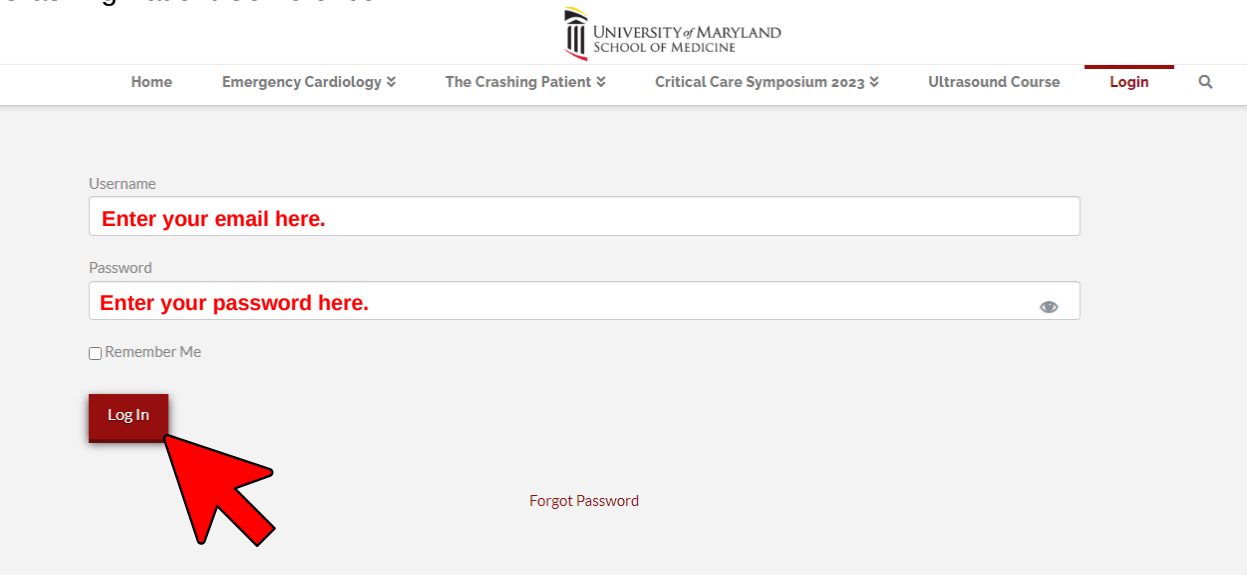
Log In & Final Information for The Crashing Patient Conference 2023
November 8-9, 2023

How to Log In to the Event Portal for The Crashing Patient: Resuscitation & Risk Management Conference 2023

Go to **TCP.UMEM.ORG**

Click on **ACCOUNT-Login** at the top of the page.

Log in to website using the email address you used for registration, and the password you set. Type in your **EMAIL ADDRESS** as your **Username**, and the password you set during registration. The email should be the same email you receive all communications about The Crashing Patient Conference.



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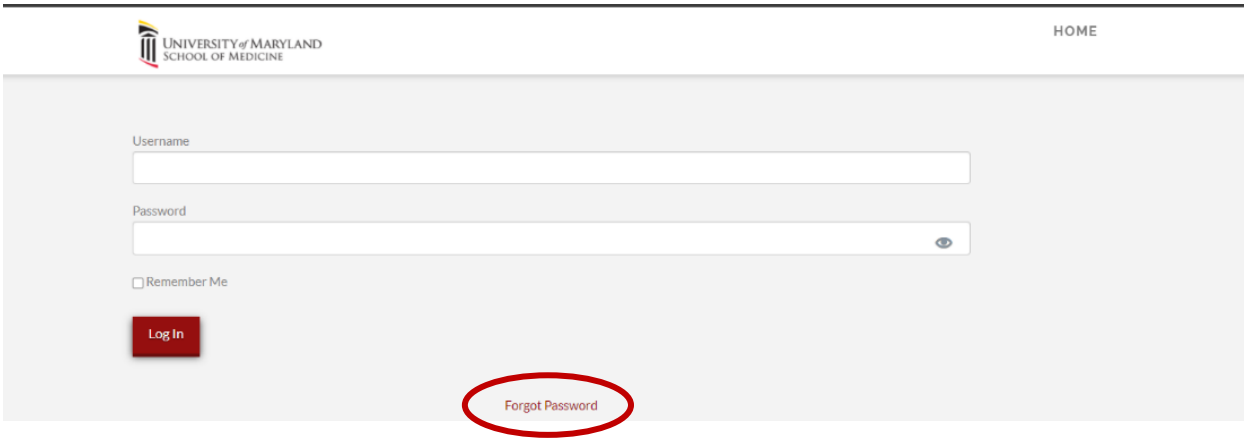
If you forgot your password, click on **FORGOT PASSWORD** to reset. Make sure you put in the email address you used when you registered. It will then send an email from **UMEM Events** with the subject line **[UMEM EVENTS] Password Reset**. The email will include a password reset link.



