YOUR CONNECTION TO REAL SOLUTIONS IN AN EVOLVING MARKET

VIRTUAL ENVIRONMENT ATTENDEE USER GUIDE

FreddieMacCONNECT

October 6 - 7, 2020

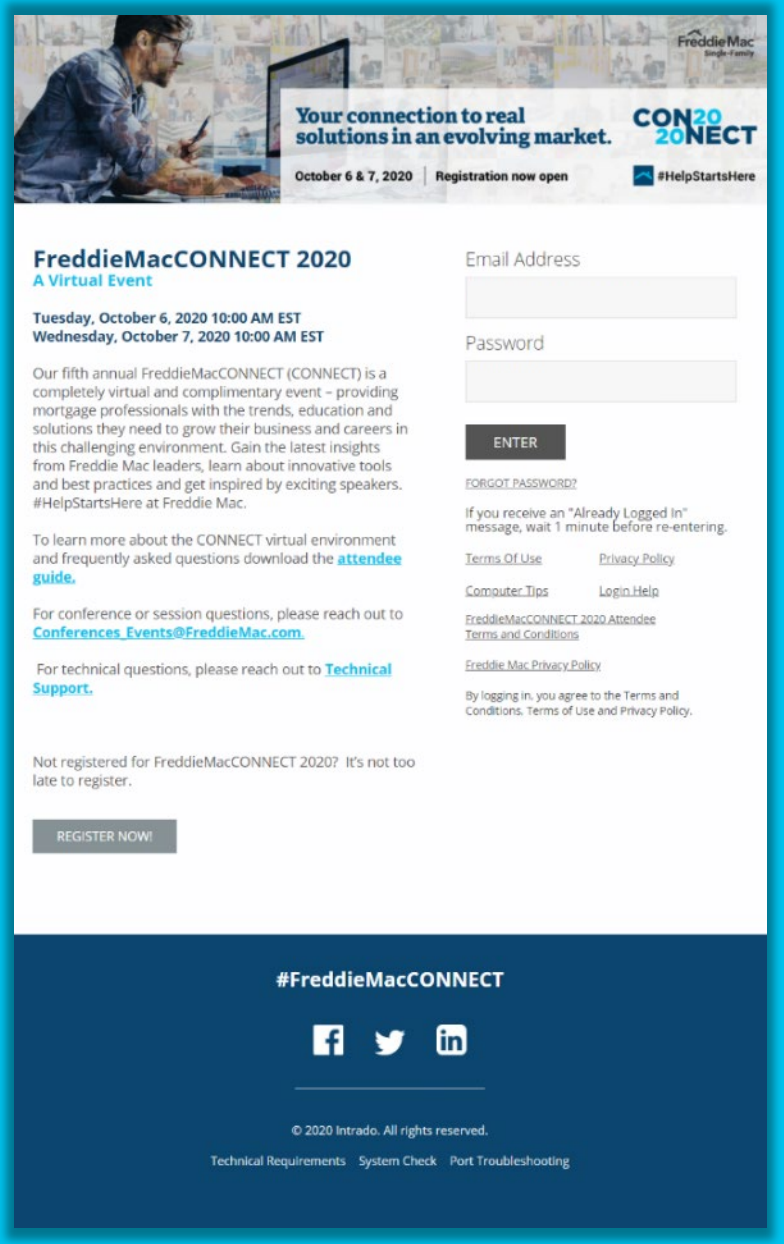
Access

You can enter the event with the link below beginning on **Tuesday, October 6th** at 9AM Eastern.

https://onlinexperiences.com/Launch/Event.htm?ShowKey=103021

As a FreddieMacCONNECT attendee, you will be able to enjoy a unique, interactive learning experience from the comfort and convenience of your home or office.

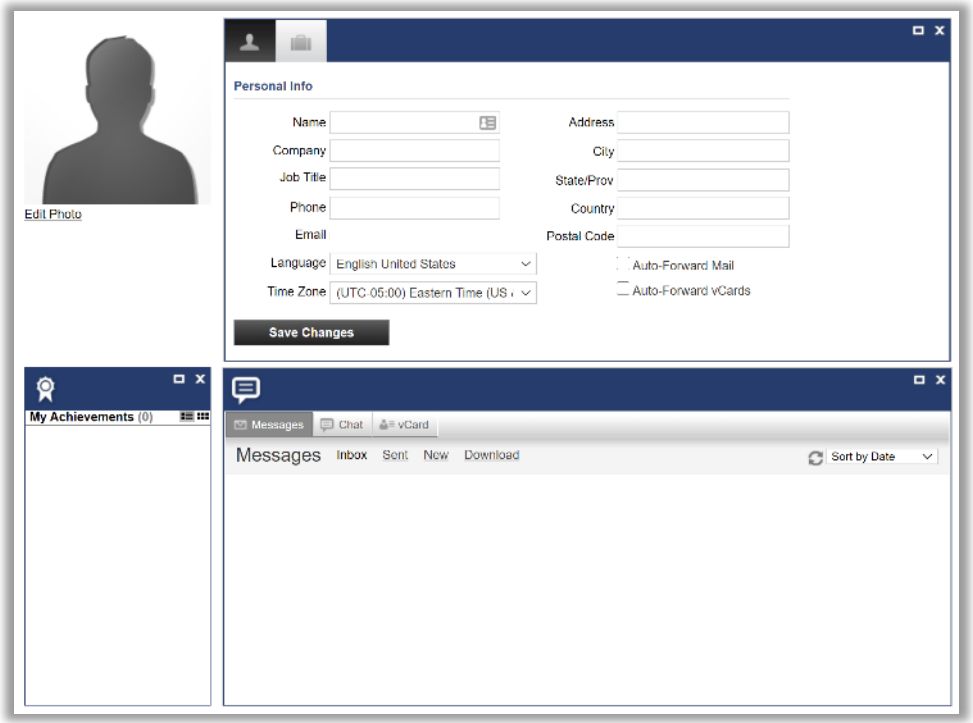
To make sure your computer, internet connection, and sound are ready to go, take a moment to test your system or device in advance.



Your Profile

The Profile is where you can customize your information, access saved documents and view your connections.

- To edit your profile, begin by clicking “Profile” in the upper navigation bar at any time. Your profile contains your name and several other fields that you may have filled out upon registering.
- You may upload your headshot to help identity yourself during the event. Filling out your profile completely and accurately will help you while networking with other attendees in the event.
- All presentations in the environment will list the day and time sessions go live and the time displayed will be based on the time zone selected from the profile page. Selecting your appropriate time zone is very important.



