

FREQUENTLY ASKED QUESTIONS

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GENERAL QUESTIONS

Q: Do I need to download or install any information to be able to attend the Clinician or Patient/Family sessions?

A: No. You do not need to download or install any software to participate. You only need to have access to the internet.

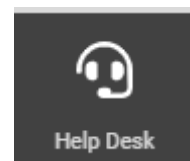
Q: Do I need to download or install any information to be able to attend the LHON sessions or the breakout networking rooms?

A: We will be using Zoom for the LHON sessions as well as the *Coffee and Conversation Networking Sessions* and the *Happy Hour/Patient Voice Networking* rooms. It will be best for you to prepare yourself prior to the meeting if you are new to zoom. [Click here for more information](#) and run a test. You will need to have access to the internet – *Passcode to enter LHON sessions and all patient/family networking sessions is UMDF.*

Q: Who do I contact if I have troubleshooting issues on day-of?

A: If you are having issues logging into the meeting platform, email us at symposium@umdf.org.

A: If you are logged in and need help, click the Help Desk icon at the bottom of either Lobby.



Q: What if I cannot make it to a session on time? May I join late?

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A: Yes, you will be able to join a session late. Please note, if you join the CME sessions on June 24 late, make sure you watch the recording for anything missed prior to claiming credit. You will receive an email on how to receive your CME certificate post session.

Q: Will session recordings be available on-demand? If so, when?

A: Yes, almost every symposium session will be made available on-demand within one week of the live date. We will not be recording the networking sessions.

Q: How long will the on-demand content be available online after the event concludes?

A: All sessions will be made available on-demand within the virtual platform through the end of August and most of the patient/family sessions will be available on [Mito U](#).

Q: The timings of the live sessions are not convenient for me. Can I still participate in the event?

A: The event will remain open 24/7 through the end of August, 2021. Therefore, you can attend whenever it is convenient for you.

Q: Will I be able to communicate in real time with exhibitors when the meeting goes live on June 24-26?

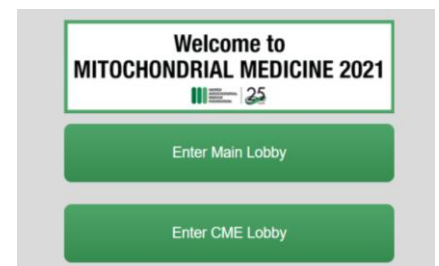
A: Yes, all virtual exhibit booths will have a live chat feature where you can chat with the organization's booth administrators. If they are not available, an email will be provided for you to connect.

LOBBY

Q: Why is there more than one lobby?

A: There are two lobbies – *Main Lobby and CME Lobby*. Majority of all program content is found in the Main Lobby. The CME Lobby is dedicated to physicians interested in CME credit.

The Main Lobby will act as your home base for the symposium. From here you can get to all sessions, the exhibit hall, poster sessions, access the agendas, network, and more!



To return to Main Lobby, click the *Back to Main Lobby* green button. The *Lobby* button at the bottom of your screen will take you out of the virtual conference space. From here, you may re-enter the *Main Lobby* or *CME Lobby*.

AGENDAS

Q: Where can I find the symposium agenda?

A: You can find the agenda in several places – go to the Main Lobby and click on the Program button that is of interest to you – there will be tabs for each day within that particular agenda as well as the Watch Live button.

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You will also find a Program Book within the Event Resources tab which is available under any of the program agendas.

For example, as a patient, you will click the **(MAIN LOBBY)** green button to enter virtual symposium. In the Main Lobby, you'll see all the different programs we'll be offering. When you click the **(PATIENT/FAMILIES PROGRAM)** green button, you'll be directed to the full schedule of sessions for Friday and Saturday.

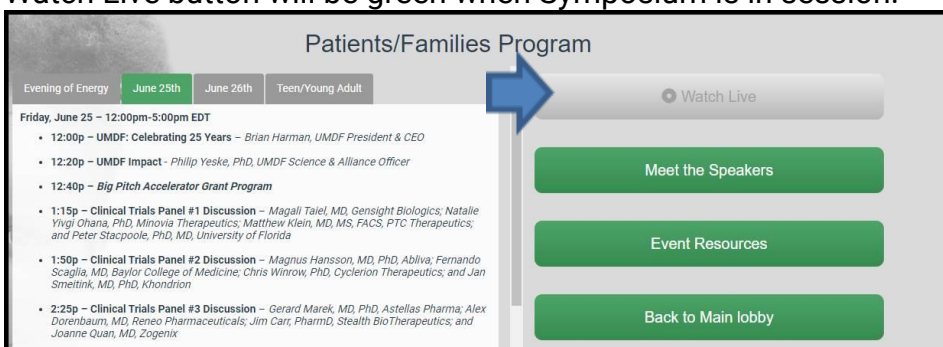


SESSIONS

Q: How do I find sessions?