Once you are logged in, hover over **THE CRASHING PATIENT** at the top of the page, then click on **EVENT PORTAL**.

You can also click on **THE CRASHING PATIENT** at the top and you will be brought to the main landing page. If you do this, you will then need to click on the **EVENT PORTAL** at the top of the page.

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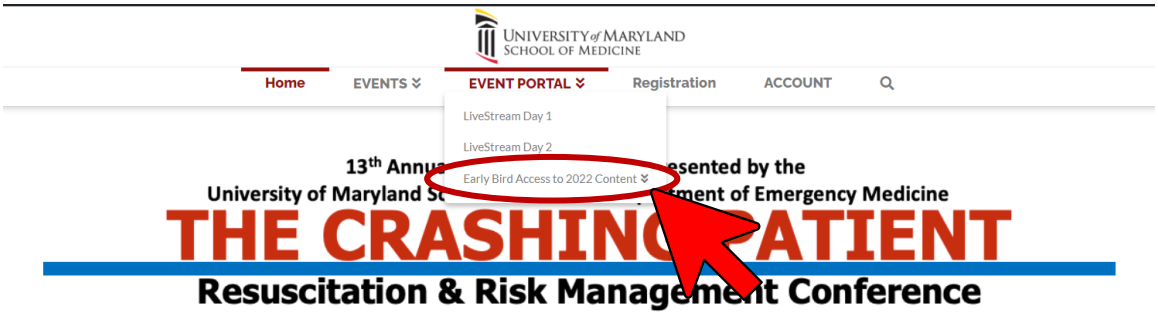
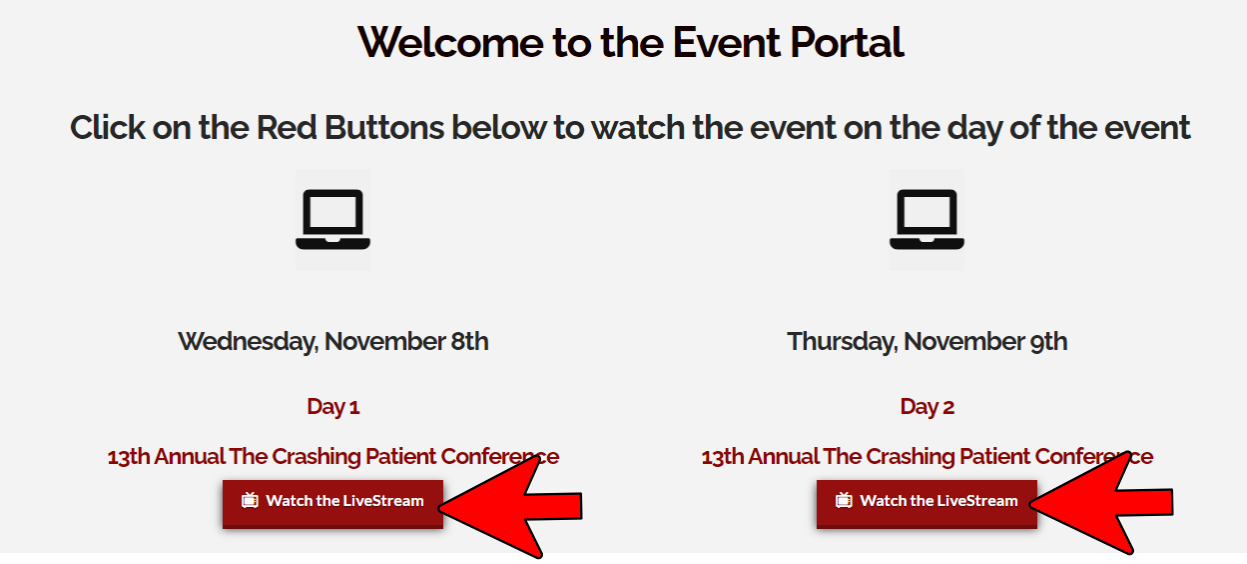
If you registered prior to September 7th, you will be able to access the 2022 Crashing Patient recorded lectures once you have logged into the website. Hover over the **Event Portal** at the top of the page, and you will see **Early Bird Access to 2022 Content**.