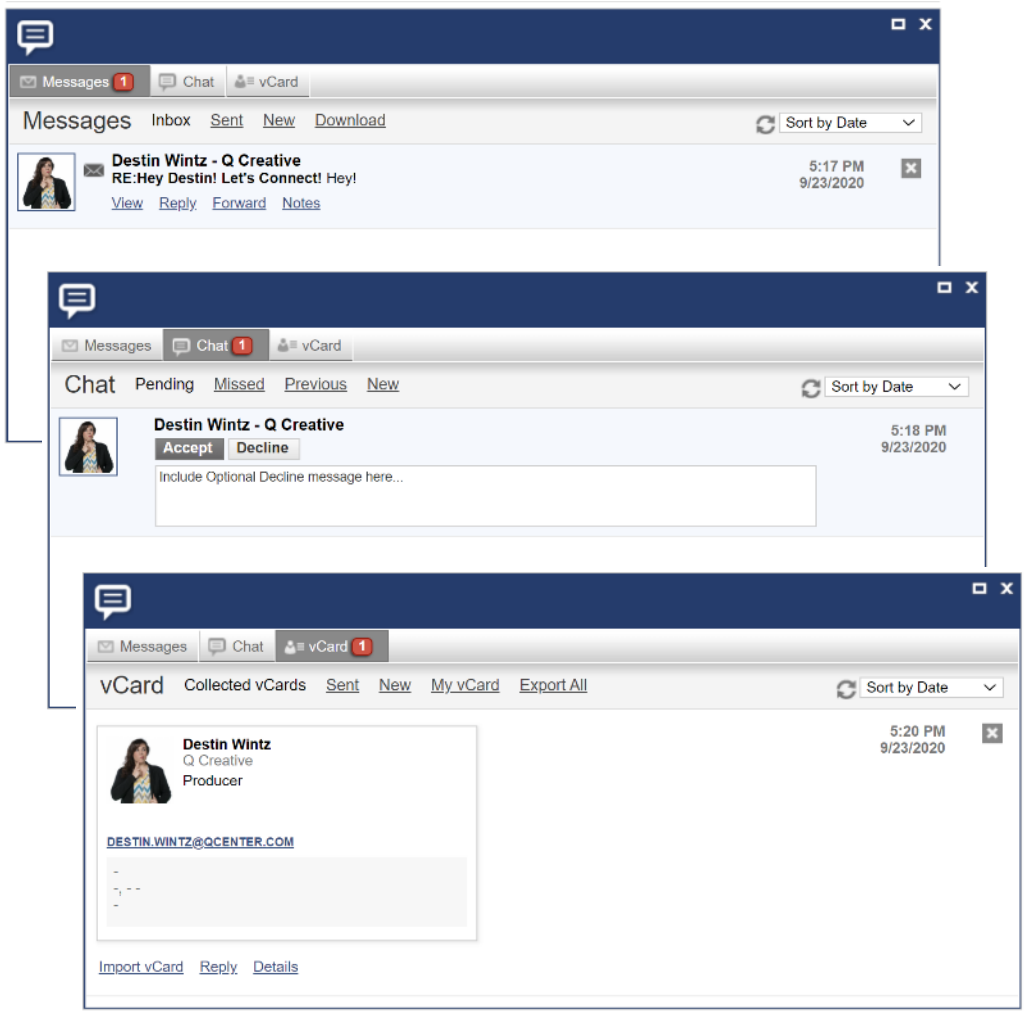
The briefcase is located within your profile under the third tab. This is where you may retrieve documents and links that you have saved throughout the event.

Communication Center

If you receive an email, vCard, chat request, or announcement, you will be notified via a communication bubble that will display in the upper right-hand corner of your screen. By clicking on the communication notification, you will be taken to the indicated item.

There are 3 types of private communication:

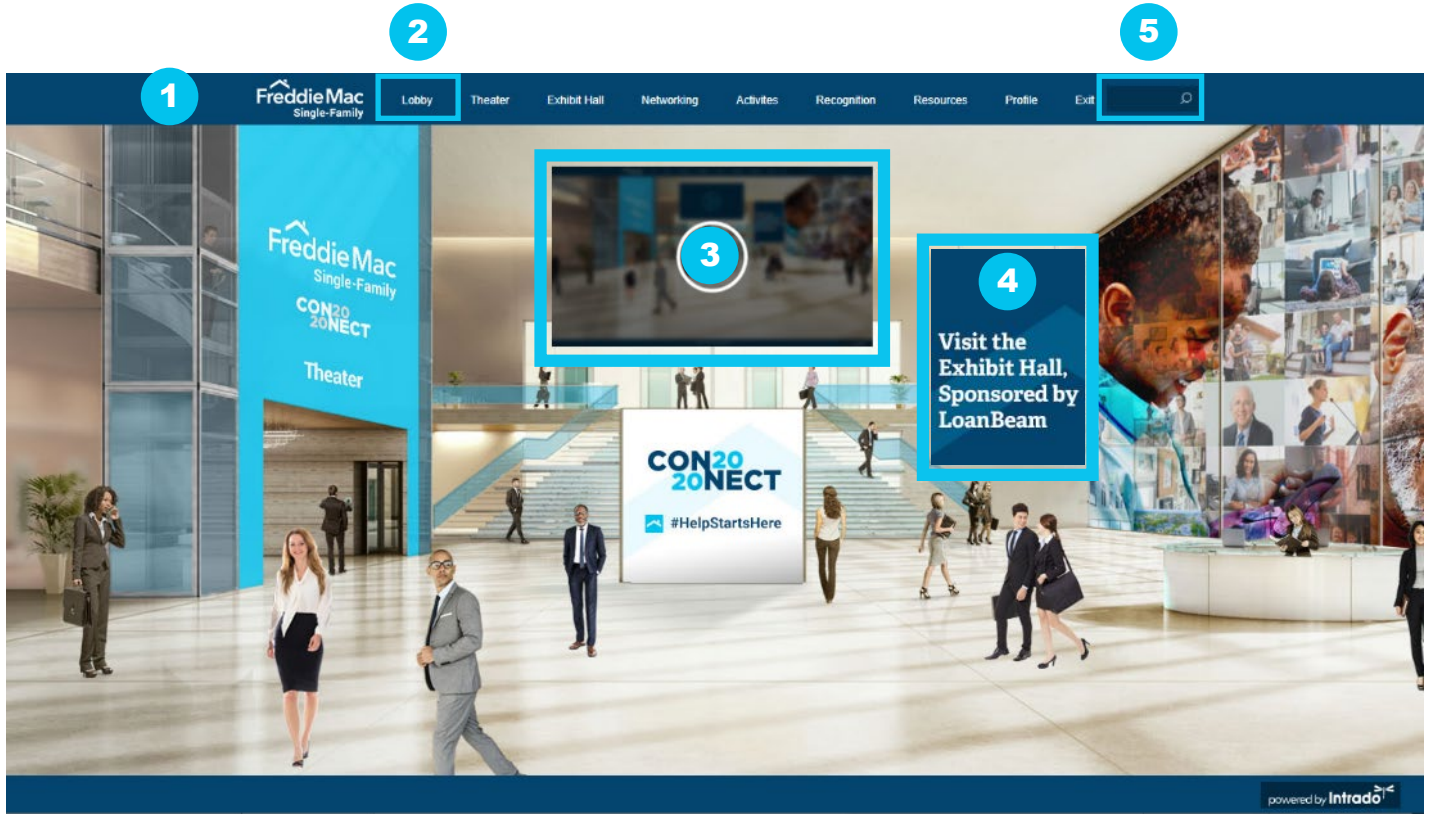
- **Email messages:** The notification will display if you have an unread email. Click on the notification window to view.
- **Chats:** If you receive a chat request, you will be able to accept or decline the request. You may also send a short message to the chat requester when declining a chat.
- **vCards:** The notification will display you have a new vCard. Click on the notification window to view.



Lobby

After logging into the event you will be taken to the Lobby.

