



2022 Annual Conference

May 16 –18 | Washington, DC | Hybrid Event

FINRA Virtual Annual Conference FAQs

System Requirements and Troubleshooting

Q: What are the system requirements needed to use the MeetingPlay platform?

A: For desktop operating systems, you will need Windows 7 or later, macOS Mojave 10.14, Catalina 10.15, or Red Hat Enterprise Linux 7.4. Chrome is the recommended browser; Firefox and Edge will work for Windows and macOS systems as well.

Q: Can I use my phone to connect to the event?

A: It is recommended you use a laptop or desktop to get the full functionality and experience. If needed, the site is optimized to briefly view on a mobile device.

Q: What if I need to connect from my iPad / iPhone?

A: If you need to connect from your iOS device, it is recommended you use Chrome. However, if you wish to share your video during a live, interactive, session you must use the safari web browser.

Q: What if I need to connect from my android device?

A: If you need to connect from your android device, it is recommended you use Chrome. You will need to enable audio and video to participate in live, interactive, sessions.

Q: MeetingPlay's platform doesn't seem to be working. What can I do?

A: Please check the following:

- Check that your browser is up to date and that you are using one of the recommended browsers.
- Check that you are on a solid internet connection.
- Check that your company VPN is turned off.
- Check if there is a company firewall and try to connect to a Wi-Fi that is not behind a company firewall.

Q: I connected through a VPN; will I have issues?

A: It is possible that your VPN could block incoming or outgoing video and audio. If possible, turn off your VPN or connect via an alternate device not connected to a VPN. If this is not possible, work with your IT department to resolve the issue.

Q: I'm connected through a company firewall; will I have issues?

A: It is possible that your company firewall could block incoming or outgoing video and audio. If possible, connect to the event on a different network. If this is not possible, work with your IT department to resolve the issue.

Q: What do I do if I cannot hear audio when I join a session?

A: Please make sure your speakers and volume are enabled and working. Some of the sessions are pre-recorded and require you to select play on the video to view the content. In this case, you will not hear anyone speaking until you begin the pre-recorded video.

Q: My computer keeps spinning and I can't see any of the presenters, what can I do?

A: Make sure you are connected to strong Wi-Fi or are connected to a hardline. If your internet/ Wi-Fi is working on other pages, reload the page. Also, please check that your VPN is turned off and you are not on a company Wi-Fi.

Q: I am having trouble with the video quality and load time on the site.

A: Ensure that other devices on your network are not consuming bandwidth through downloads, streaming, updating, or watching online videos, as each of these will greatly slow down your connection.

If you're using Windows, ensure that Windows Updates are not downloading in the background. To access this menu, simply press the Windows icon in the bottom left corner of your screen and type "update". After selecting "Check for updates" you will be able to verify whether your internet bandwidth is being taken by the Windows Update. If there is a download occurring, simply press the "pause" button to stop the download and speed up your internet.

If you're on a wireless device like a laptop or tablet, you may need to move closer to your network router to get a stronger signal. This can impact your internet speed greatly.

Q: My screen looks like it is cut off or the scrollbar is not working, how do I fix this?

A: Check that your cursor is hovering over the section you would like to scroll. If so, make sure you are connected to strong Wi-Fi or are connected to a hardline. If your internet/ Wi-Fi is working on other pages, reload the page. You may also need to adjust the Zoom settings to 100% so you are able to see everything in your computer frame.

Q: I do not see a logout button; how do I leave the meeting?

A: You can close out the browser window or click the Logout button on the left-hand navigation or in the top right corner (depending on the layout). The button looks like an open door.

Q: Where can I get more information and help with the MeetingPlay Platform?

A: Click the Meeting Concierge link on the left-side menu on the Home Screen to access a live chat session with a MeetingPlay team member.

General

Q: What is my Profile page?

A: Your Profile page is where you can choose your user settings for MeetingPlay's platform. These settings allow you to opt-in to the types of information you want to make available to other attendees and exhibitors. For example, you can allow notifications, chats, and set up meetings with fellow attendees (up to 3 per day).

Q: How do I set up my Profile?

A: When you first login to MeetingPlay's platform, there will be a pop up with all your Profile settings, where you can choose to opt into certain functionality or not. If you close the pop up, you can still access your Profile settings by clicking on the Profile button on the Home Screen.

Q: How do I contact Registration?

A: You can contact FINRA's Meetings and Conferences department at conreg@finra.org if you have any questions or issues regarding your registration.

Q: How can I update my attendance information if I changed firms after registering for the conference?

A: You can update your information through Cvent (used to register for the conference), or by contacting conreg@finra.org.

Q: Whom should I contact if I have questions about the conference?

A: For additional questions about the conference, you can contact a FINRA staff member at the FINRA Information Booth from a link in the left-side menu on your Home Screen or email: memberrelations@finra.org.

Q: Is a copy of the attendee list available?

A: You can see who is attending the conference from the Attendees link in the left-side menu on your Home Screen.