Wednesday, November 8 - Thursday, November 9, 2023
100% Virtual Conference!

You are now in the **Event Portal**. From this page, you will be able to view the LIVE event stream of the Conference. You will also be able to access the **program schedule**, **list of speakers and faculty**, **continuing education information**, and the **event handouts**. This is also where you will be able to access the Chat/Q&A Box for the event.



You will only have access to the pages for the event that you registered for. To access the livestream page, click on **Watch the LiveStream** buttons.

The Event Portal will also be where the recordings will be posted after the live event. Recordings will be available on Monday, November 13.

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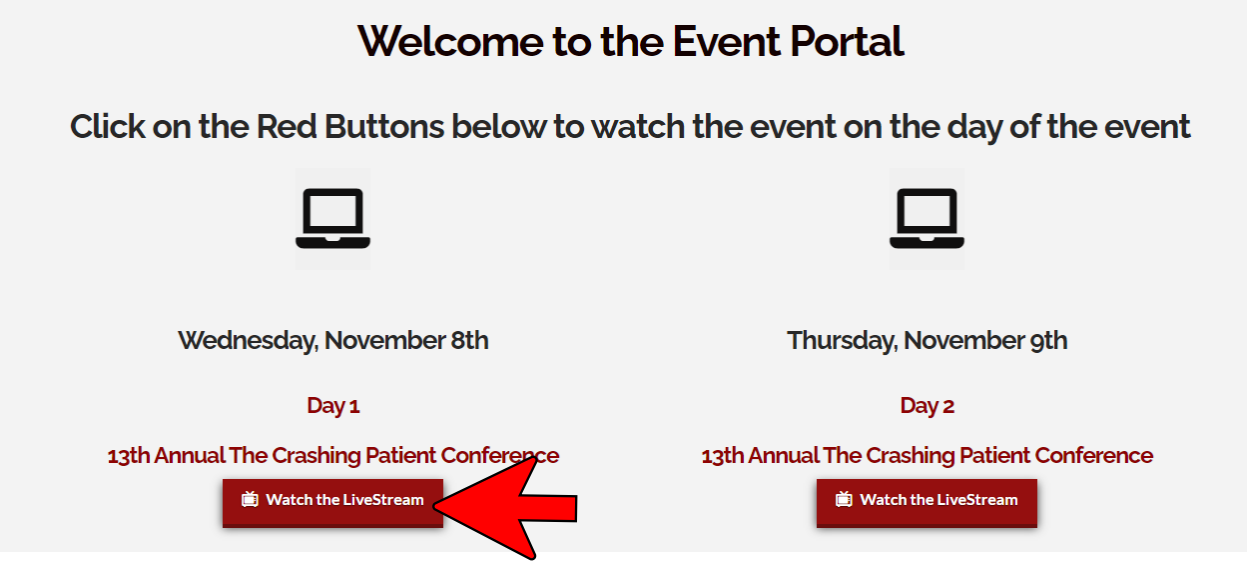
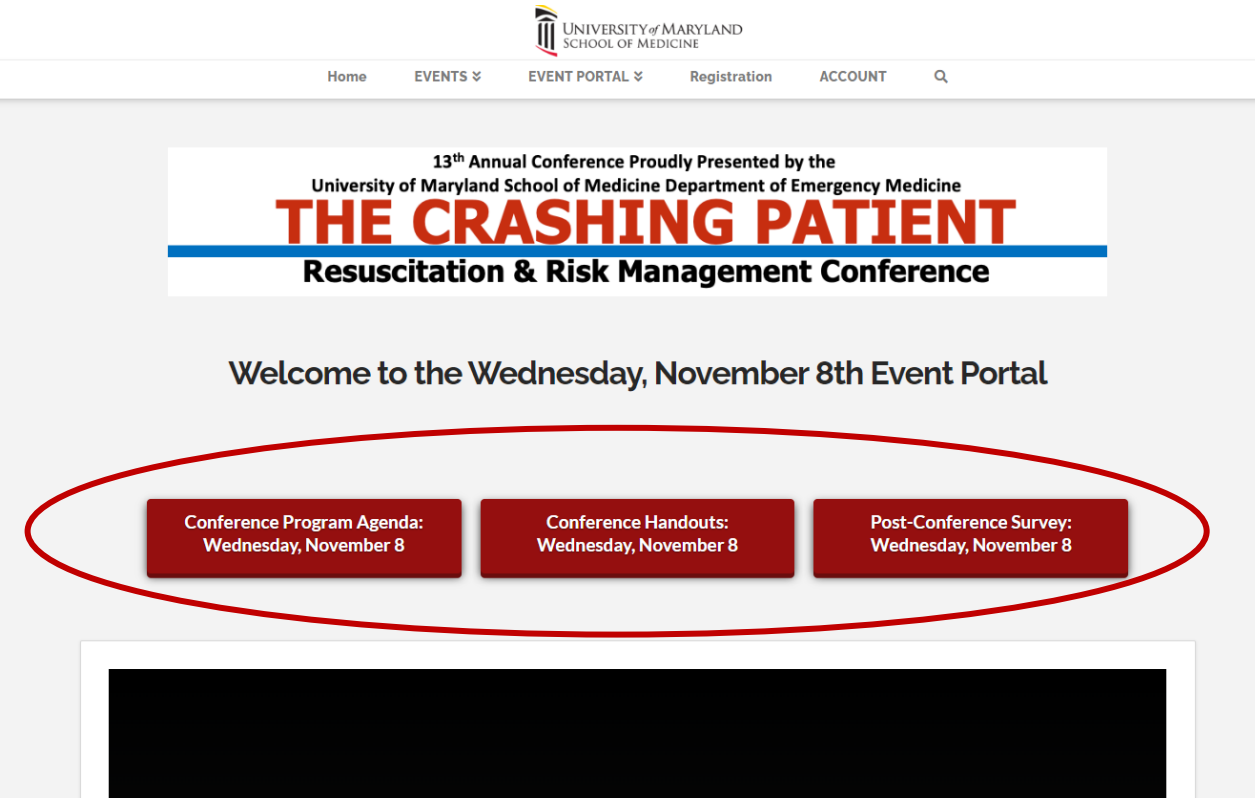
How to use Chat during the Live Event