A: Within the Main Lobby, we offer four Program Agendas to provide a wide range of choices to fit your needs. The CME Accredited button will provide an additional entry point into the CME activity set for June 24. The Scientific Program provides the on-demand recordings from the May 7, May 21, June 4, and June 18 Scientific Sessions. We provide similar agendas for Patients/Families and Clinician/Care Providers, but each has unique programs specific to those audiences.

On each Program Agenda page, you'll click the **(WATCH LIVE)** button to view live programming. The Watch Live button will be green when Symposium is in session.



For those interested in attending the LHON Program, you will click the green button within the June 26 schedule on the left side. These sessions will be run as a zoom meeting and passcode will be provided by email.

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If you want to learn more about the Scientific Program Faculty, you can click the *Meet the Faculty* within the Scientific Program and/or the Clinician/Care Provider agendas. If you want to learn more about the Patient/Family speakers on June 26, click the *Meet the Speakers* button within that agenda page.

CONTINUING MEDICAL EDUCATION (CME) – FOR PHYSICIANS

Q: Do I need to attend the LIVE sessions on Thursday, June 24 to receive CME credit?

A: You do not need to attend on Thursday but you will need to watch the on-demand recordings by July 31st. Final attendee list will be sent to Peerpoint (CME Provider) at that time.

Q: Once I have watched LIVE or on-demand, how will I claim my CME certificate?

A: All physicians will receive an email from symposium@umdf.org with instructions on how to claim their CME credit within 3-7 business days. If watching on-demand, emailed instructions will be sent after July 31st.

Q: Where can I find the Course Description, Learning Objectives, and Disclosure Report?

A: Enter the CME Lobby and click on Course Description and/or Accreditation Statement & Disclosure Report



SCIENTIFIC PROGRAM

Q: How can I watch the on-demand sessions from May 7, May 21, June 4, and June 18?

A: Click on the Scientific Program, select the date of interest, and click **Watch Here**.

CHAT

Q: Will attendees have the chance to interact with others during sessions or ask questions?

A: During the *Watch Live* sessions, you will be able to enter chat questions for presenters as well as chat with others in attendance. Please note that not all questions will be appropriate for this forum but we will do our best to connect you with someone and/or provide resource links.

NOTE: If you registered multiple people in your family using the same email address, only one person in your household's name will appear in the Chat window. You can always sign the chat with your name to make it clear who is posting the Chat.

Within the networking rooms, we will utilize Chat as well as audio/video features provided through Zoom.

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EVENING OF ENERGY

Join us on June 24 at 6:00 pm (EDT) for an **Evening of Energy**, a virtual event to celebrate our 25th Anniversary. The evening will be full of surprises, including an awards ceremony, a time reminiscing with faculty friends, honoring all that UMDF has accomplished these last 25 years, and a look at what's to come. Don't miss this wonderful opportunity to hear from some of the top pioneers in the field of mitochondrial medicine! [Click Here to Check it Out!](#)



EXHIBIT HALL

Q: Will there be exhibitors this year?

A: We are thrilled to have over 18 exhibitors as part of our virtual exhibit hall. [Click here for direct link.](#) You will have plenty of opportunities to network with these organizations during the day, and for those companies conducting clinical trials, we have a special *Happy Hour/Patient Voice Networking* opportunity available from 4:00pm to 5:00pm EDT. You can find the networking rooms within our Patient/Family agenda – [click here.](#)

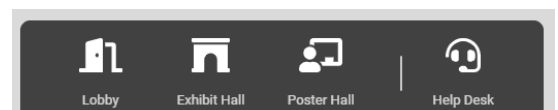
All exhibit booths offer valuable information on their products and/or services. Simply select an organization's name; you will be directed to their booth. At each of the exhibit booths, organizations may have resources and handouts that you may download to read or you can email to yourself for future reference.

When the meetings go live on June 24-26, simply visit the Exhibit Hall where companies are on hand to share information about their programs, services and products. If they are not available for live chat, they will have an email address posted to connect.

POSTER HALL

Q: Where can I view the 2021 Poster Abstracts?

A: The Poster Hall, found at the bottom of the *Main Lobby* screen, will showcase over 80 works of research and data.