Q: What is the date and location of next year's conference?

A: The 2022 FINRA Annual Conference will be held on May 16-18, 2023, at the Marriott Marquis Washington, DC Hotel.

Exhibitor and FINRA Innovation, Demonstration & Engagement Area (IDEA) Booths

Q: Where are the FINRA IDEA Booths and what are they demoing?

A: You can access the FINRA IDEA Booths by clicking on the FINRA IDEA Booths link on the left-side menu on your Home Screen. Booths include:

- Certified Regulatory and Compliance Professionals (CRCP)[®] Program
- Compliance Tools and Resources
- Creating Value for Member Firms and investors With Data
- Cybersecurity Risks and Effective Practices
- Digital Transformation Experience: Together, We're Building the Future
- Dispute Resolution Services
- FINRA CAT, LLC
- How To Get Involved With FINRA
- Managing Individual Registration Information with FinPro
- Membership Application Program (MAP) Group
- Moving Forward with Continuing Education, Exams and Registrations
- Office of the Ombudsman

Q: How do you find and access the Exhibitors' Booths?

A: Click on the Exhibitor Booths link on the left-side menu on your Home Screen. You will be directed to an Exhibitor Directory where you can click on the exhibitor name/logo to visit them.

Participating in Sessions

Q: How do I get to my session?

A: Your session can be accessed through the Agenda, or your My Agenda links on the left-side menu on your Home Screen.

Q: What is My Agenda?

A: My Agenda allows you to build a custom agenda based on the sessions you want to attend. Simply favorite a session by selecting the heart icon next to the session or in the session details.

Q: I missed a session can I watch the replay?

A: Live streamed sessions may be accessed after the conference ends via the Session Library, the Agenda, or your My Agenda on the MeetingPlay Platform for 3 weeks after the event concludes. Sessions will be available to view on-demand on FINRA's website on August 15, 2022. An email will be sent to all attendees with details.

Q: What functionality do attendees have in a session?

A: Attendees can take notes, access materials and download them, ask questions, and answer CE verification questions. Please note, not all features may be active in all sessions.

Q: How do I ask questions during sessions?

A: You can ask questions during a live session by posting a question in the Live Q&A tab. This tab is located in the information section (to the right) of the session video. Your question will not be shown to the audience, only the moderator.

Q: If I ask a question during a session and the panel does not answer it, how can I get an answer to the question?

A: The panels will do their best to answer all questions during their sessions. If your question is not answered, you can contact the FINRA Information Booth to pass along your question and contact information or email memberrelations@finra.org.

Q: How long after the Annual Conference ends will I be able to access MeetingPlay's platform to re-watch sessions, download materials, etc.?

A: You will be able to use MeetingPlay's platform to access materials and videos for 3 weeks (June 6) after the event. After that, you will need to use the 2022 FINRA Annual Conference materials webpage.

Q: How and when can I access the 2022 FINRA Annual Conference materials webpage?

A: The 2022 FINRA Annual Conference materials webpage will be available 90 days (August 8) after the conference. An email will be sent to all attendees with the link.

Continuing Education (CE)

Q: Are continuing education credits offered for this event?

A: Yes, CFP (Certified Financial Planner), CLE (Continuing Legal Education) and CRCP® (Certified Regulatory Compliance Professional)® Program CE are offered for the FINRA Annual Conference.

Q: What is the process for receiving CLE CE credits?

A: Depending on your jurisdiction, the FINRA Annual Conference is eligible for CLE credit. Prior to attending – provide the State(s) and your Bar Number(s) in CVENT (during the registration process). As you attend sessions, **check in for each session** and **enter the verification code** during the session. To check in to a session, slide the check-in button (under the video on the session page) to green.

**You must check-in and enter the verification code for each session to obtain CE credit.
No credit will be granted after the conference is over.**

Q: What is the process for receiving CFP CE credits?

A: Prior to attending – provide the last four digits of your SSN and your CFP Board ID in CVENT (during the registration process). As you attend sessions, **check in for each session** and **enter the verification word** during the session. To check in to a session, slide the check-in button (under the video on the session page) to green.

You must check-in and enter the verification code for each session to obtain CE credit.

No credit will be granted after the conference is over.

Q: I missed checking into a session; what do I do?

A: Unfortunately, you will not be able to obtain CE credit for that session. You **must** check in to the session and enter the verification code to get credit.

Q: I missed entering the verification code; what do I do?

A: Unfortunately, you will not be able to obtain CE credit for that session. You **must** enter the verification codes in the session to get credit in that session.

Q: What is the process for receiving CRCP CE credits?

A: To earn your CRCP® CE credits, please report your attendance through the CRCP CE Reporting System:

- Click on this link: <https://crcp.finra.org> to access the CRCP CE Reporting System.
- Use your FINRA CRCP Account username and password to log in.
- Click on the “My Credits” tab and select the Report Credit button.
- Type the name of the course into the Class Name field and select the appropriate class from the selection that appears at the bottom of the screen.
- Type in the date you completed the class.
- Click the Save button.