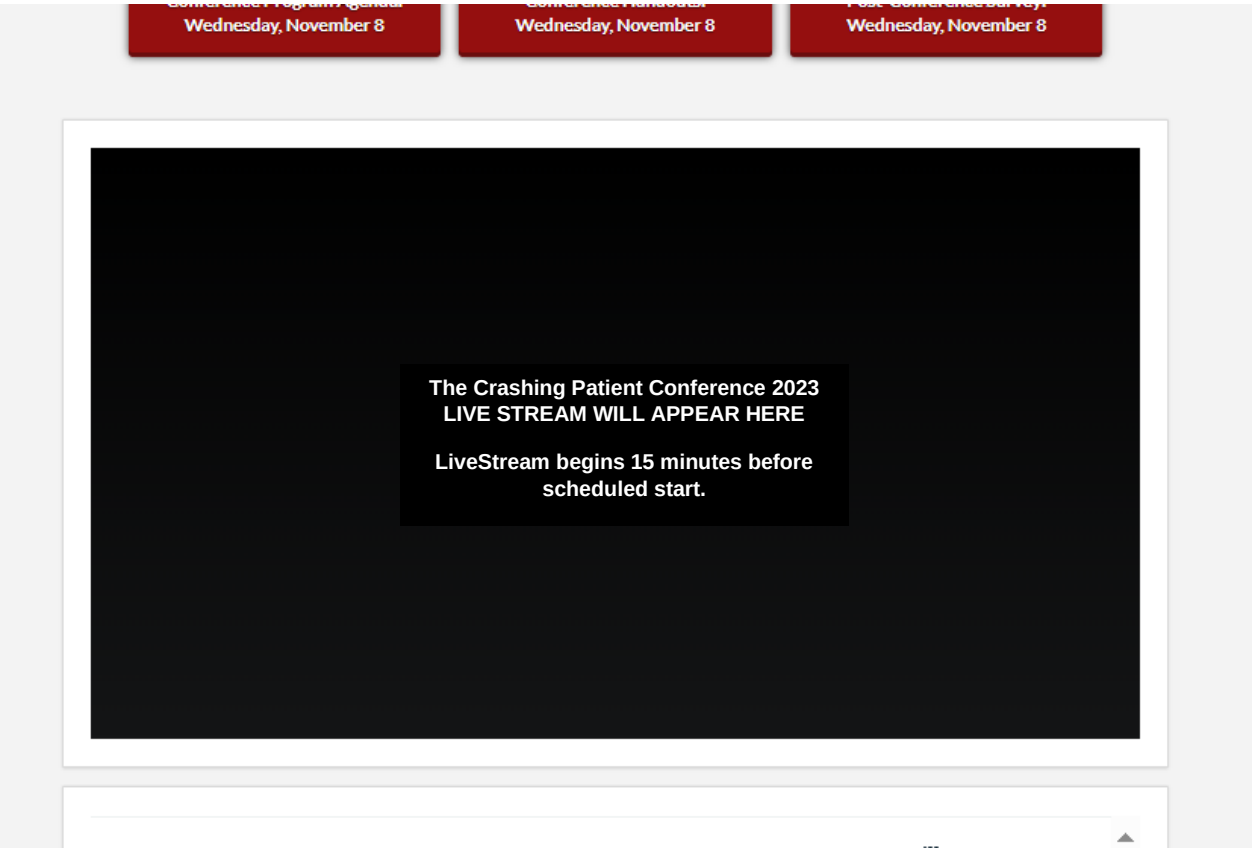
Once you are logged in, and are in the Event Portal, click on the **Watch the LiveStream** button for the day you are participating in.