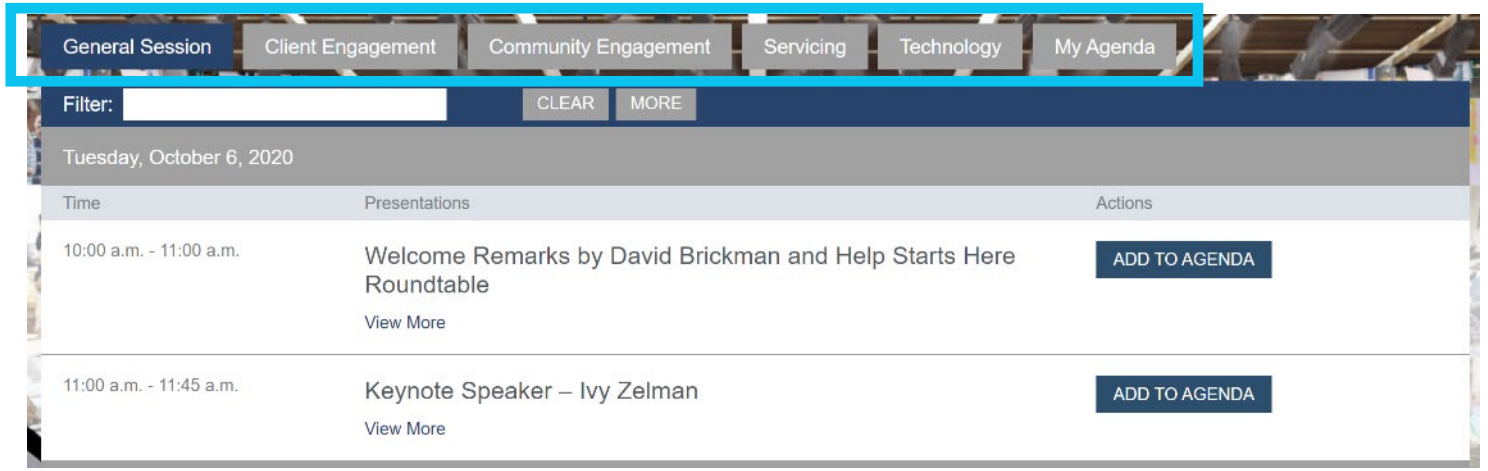
From the Lobby, you can visit the main areas of the event through the tabs on the navigation bar.



1. **Navigation:** Access the different spaces in the event.
2. **Lobby:** You can return to the lobby by clicking on “Lobby” on the navigation bar.
3. The **Overview Video** will automatically play upon your first arrival into the Lobby on Day 1.
4. **Rotating Banner Ads** will feature different presentations and spaces. Click on the ad to go directly to the advertised space!
5. **Search:** You can use the search feature to find attendees, documents and presentations within the event.

Agenda Builder

This tool allows you to add sessions that you are interested in attending to your agenda. Click on the tabs at the top to view sessions in different tracks.

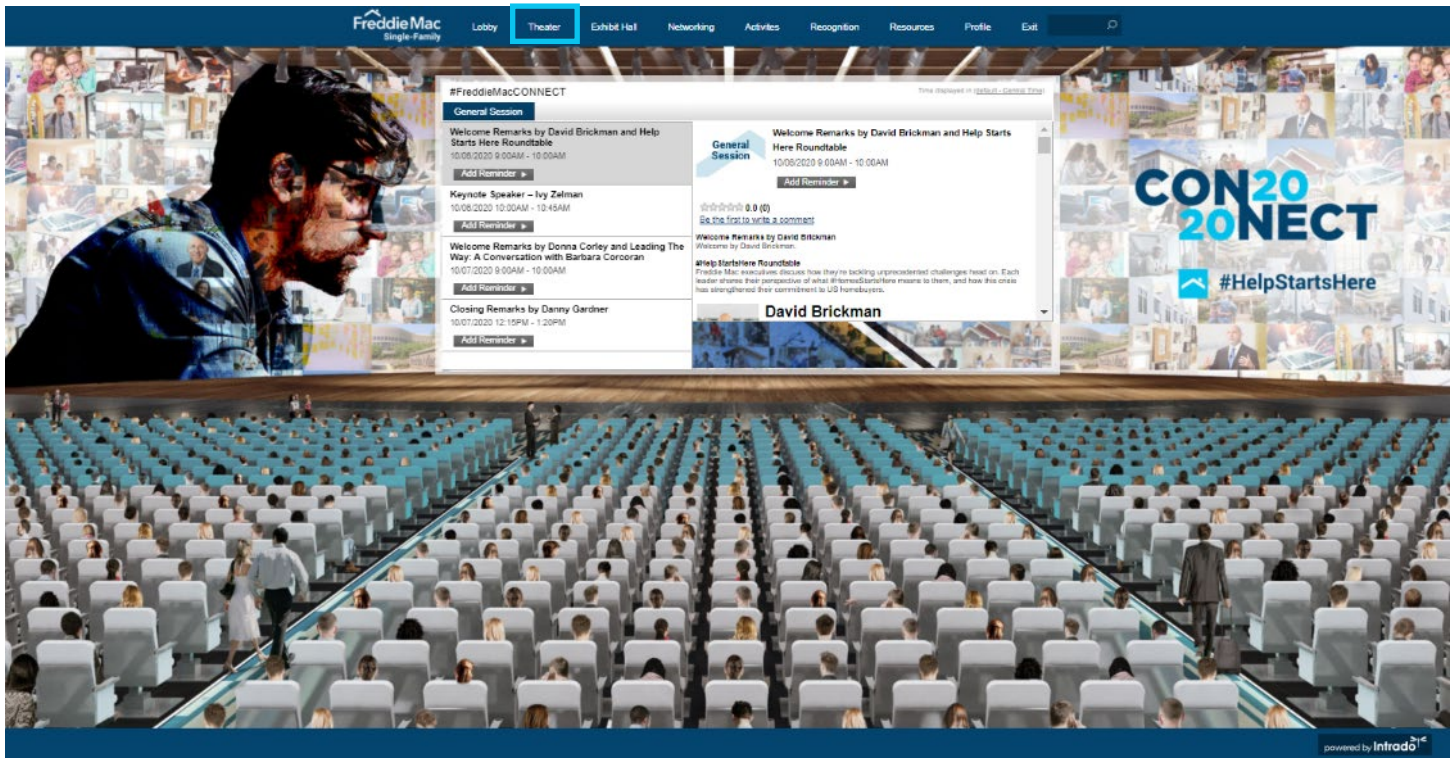


Text Actions / Options that may appear in Agenda Builder:

- **Add to Agenda** – Add sessions to your agenda up until 30 minutes prior to their start time
- **Add to Calendar** – After adding a session to your agenda, download a calendar reminder
- **Remove from Agenda** – Remove sessions from your agenda
- **Starting Soon** – A session will be beginning shortly (displays 30 minutes prior to Early Entrance)
- **Enter Now** – The session is beginning shortly - you may click into the session
- **Live Now** – A session is currently live
- **Archiving** – A live session has finished and is archiving
- **On Demand** – An archived session is available to view

