's mission—to work across the healthcare continuum to ensure patients have the therapies needed—couldn't be more essential than during times like these. DIA's *Global Labeling Conference* will remain an interactive, multi-day event that brings together professionals from around the world to share approaches, processes, and tools to ensure the availability of effective labeling content meeting the needs of patients, consumers, and prescribers. This year, DIA will accomplish that goal via a live, digital platform.

When will I get more information on the virtual meeting?

More information is forthcoming in the coming weeks.

When will the virtual meeting take place?

The virtual meeting will be held April 20-21, 2020, the original dates of the conference. The agenda times will be adjusted and posted in the next week.

Why did you wait until now?

DIA leadership has been gathering to discuss the situation at-length, in coordination with external advisory panel of key stakeholders to support evidence-based decision making. The advisory panel recognized that industry understanding of the potential reach of the virus has changed significantly in the last 24 hours, which has made it impossible to accurately assess risk.

Will the Face-to-Face Global Labeling Conference rescheduled to take place later this year?

No, there will not be a Face-to-Face event in 2020.

Will attendees and exhibitors be refunded for airline tickets?

Registrants are responsible for canceling their own hotel and airline reservations. DIA is not responsible for any airfare, hotel, or other costs incurred by registrants.

Will paid attendee badge registrations be refunded?

All attendees will automatically be transferred to the virtual meeting, giving them access to both the live virtual meeting and the recorded sessions post-conference.

Can I transfer my registration to a colleague?

Yes, should you not be able to attend the virtual conference, you may transfer your registration to a colleague. Please contact Americas.Customer.Service@DIAglobal.org to process a transfer.

Will attendees and exhibitors be refunded for hotel costs?

Registrants are responsible for canceling their own hotel and airline reservations. DIA is not responsible for any airfare, hotel, or other costs incurred by registrants.

How do I cancel my hotel room?

Please contact the Hyatt Regency Fairfax directly at 877.803.7534 to confirm the cancellation of your hotel room. Please note that cancellations must be received at 11:59PM local time, three days before your scheduled arrival (i.e. reservations for April 19 must be cancelled by 11:59PM ET on April 16). If you cancel after this deadline, you would be charged for one hotel room night.

Will exhibitors be refunded for booth space?

Exhibitors will not be refunded for booth/marketing opportunities. Exhibitors will be offered the opportunity to transfer their monies to the virtual options available for Global Labeling 2020, or other Marketing Opportunities within the 2020 calendar year. Please see the dedicated exhibitor communication that went out and reach out to Heej Ko (Heej.Ko@DIAglobal.org) regarding additional questions.

Can I still register for the Global Labeling Conference?

Yes, registration is still open.

Can I transfer my meeting registration to a different DIA event?

No, you will not be able to transfer your registration for a different DIA event. Your registration will be transferred to the virtual meeting.

What if I can't attend the virtual meeting live? Will sessions be recorded?

Yes, all sessions presented virtually will be recorded and made available post-conference.

When will the recordings be made available?

We expect all recordings to be made available no more than three weeks after the live virtual meeting ends.

How can I network virtually?

We are looking into networking options for the Virtual Event.

Which sessions are available virtually?

DIA will be releasing a virtual meeting agenda in the next few weeks which will include all sessions that are available live virtually.

Can I claim CE for sessions I participated in for the live virtual meeting?

Yes. We will be able to offer IACET and ACPE credit for all sessions attended during the live virtual meeting. The CE portal will be open on May 5. There will be a CE Attendance form you will need to complete and send back to NAEvents@DIAglobal.org for the sessions you attended by April 28, 2020, so your attendance can be loaded into the system in time for the portal to open.

Can I claim CE for viewing recorded sessions after the Live Webinar?

At this point, we are unable to offer CE credit on recorded sessions.

What are the technical requirements to attend Global Labeling Conference?

Additional information on how to attend the conference live will be sent to all attendees prior to the conference.