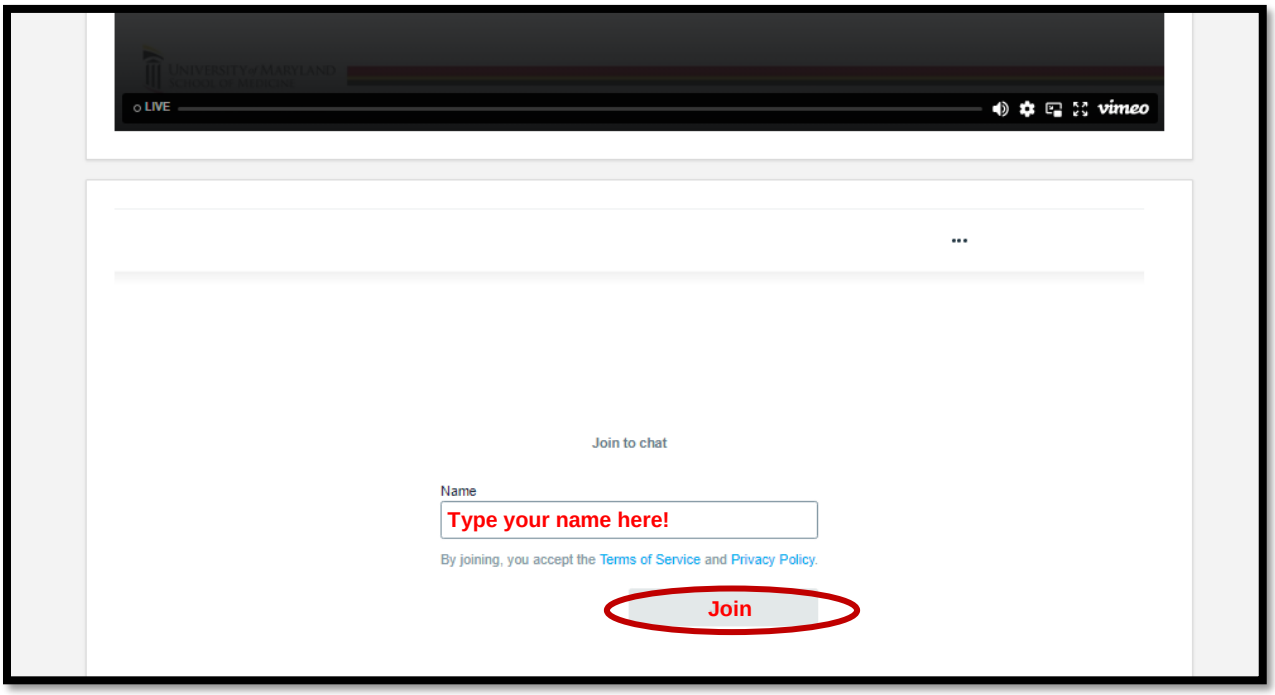
Once you are on the Event Portal page for the day you selected, you will see buttons for the **Program Agenda**, **Conference Handouts** and **Post-Conference Survey**, as well as the live stream player and Chat Box. The Event Portal for each day will also be where the