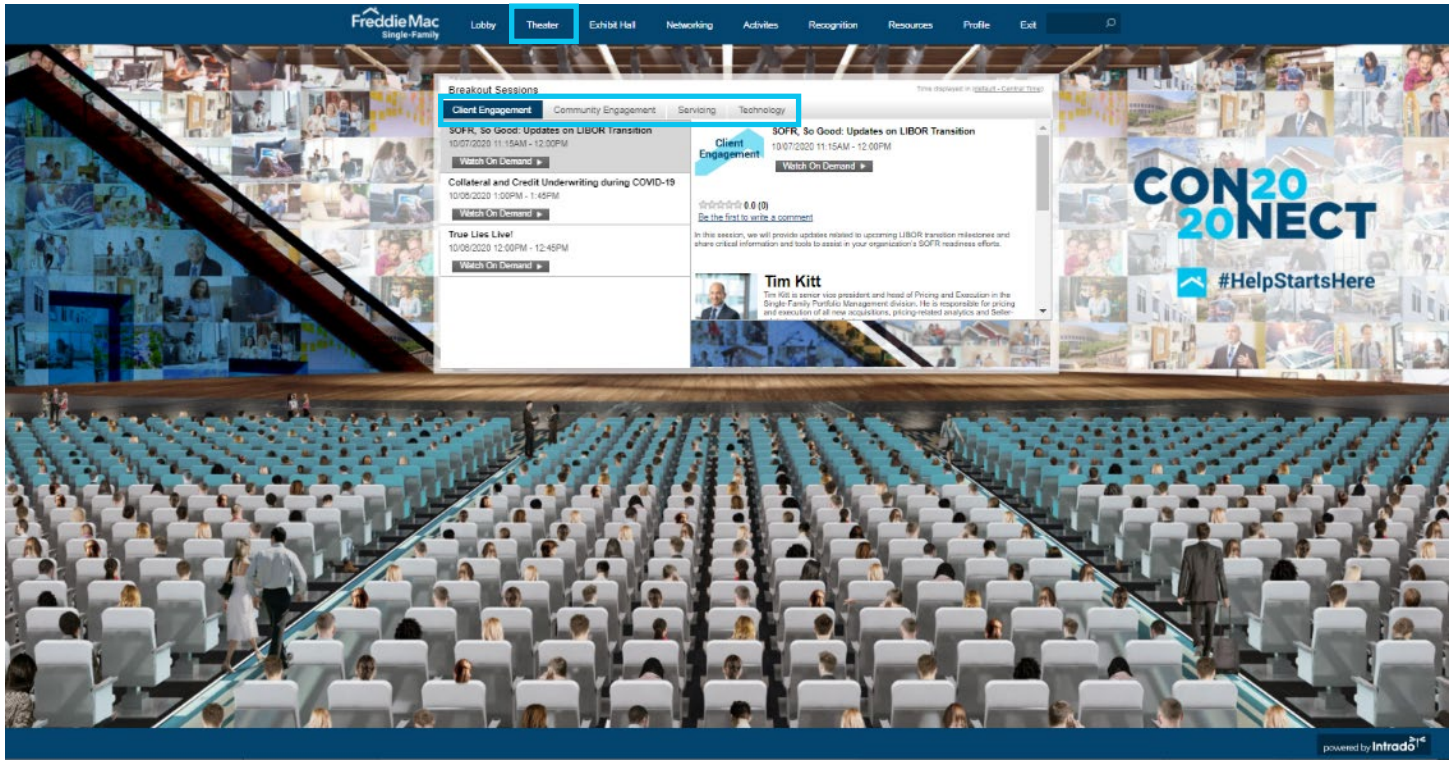
General Session

- Navigate to the Theater tab and select “General Session” in the dropdown to view the general session presentations.
- Click on a session to see the session abstract and speaker bios.
- Sessions that have not yet happened will display the day and time that the session will start.
- Sessions that are currently live will display “LIVE NOW” and you will be able to join the session.
- Sessions that have already occurred will display “WATCH ON DEMAND”. You will be able to watch these sessions at any time from the beginning.
- Remember that the time displayed will be in the time zone that you selected in your profile page.



Breakout Sessions

- Navigate to the Theater tab and select “Breakout Sessions” in the dropdown to view the breakout session presentations.
- You can navigate to the following different tracks using the tabs above the sessions:
  - Client Engagement
  - Community Engagement
  - Servicing
  - Technology
- Click on a session to view the session abstract and speaker bios.



Watching a Presentation

Presentations will include video, audio, and slides.

Make sure your audio is turned on and working before clicking into a presentation.

- The presentation window is completely customizable for each viewer. You can expand or shrink the size of any of the windows to make it more comfortable.
- There are icons at the bottom of the screen. The refresh icon will restore all windows to their original size and placement. The other icons will show or hide each of the different windows.
- Sessions will have Q&A that will either be answered live or after the session. After typing the question in the Q&A window, submit the question and it will go directly to the presenter.
- If downloadable slides or handouts are available, you can access them by clicking on the “Handouts” icon at the bottom of the page.

Home Starts Here Podcast

Under the “Theater” tab, navigate to the Home Starts Here Podcast page to access bonus content!

On this page, you’ll find bonus content featuring conversations with Freddie Mac leaders and industry experts. You can navigate to your favorite podcast streaming service to save or listen to this bonus content.