Q: Do you want to learn more about the CRCP program?

A: [Click here to view the brochure.](#)

Other Information

Q: Do you want to learn more about FINRA’s upcoming conferences?

A: Mark your calendar and be sure to note the deadlines for early registration discounts.

- 2022 FINRA Advertising Regulation Conference | October 20-21 | Washington, DC

FINRA's Advertising Regulation Conference offers a comprehensive agenda designed for new and experienced communications compliance professionals. Industry and regulatory speakers facilitate interactive, forward-looking discussions on current practices, policies, priorities and rulemaking. The conference also provides the opportunity to network with industry peers and meet one-on-one with Advertising Regulation Department staff during office hours and throughout the event.

- 2022 FINRA Small Firm Conference | November 9-10 | Santa Monica, CA

The Small Firm Conference focuses on small firms' practices and tips for complying with FINRA rules. Throughout the event, attendees have the opportunity to discuss small firm topics with FINRA senior staff.

Visit our [Conference & Events](#) Web page to select events and see registration details.

Q: What is FINRA’s Privacy Policy?

A: FINRA is committed to protecting your privacy and to conducting business with the highest ethical standards and appropriate internal controls. By accessing or using FINRA websites or services, you voluntarily consent to the collection and use of your information as described in this privacy notice.

This privacy notice applies to information FINRA collects when you register and participate with the 2021 FINRA Annual Conference (the “Conference”).

Collection of Information

“Personal Information” means any information relating to an identified or identifiable person.

We collect information, including Personal information, you provide directly to us. For example, we collect information when you directly provide it, such as when you register, use the Conference Platform, or otherwise communicate with us. The types of information we collect include your first and last name, email address, username and other contact or identifying information during your registration and participation with the Conference. We may also collect publicly available personal information and technical information, including but not limited to, our Internet Protocol (IP) address, the address of the web page you visited before using the Service, your browser type, and settings. This list is not exhaustive, and, in certain instances, we may need to collect additional data for the uses identified in this notice.

We allow third-party services to collect standard internet log information and other visitor details. This information is collected solely for analytics use and is only processed in a way which does not identify anyone.

Use of Information

We use information about you for various purposes, including:

- to understand who is attending the Conference;
- to meet your needs during the Conference;
- to communicate with you, including announcements about the event and App notifications; and
- where we have a legal or regulatory obligation to use or disclose your information.

We will not monitor, record, or store meetings, events, or chat exchanges conducted during the Conference. We also expressly prohibit you from recording any content presented by FINRA or other Annual Conference participants. See Recording Prohibited, below.

Use of Cookies

A cookie is a small file placed on the hard drive of your computer. We use cookies to enable web-based conference products and services, understand how such products and services are being used, and to improve your conference experience. Some browser settings can be set to decline cookies. However, if you select this setting some web-based conference products and services may not work properly.

Sharing of Information

To make certain services available to you, we will share your registration details, including your first name and last name, email address, entity name, and entity physical address, with some of our service partners. These include our registration and Platform providers and will include providing your registration details to sponsors and/or exhibitors. Our registration and Platform providers may use your information in ways that differ from FINRA's use and they may provide you with additional rights and choices. You may view their privacy policies here:

Cvent: <https://www.cvent.com/en/cvent-global-privacy-policy>

Meeting Play: <https://www.meetingplay.com/event-app-privacy-policy>

We also will disclose Personal information when we believe that the disclosure is required by law or regulation, including to comply with a judicial order served on us or when we receive a request from law enforcement authorities.

We do not sell your Personal information to third parties for any reason.

Retention of Information

We will not retain your Personal information for longer than necessary for the purposes set out in this notice and as required by our regulatory record-keeping obligations.

Information Security

We maintain administrative, technical, and physical safeguards, appropriate to the level of sensitivity of the data, designed to protect the information you provide through FINRA websites or other web-based services.

Recording Prohibited

Conference participants are expressly prohibited from using personal or corporate-issued devices to record, screenshot, photograph or copy meetings, events, or chat exchanges.

International Users

If you are registering for the Conference or using the Conference App from outside the United States, please be aware that you are sending information (including Personal information) to the United States. The courts, law enforcement or public authorities in the United States may be able to obtain disclosure of the data through the laws of the United States. By using FINRA websites or services, you consent to the transfer of your information to the United States, which may not offer an equivalent level of protection to that required in your country of residence, and to the processing of that information on servers located in the United States as described in this privacy notice.

Children Under the Age of 16

Our website and other web-based products or services are not intended for children under 16 years of age. We do not knowingly collect Personal information from children under 16.

Changes to this Notice

We reserve the right to modify or update this notice or other terms and conditions of use of the FINRA websites or other web-based products and services at any time by updating the relevant link. Any modifications or updates shall be effective upon posting to the FINRA website(s). This notice is in effect as of April 2021.

Contact Us

If you have any questions about this privacy notice or our privacy practices generally, please contact us at: dataprivacy@finra.org.