The posters are grouped by category (*Clinical Trials Updates, Gene Therapy/Gene Editing, Mito Med Clinical Research, Mitochondria and Metabolism, Mitochondria in Stress, and UMDF-Supported Research Infrastructure*). Most posters will have recorded presentation and a poster. Simply select the Watch Here or View Poster for a particular poster.

The 2021 Abstract Booklet lists all abstracts for each poster within the Poster Hall.

The Poster Hall is open to visit throughout each day at your convenience and will remain open until the end of August.

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HAPPY HOUR/PATIENT VOICE NETWORKING

Q: Will patients/families have the chance to speak with companies conducting Clinical Trials?

A: On June 25, patient/families have the opportunity to network with industry partners who are conducting clinical trials.

- 4:00p – Happy Hour/Special Patient Voice Networking Breakouts [About](#)

Zogenix

Minovia Therapeutics

PTC Therapeutics

Saol Therapeutics

Abliva

Cyclerion Therapeutics

Reneo Pharmaceuticals

Each networking room will have 1-2 Industry Representatives to lead the conversation! To join, visit the Patient/Family Agenda ([Click Here](#)) and just select the room of choice at 4:00pm EDT. You can exit and enter as many rooms as you would like during the hour.

We will be using Zoom for the *Happy Hour/Patient Voice Networking* rooms. It will be best for you to prepare yourself prior to the meeting if you are new to zoom. [Click here for more information](#) and run a test. You will need to have access to the internet.

COFFEE AND CONVERSATION NETWORKING

Q: Is there an opportunity to network with other families?

A: On June 26, during the Ask the Mito Doc Panel sessions, we will host networking sessions for patients and families. At 10:40am, there will be three sessions for Parents/Caregivers (*Newly Diagnosed – including Grief, Medical Cannabis and Mito, and IEPs and School*). At 12:30pm, there will be three sessions for Adult Patients/Caregivers (*Adult General Networking/Managing Care, Coping Strategies – including Grief, and Managing Fatigue*).

- 10:40 – Coffee and Conversation - Breakout Networking Sessions for Parent/Caregivers – (moderated virtual round table discussions – attendees are welcome to move from room to room) [About](#)

Newly Diagnosed

Cannabis and Mito

IEPs and School

Each networking room will have 1-3 UMDF Ambassadors to lead the conversation and help you connect with your fellow attendees! To join, visit the Patient/Family Agenda ([Click Here](#)) and select the room of choice at the designated time. You can enter and exit as many rooms as you would like during that time.

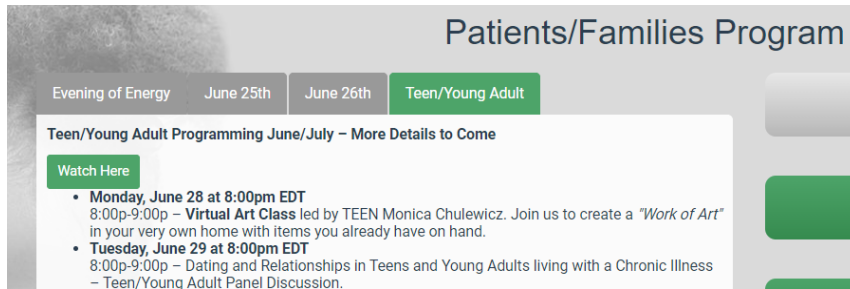
We will be using Zoom for *Coffee and Conversation Networking Sessions*. It will be best for you to prepare yourself prior to the meeting if you are new to zoom. [Click here for more information](#) and run a test. You will need to have access to the internet.

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TEENS/YOUNG ADULTS SESSIONS

Q: Is there a Teen/Young Adult Program this year?

A: Yes, the Teen/Young Adult agenda is listed under Patients/Families Program. The sessions do not begin until June 28. We will be using the same zoom link for all Teen/Young Adult Sessions. Simply click the Watch Here button at the designated time for a specific event/session.



Patients/Families Program

Evening of Energy June 25th June 26th **Teen/Young Adult**

Teen/Young Adult Programming June/July – More Details to Come

Watch Here

- **Monday, June 28 at 8:00pm EDT**
8:00p-9:00p – **Virtual Art Class** led by TEEN Monica Chulewicz. Join us to create a *“Work of Art”* in your very own home with items you already have on hand.
- **Tuesday, June 29 at 8:00pm EDT**
8:00p-9:00p – Dating and Relationships in Teens and Young Adults living with a Chronic Illness – Teen/Young Adult Panel Discussion.

CONTACT US

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