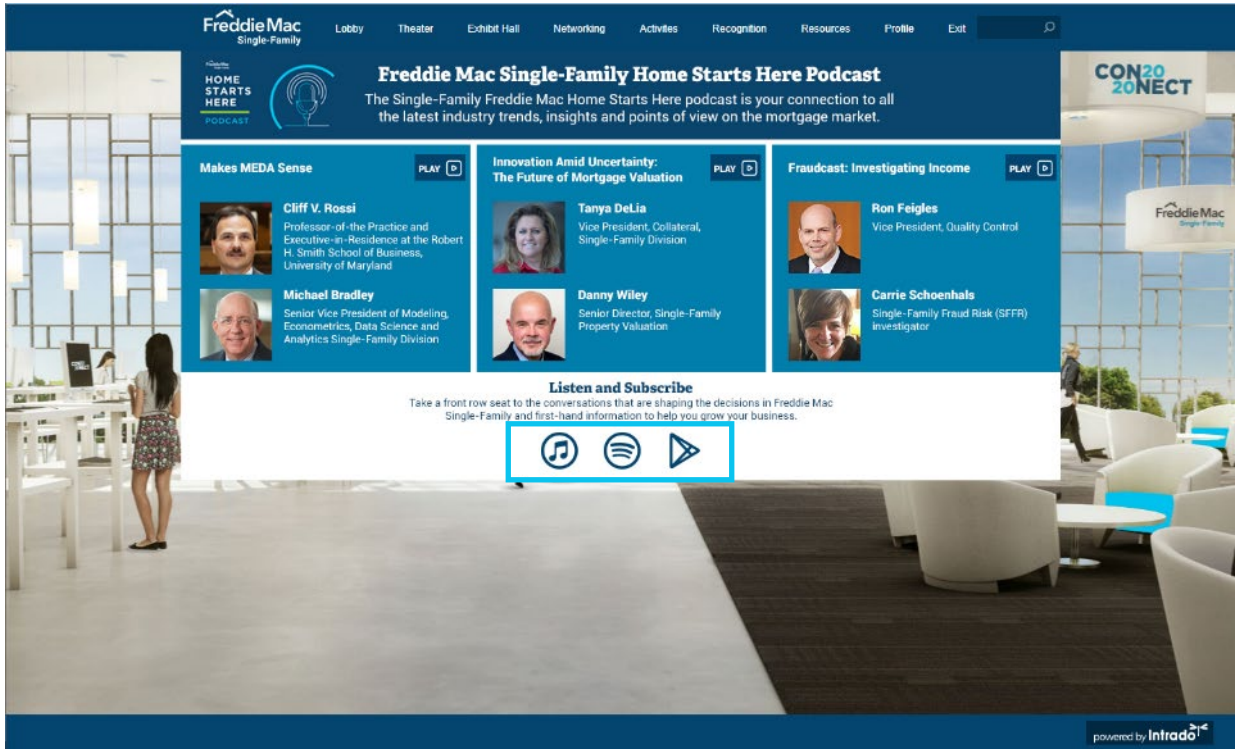


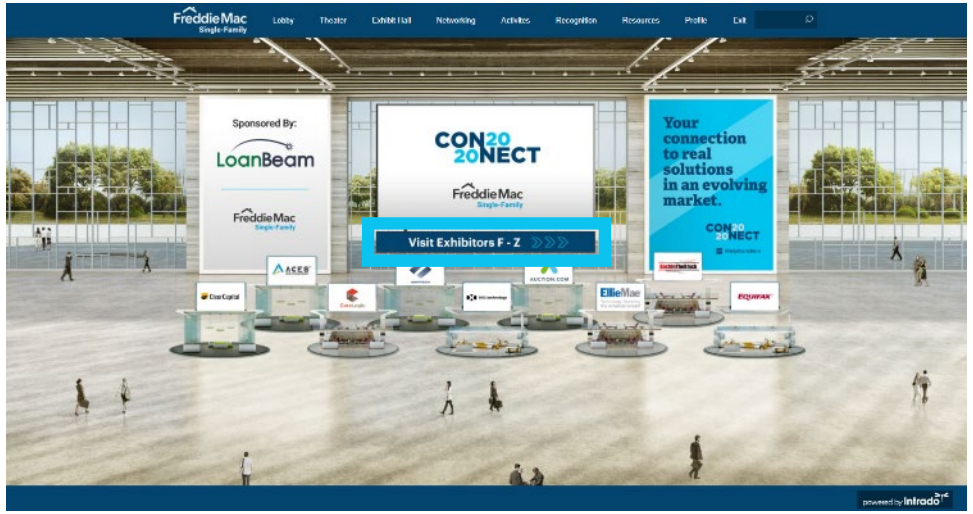
Exhibit Hall

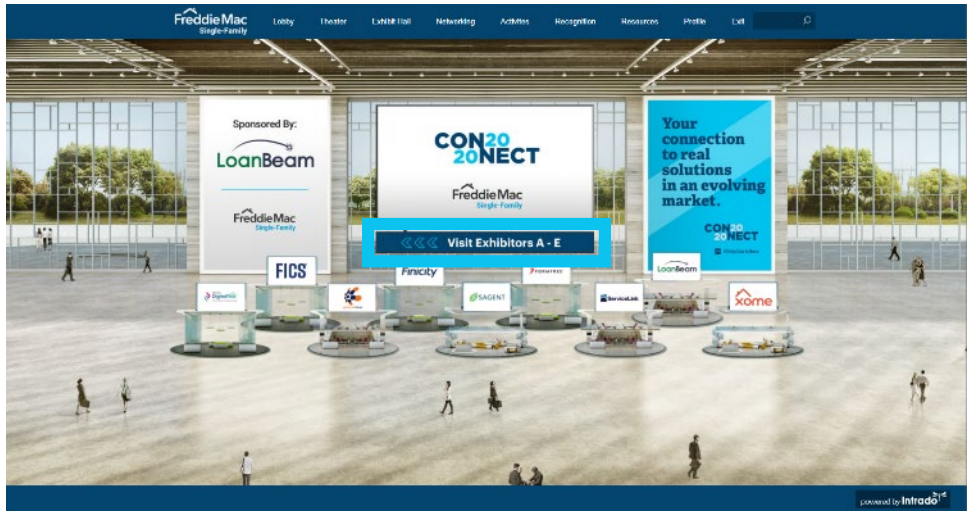
Learn about the FreddieMacConnect sponsors by visiting the Exhibit Hall. Click on the different booths to obtain more sponsor information and to chat live with their representatives.

Navigate between the two halls using the banner under the event logo.

The sponsors for FreddieMacCONNECT 2020 are:

ACES	FICS
Adfitech	Finicity
Auction.com	Form Free
BackInTheBlack	LoanBeam
Black Knight	Mphasis Digital Risk
Clear Capital	Optimal Blue
CoreLogic	Sagent Lending
DXC Technology	ServiceLink
Ellie Mae	Xome
Equifax	



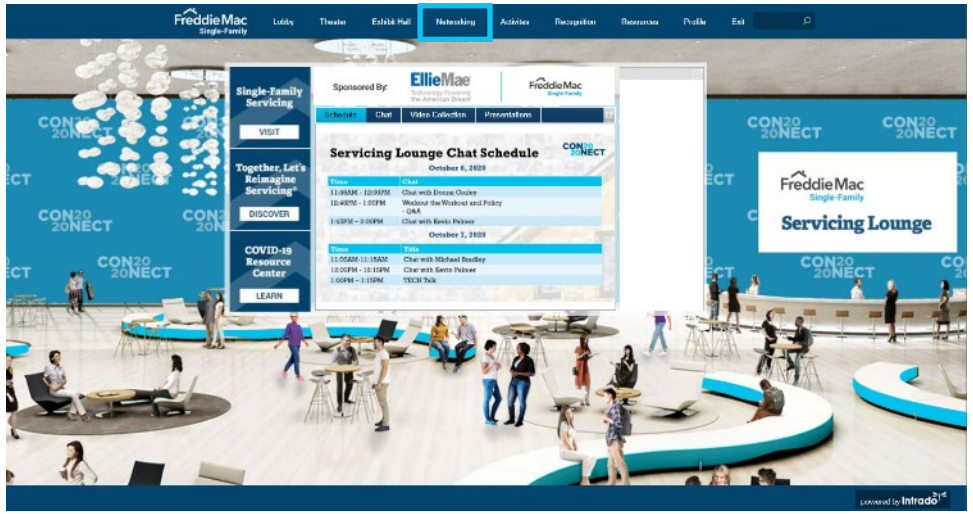


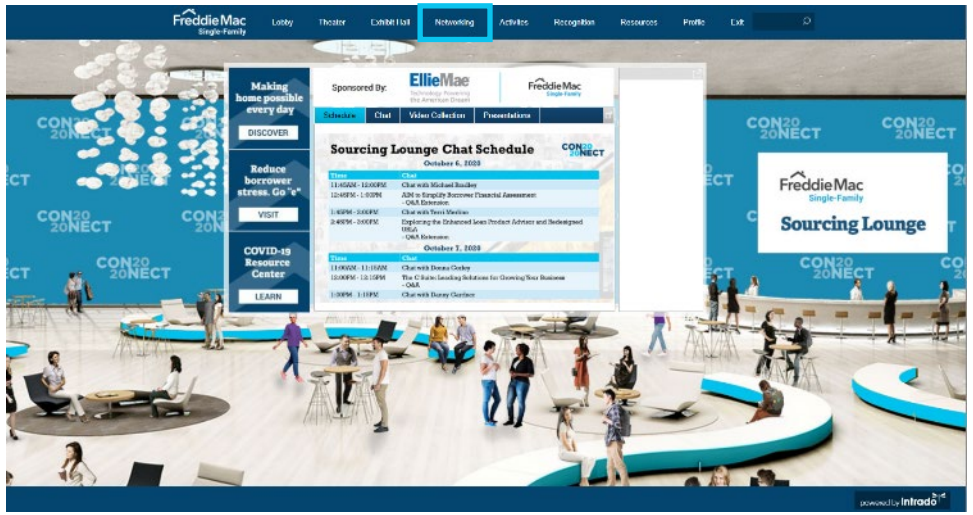
Networking Lounges

Navigate to the Servicing and Sourcing Lounges under the “Networking” tab.