How to join the Virtual Meeting

Overview

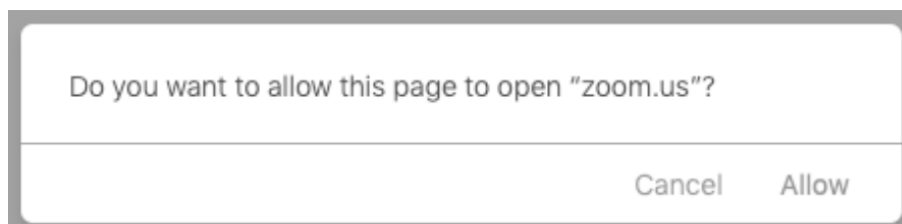
Registered attendees to DIA's *Global Labeling Conference* have the option to participate virtually through a secure online webinar service. If you are joining as a virtual attendee, you can view presentations and hear presenters. You can also participate using the 'raise your hand' function and send messages to other functions. Some attendee controls may not be available (mute/unmute) as they will be controlled by the host.

Before the Virtual Meeting

1. You will need a computer, tablet, or smartphone with speaker or headphones. You will have the opportunity to check your audio immediately upon joining the virtual meeting session.
2. If this is your first Zoom meeting/webinar you will need to download the Zoom Client for Meetings ([Access here](#)). Otherwise, you will be prompted to download and install Zoom when you click a **join** link.
3. You will receive links to join a virtual meeting session in the online meeting agenda as well as in daily email send during the meeting event.

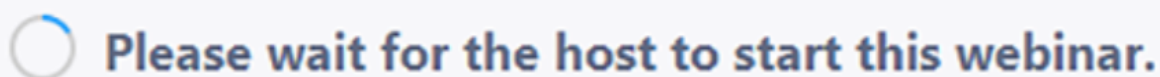
Joining a Live Webinar Session

1. To join the webinar, click the **Join Webinar** link provided you in the online agenda. The agenda will also be sent to you daily during the virtual meeting via email and the webinar links will also be provided in the email.
2. If the "Zoom Client for Meetings" token has not been installed on your device, the web browser client will download automatically when you start or join your first Zoom meeting.
3. Depending on your default web browser, you may be prompted to open Zoom. Click **Allow**.



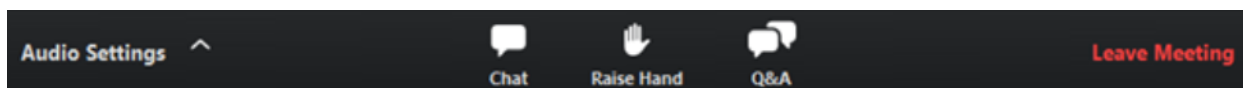
4. If prompted, enter your name and email address, then click **Join Webinar** or tap **Join**.

After joining, if the host hasn't started broadcasting the webinar you will receive the following message.

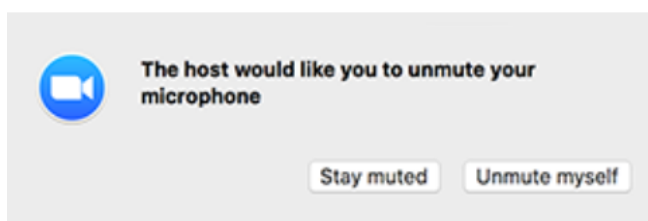


Participating During the Webinar

1. Attendees will use their webinar controls to participate in a webinar. These controls are accessed on screen by clicking on a control function.



2. **Audio Settings** are only visible if the host has granted you permission to talk. If the host gives you permission, you can unmute and talk during the webinar. All participants will be able to hear you. If the host allows you to talk, you will receive a notification.



3. **Chat:** When you open an **in-meeting chat**, it allows you to send chat messages to the host, panelists, and attendees.
4. **Raise Hand:** If you need something from the host, use the **Raise Your Hand** function. This feature should be used if you have a question and would like to speak out loud.
5. **Question & Answer:** Open the Q&A window, allowing you to ask questions to the host and presenters. They can either reply back to you via text in the Q&A window or answer your question live.
 - a. Type your question into the Q&A box. Click **Send**.

Note: Check **Send Anonymously** if you do not want your name attached to your question in the Q&A.
 - b. If the host replies via the Q&A, you will see a reply in the Q&A window.
 - c. As an attendee, you can also “like” or comment on other attendee’s questions. This helps the host or participant identify popular questions, especially with many attendees.
 - i. Click the **thumbs up** icon to like a comment. The number beside the icon is the total number of likes.
 - ii. Click the **red thumbs up** icon to un-like a comment.
 - iii. Click the comment to write a reply and click **Send**.
6. **Leave Meeting:** Click **Leave Meeting** to leave the webinar at any time. If you leave, you can rejoin if the webinar is still in progress.