

# Hello Humana Members!

## Welcome to Humana's Neighborhood Center Open House Virtual Event!

At Humana, we want you to stay safe and feel comfortable when visiting your Humana Neighborhood Center. That is why we are offering you a virtual open house experience. You will be able to chat with your Humana Neighborhood Center Team Members, ask questions to a local licensed sales agent, chat with fellow members and dive into member orientation. This virtual open house provides you with an option to safely learn about these topics that are important to you from the comfort of your own home.

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### **HUMANA'S VIRTUAL EVENT EXPERIENCE**

#### **What is a virtual event?**

A virtual event is an event that attendees join online from anywhere in the United States, using a computer, laptop, tablet or mobile device. Our Humana Neighborhood Center Open House Virtual Event will leverage 3D environments that mirror your standard Neighborhood Center, Information Booths and Activity Room. Furthermore, members will be able to navigate to the different rooms to experience planned presentations, network with fellow attendees and visit virtual information booths.

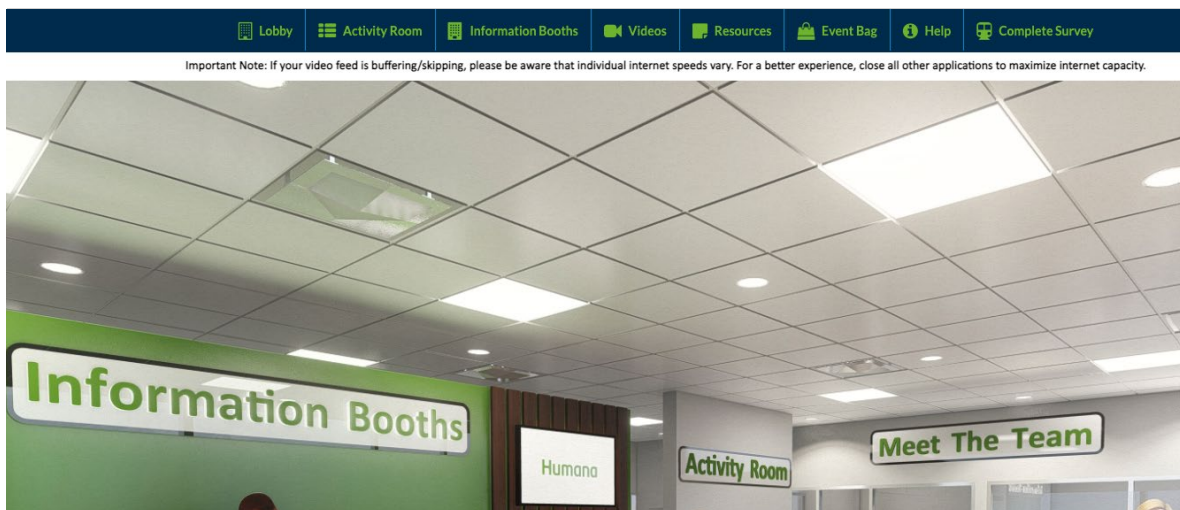
## How do I register for the virtual event?

Visit the event registration page at <https://humananeighborhoodcenter3.vfairs.com/>.

At the top of the page, click the button that reads, “Register Now.” You will be directed to a registration form. Please complete all required registration fields on this form and click the button that reads, “Register.” You will receive a confirmation email with the event details including date, time and how to access the virtual event.

## How do I navigate the virtual event?

When you first log in to the event website, you will be taken to the virtual lobby. To navigate to other virtual rooms throughout the event, you can either click on directional signage from the lobby or use the blue navigation bar at the top of the event website.



## What can I expect at the Humana Neighborhood Center Open House Virtual Event?

Here's what you'll experience at the Humana's Neighborhood Center Open House Virtual Event:

- Welcome Message from your Neighborhood Center Teams!
- Hear about frequently asked questions with our Membership Orientation Video. After, chat with a live licensed sales agent about your membership.
- Learn more about Go365 and chat with a Go365 representative!
- Connect with fellow Medicare Advantage Members, licensed sales agents and your Humana Neighborhood Center Team.
- Visit our information booths to learn more about Humana services and programs.



## DAY OF VIRTUAL EVENT INFORMATION

### Registering day of the event?

Want to register the day of the event? Click the “Register Now” button. In the popup that displays, fill out the required fields with your information. Click the “Register” button, and then proceed to log in following the instructions below.

### How do I log in on the day of the event?

Visit the event URL, <https://humananeighborhoodcenter3.vfairs.com/>, and click the “Click to Log in” button. In the popup that displays, enter your email address that you used to register for the event and click the “Log in” button. You will be taken into the virtual event lobby to start the event.