There are four tabs in the Servicing / Sourcing Lounges:

1. **Schedule:** This tab shows the schedule for the chat room. See what leaders and presenters will be available for networking.
2. **Chat:** Plan to spend time in the chat room networking with leadership and peers.
3. **Video Collection:** View valuable Freddie Mac content.
4. **Presentations:** After a presentation has broadcasted live the slides will be available in this tab to download or add to your briefcase.



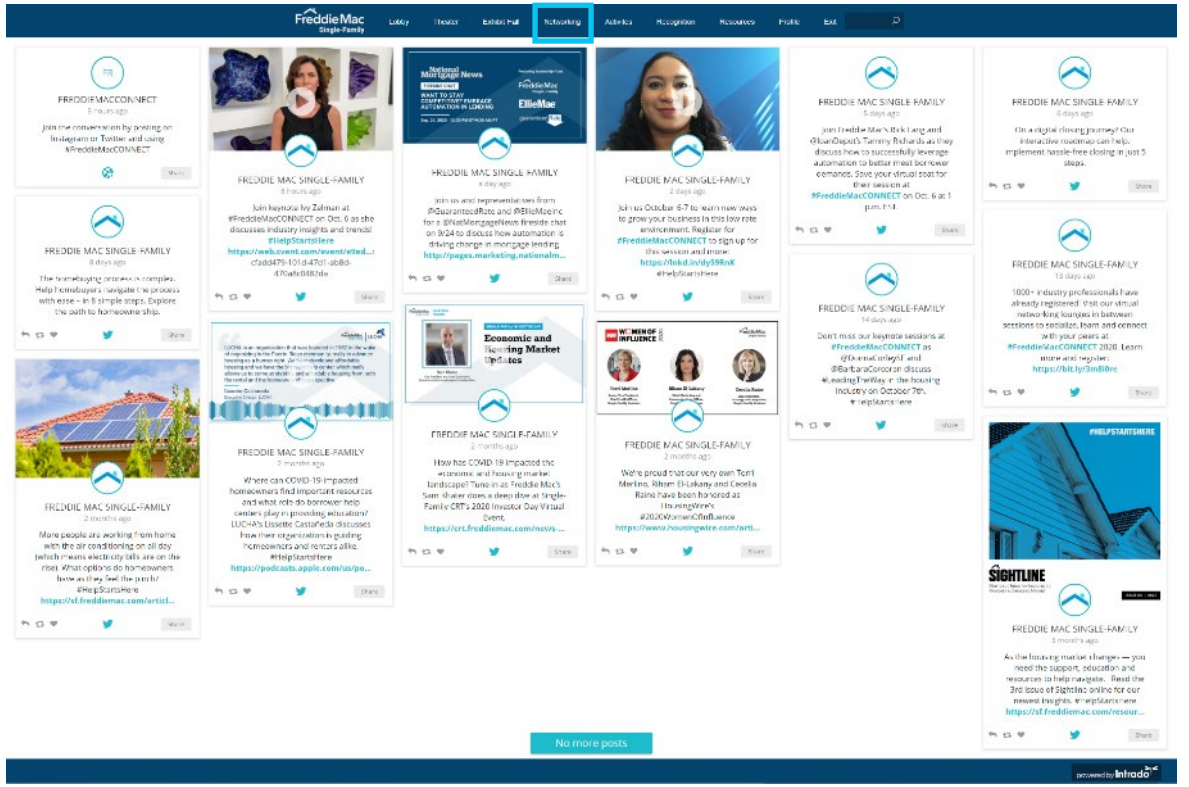


Social Wall

Navigate to the social wall under the “Networking” tab.

Join the conversation by posting on Intagram or Twitter with the hashtag #FreddieMacCONNECT or #HelpStartsHere

Keep in mind social media profile settings must be set to “public” in order for the posts to show on the social wall.



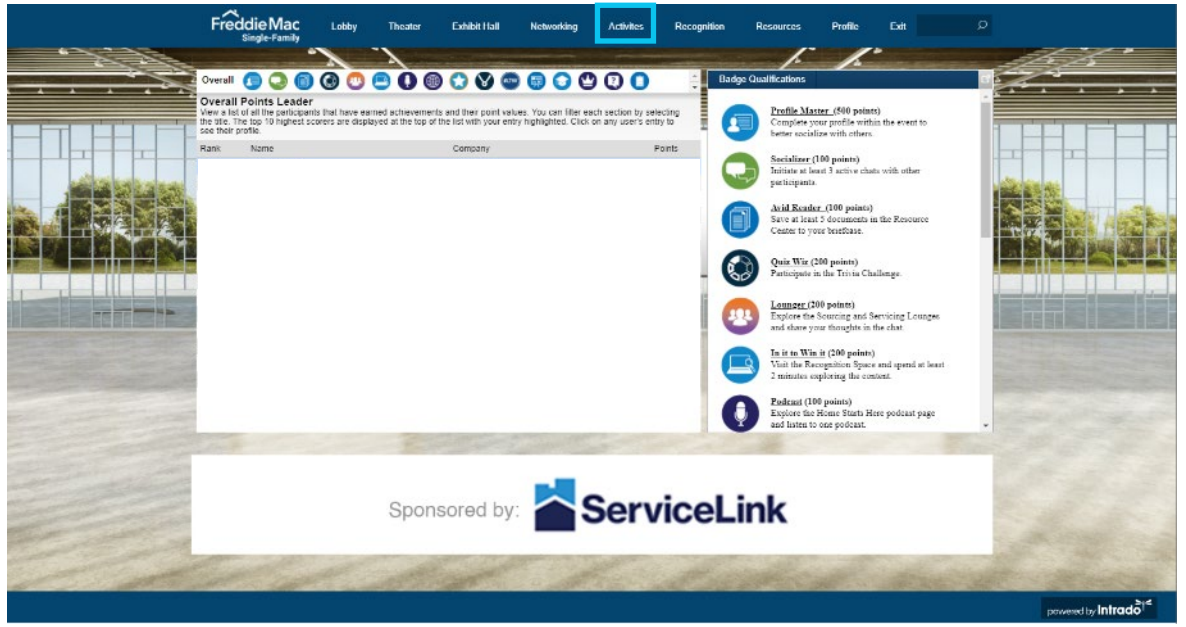
#FreddieMacCONNECT
#HelpStartsHere

Badges & Trivia

Navigate to the “Activities” tab and go to the “Badges” page to view available badges along with the conference leaderboard.

Participants can earn Badges by staying engaged with presentations and completing different tasks within the virtual environment.