recordings will be posted after the live event. Recordings will be available on Monday, November 13.



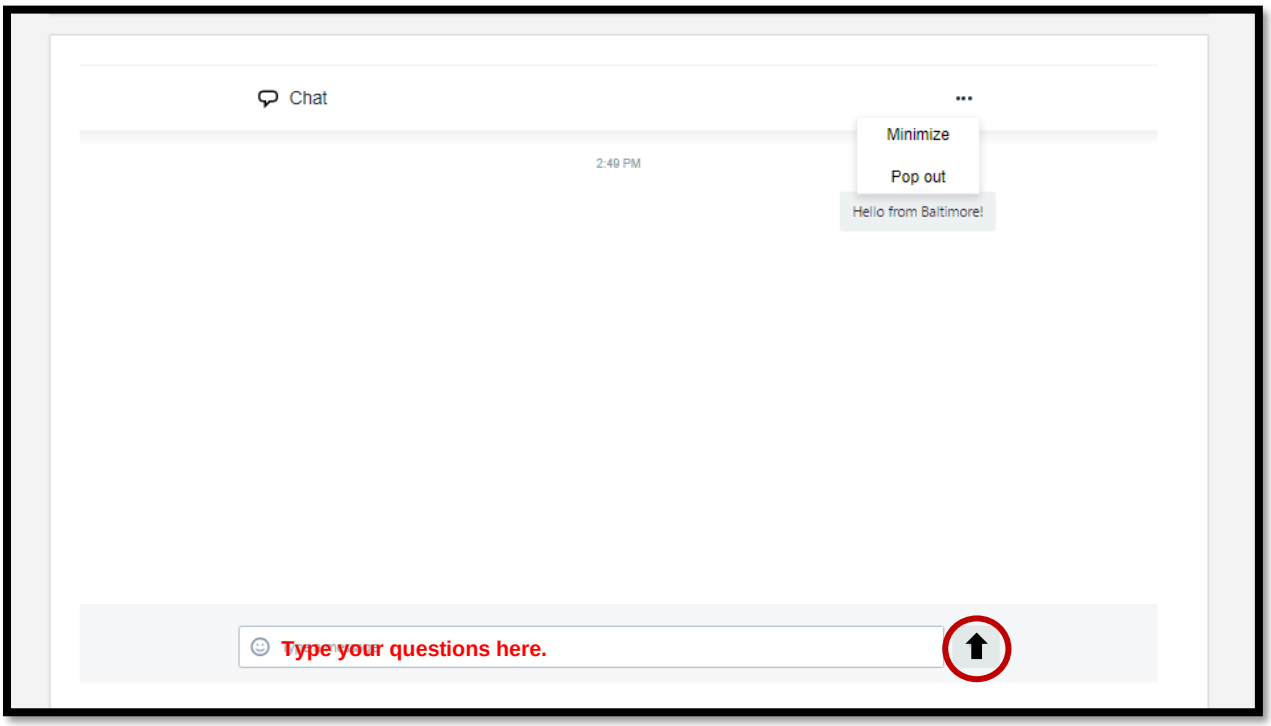
Directly below the buttons, you will find the video player for the LiveStream event. LiveStream will start 15 minutes before the Conference is scheduled to start.