The screenshot shows a virtual event lobby interface. At the top, there is a dark blue header with the text "ighborhood Cen". Below this, a dark blue button labeled "Click to Log in →" is visible. A white login popup window is centered on the screen, titled "Login" with a close button (X) in the top right corner. The popup contains an "Email:" label above a text input field. Below the input field, there are three buttons: "New user? Register now" on the left, "Cancel" in the middle, and "Login" on the right. The background of the lobby is a green wall with a photo of a woman sitting at a table. At the bottom of the lobby, there is a grey footer with the text "Experience your Humana Neighborhood Center from the comfort of your computer."

## Which browser is best for streaming the event?

We recommend Chrome or Firefox.

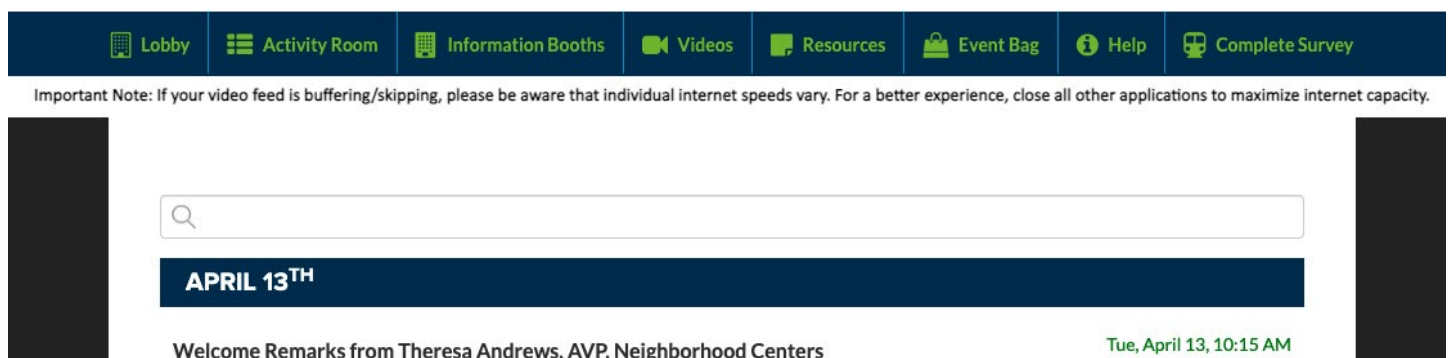
- To download Chrome, [click here](#).
- To download Firefox, [click here](#).

## How to access event presentations:

All presentations are launched from the Activity Room. You can get to the Activity Room by clicking the sign in the lobby that reads “Activity Room” or by clicking the link in the navigation bar that reads “Activity Room”.

Once in the Activity Room, click the center screen that reads “Click Here for Presentations” to view the presentation schedule. Before the presentations start, you’ll see a countdown to the start time. Once the presentation is available, click the “Join” button to join. After a presentation ends, click the “X” button in the presentation window and return to the Activity Room to join the next scheduled presentation.

As soon as a presentation has ended, it will be available to rewatch on-demand. To access the on-demand presentation, you will have to refresh the page and head to the Activity Room and click the “Play” button next to the presentation.



The screenshot shows a dark blue navigation bar at the top with the following items: Lobby, Activity Room, Information Booths, Videos, Resources, Event Bag, Help, and Complete Survey. Below the navigation bar is an important note: "Important Note: If your video feed is buffering/skipping, please be aware that individual internet speeds vary. For a better experience, close all other applications to maximize internet capacity." The main content area features a search bar, a dark blue bar with the date "APRIL 13TH", and a presentation title "Welcome Remarks from Theresa Andrews, AVP, Neighborhood Centers". The date and time "Tue, April 13, 10:15 AM" are displayed in the bottom right corner of the content area.

## Your member resources:

Throughout the Open House Event, save materials to your member resource “Event Bag” to take with you after the event! You’ll find materials at the vendor booths in the Information Booths. Click the “+Event Bag” button next to the material you’d like to save. After you are done saving everything, in the blue navigation bar look for the link called “Event Bag”. When you click that, you’ll be able to email yourself everything you saved. It will send you one email with a link to download all of your saved materials.



## VIRTUAL EVENT TECHNICAL INFORMATION

### Important technical information:

Be sure to check that the sound on your computer is turned on to hear the event audio. If you are wearing headphones, try unplugging them and then plugging them back in.

During the event, if you experience any issues, **try refreshing the page**. If that doesn't work, please contact Tech Support. You can contact Tech Support by visiting the Help Center, visiting the Tech Support Chat or emailing [humananeighborhoodcenter3@getvfairs.io](mailto:humananeighborhoodcenter3@getvfairs.io).

## Who do I contact if I have troubleshooting issues on the day of the event?

Send an email to [humananeighborhoodcenter3@getvfairs.io](mailto:humananeighborhoodcenter3@getvfairs.io) for any technical assistance.



## How long will the presentations be available online after the event ends?

The on-demand presentations will be available for one month after the event date. Simply use your email to log in to the event site to access the on-demand presentations at any time.

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