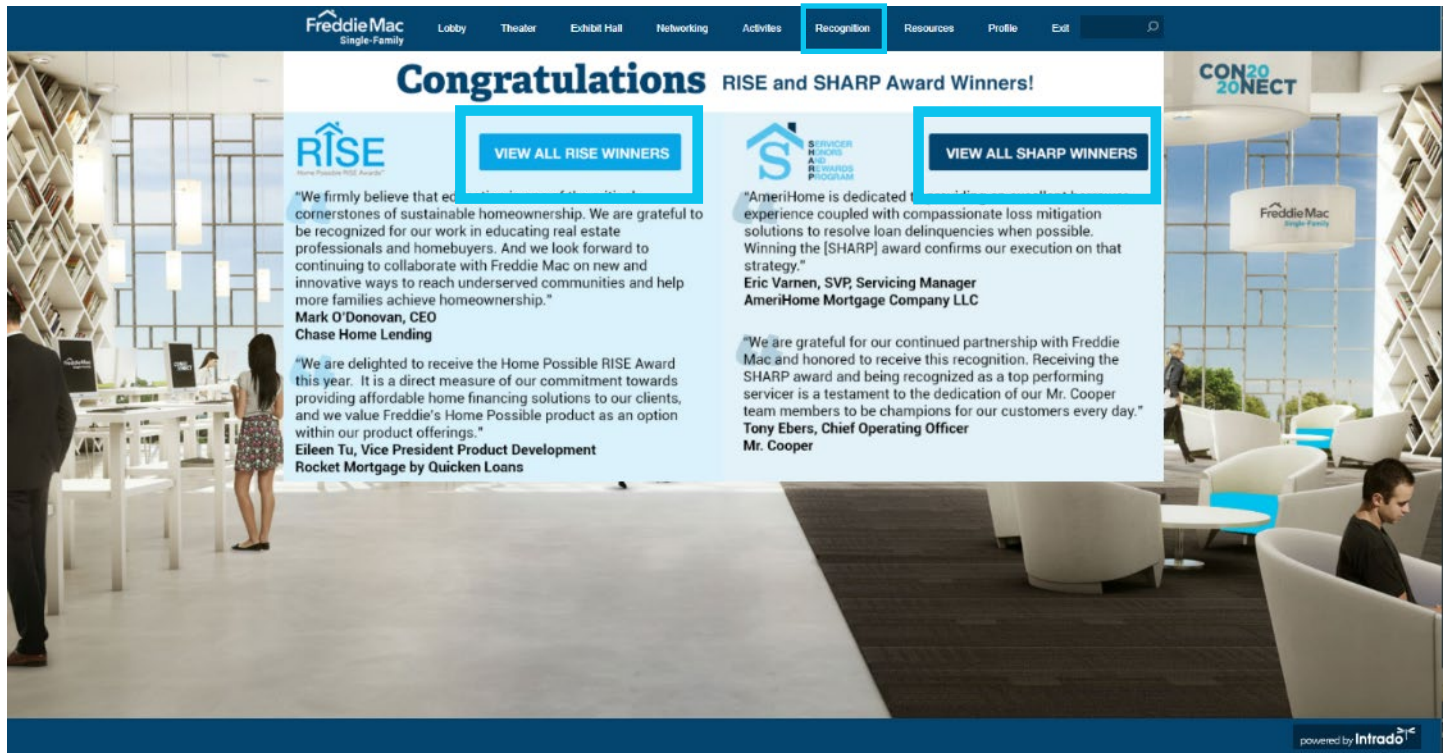
Use the dropdown to navigate to Servicing or Sourcing trivia to test your knowledge!



Recognition

Navigate to the “Recognition” tab to learn more about the RISE and SHARP awards.

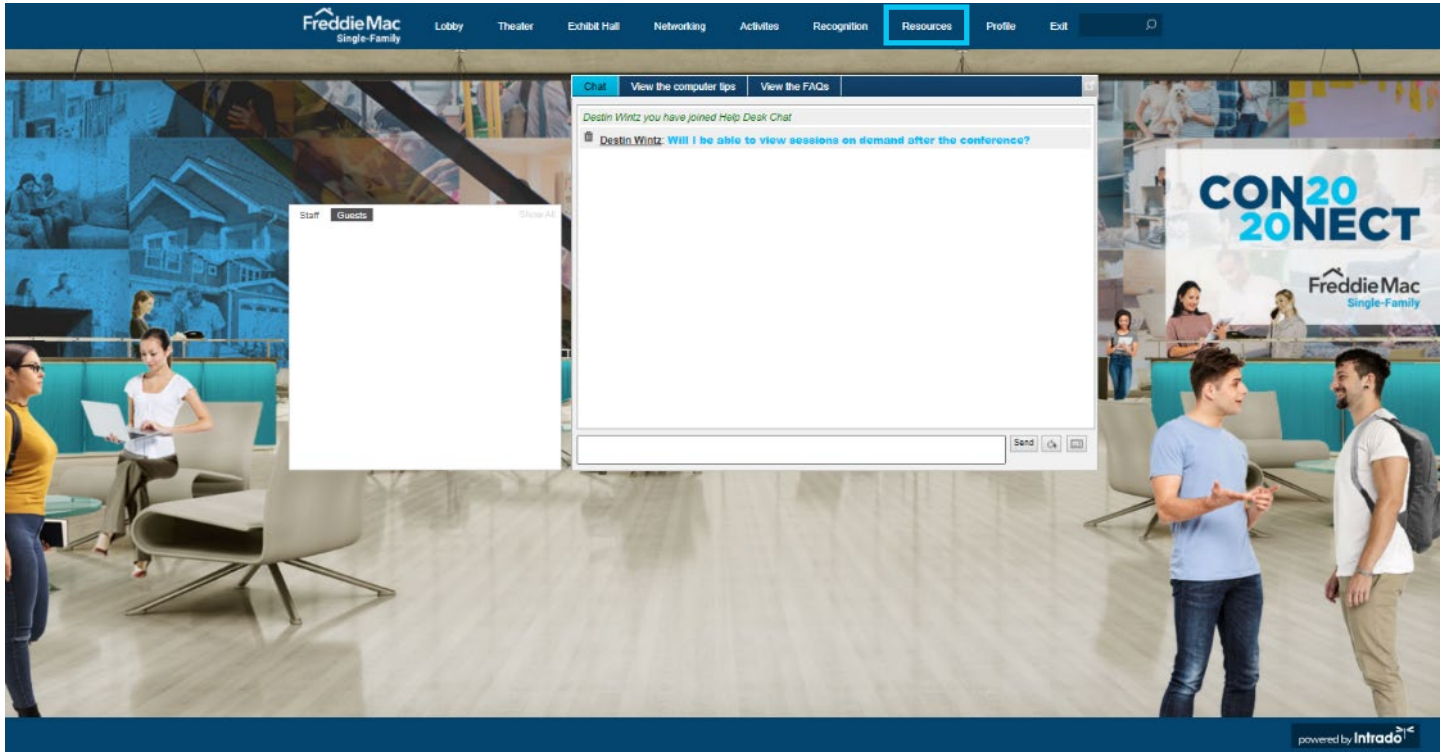
We invite you to learn about the different categories and see the 2019 winners!



Help

Listed under the “Resources” tab, the Help Desk is available for any technical support issues you have while interacting in the virtual event. There are helpful resources available to you such as guides, FAQs, and support documentation to aid in troubleshooting support requests.

- **Chat**: Will allow you to chat with support staff available to help assist with any questions you may have.
- **Email**: If you have additional concerns after live support has ended, you can email the support box at eventsupport@inxpo.com.
- **Computer Tips**: Available to view helpful resources in troubleshooting potential issues such as chat or communication problems, security prompts, FAQs, etc.