Directly below the video player, you will see the Chat Box. This is where you should post any questions and interact with speakers and moderators. Make sure you type your name in the box and click on Join to enter the chat. Chat will start 15 minutes prior to the scheduled start of the Conference.



If you have questions for the speaker, type your questions or message into the box, and click the ⬆ to submit.



Frequently Asked Questions

Will the live lectures be available after the LiveStream events on November 8 and November 9?

Yes! All the presentations will be available on the Event Portal after the live events on November 8 and November 9. Recordings will be available on the website starting Monday, November 13. An email will go out when the recordings are posted.

Where can I find the recordings on the website?

All lectures will be recorded and posted on The Crashing Patient website starting Monday, November 13. You can access the recordings the same way you would access the LiveStream event – through the Event Portal for each day. You will only have access to the recordings for the days that you registered for. Please refer to the instructions found on pages 1-3 of this document.

What time zone is the Conference in?

We will be lecturing from Baltimore, Maryland, U.S.A. on November 8 and November 9, 2023. The time zone will be Eastern Standard Time Zone. Please adjust your viewing based on the time zone you live in so that you don't miss a lecture (but remember – if you do miss something, everything is recorded!).

I thought I registered for both days, but I only seem to have access to one day.

If you think you registered for both Wednesday, November 8 and Thursday, November 9, and only seem to have access to one of the days, please check the confirmation email you should have received when you registered. The confirmation email is automatically sent upon processing your registration and payment from the event website.

To find your registration confirmation email, look in your inbox for an email with the subject line *The Crashing Patient 2023 Registration Confirmation*, from no-reply@umem.org. This email will list out what days you registered for. If you would like to add a day, please contact Doreen Lucadamo at dlucadamo@som.umaryland.edu.

If you registered for both days, and are still having access issues, please forward your registration confirmation email to Doreen Lucadamo at dlucadamo@som.umaryland.edu with information about what help you are looking for.

I am having issues with the LiveStream.

We use Vimeo as our video player. This platform is best when using the following browsers: Chrome, Firefox, Microsoft Edge and Safari. If you are having issues, make sure your web browser is updated.

If your browser is updated, try refreshing your browser to see if the stream starts up again. Sometimes firewalls set by the network you are on (i.e. your work network) could impact your streaming experience. If this is the case, it might be best to try using a Wi-Fi or home network that allows you easier access to streaming services.

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How do I claim continuing education credits/receive my certificate of participation?

To submit for CEU/CME or a certificate of participation you must view the lectures, and then complete the post-Conference survey. You can access the survey on the Event Portal website for each of the day's buy clicking on the button that says Post-Event Survey above the video player. The link will also be emailed out after the live event. Surveys must be completed no later than December 8 to qualify for continuing education credits.

I have completed the survey. How long will it take to get my certificate?

Once you have completed the survey, certificates will be emailed out on a rolling basis. Please allow for 10-15 business days once you have submitted your survey for your certificate to be emailed to you.

Still have questions?

Please send all questions to Doreen Lucadamo (*Senior Program Coordinator, Courses/Conferences*) at dlucadamo@som.umaryland.edu.

During the Live Conference on November 8 and November 9, responses will be delayed as Doreen will be moderating the Chat Box while the live event is taking place.