Event Support

Live Event Date

- October 6 – 7, 2020

Available On Demand

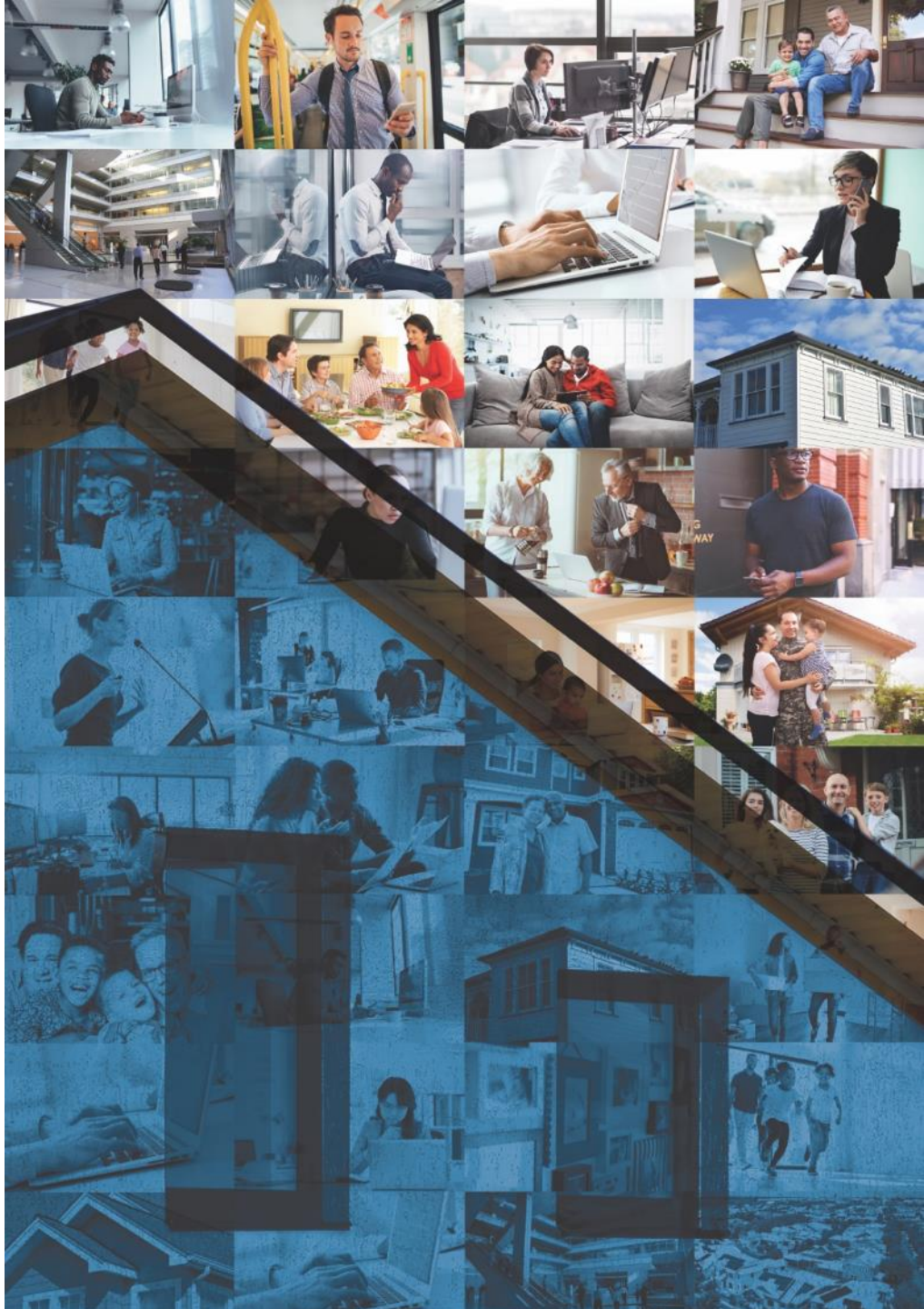
- October 8, 2020

Login Link

- https://onlinexperiences.com/Launch/Event.htm?ShowKey=103021

Contact Support

- eventsupport@inxpo.com



FAQ

What is the Virtual Environment?

- This year, with the challenges we're facing from COVID-19, we are moving our traditional event to an online program.
- The environment is mobile and tablet friendly.

What are the halls within the Virtual Environment?

- **Lobby:** Welcome area that will greet virtual attendees each day.
- **General Session:** Start your day with a live broadcast from our keynote presenters.
- **Breakout Sessions:** An offering of over 18 technical and professional skills sessions will take place in this hall.
- **Networking:** Connect with others in the virtual environment and find valuable content in either the Servicing or Sourcing Lounge.
- **Social Wall:** Engage through social media by using the conference hashtag #FreddieMacCONNECT.
- **Activities**: Test your knowledge with Trivia and make sure you earn your badges throughout your learning journey.
- **Recognition:** Learn more about the RISE and SHARP awards and see the 2019 winners.
- **Resources:** Access the help desk for any technical support issues you have while interacting in the virtual event.

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FAQ

What is this year's theme?

Single-Family launched the #HelpStartsHere campaign to address market need and provide transparency and clarity at a challenging time. Through the pandemic and beyond, we are committed to ensuring that the entire industry and home owners thrive.

FreddieMacCONNECT training sessions will take a very practical approach to connecting to the #HelpStartsHere theme. Attendees want tangible information that will help them succeed in this environment. Sessions will be inspiring and feature guests with a background on consumer and economic trends.

We will also continue to champion #LeadingTheWay through sessions and speakers who have made bold strides in enacting change within business and/or communities.

What are the key learning objectives?

- Discuss Assurance hot topics
- Identify ways to support your tax clients
- Implement change to support development of emerging leaders
- Review best practices in marketing and business development
- Discuss best practices in management of an accounting practice
- Review industry updates
- Identify advisory solutions to support firm development

Whom should I contact with conference questions?

For conference or session questions, please reach out to conferences_events@freddiemac.com

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FAQ – TECHNICAL / PLATFORM QUESTIONS

I can't hear the presentation!

Are you using Chrome or Firefox? The platform will not function correctly in Internet Explorer or Safari. Please be sure your speakers/headset are unmuted. Try clearing your cache and refreshing your browser. You can test your system to spot issues. For further assistance, contact a staff member at the Help Desk.

The slides aren't synced with the presentation.

Please log into the virtual event using Chrome. Refresh your browser.

I forgot my password!

Go to the login page and click forgot password. You will be sent an email to reset you password. Check your junk or spam folders if you don't see the email in your inbox.

I can't see the other participants in the session.

The sessions are webcast style, meaning you won't be able to see or hear other participants and they won't be able to see you.

I missed the beginning of the session. How can I watch it?

The general session and breakout sessions will be available on-demand at after the conference. You may go back and watch the beginning of the presentation.

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FAQ – TECHNICAL / PLATFORM QUESTIONS

Are there prizes for earning all the badges?

There are not prizes for earning all the badges, but feel free to brag!

How is my attendance tracked within the platform?

Analytics follow your user login and reports spaces visited, time in each session, and chats/engagement throughout the conference.

Can I watch sessions after the live days?

Yes, login to the virtual platform after the conference to watch any session on demand.

I've filled out my profile, but I haven't received the badge.

Please refresh your browser. Make sure you filled out all fields of the profile. If you don't want to share your personal information you can enter a dash in every field and click submit

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Thank You

JOIN THE CONVERSATION

#FreddieMacCONNECT #HelpStartsHere

@FreddieMacSF

Freddie Mac Single-Family