



## **Customer Support Contacts and Hours for the 2020 ACS Quality and Safety Conference Virtual**

### **Navigating the Speaker Management Portal**

For technical questions pertaining to navigating the speaker management portal, completing required forms, uploading your photo, presentation, etc. please email [acs@support.ctimeetingtech.com](mailto:acs@support.ctimeetingtech.com) or phone 217-398-1792.

### **Navigating the Virtual Platform as a Speaker, Moderator, and Abstract Presenter**

For technical questions pertaining to navigating the virtual platform, operating the chat feature, etc. please email [acs@support.ctimeetingtech.com](mailto:acs@support.ctimeetingtech.com) or phone 217-398-1792.

### **Registration and Log in as a Conference Attendee**

For questions pertaining to your registration or logging in to the ACS QS Conference Virtual Platform as an attendee to view content please contact [registration@facs.org](mailto:registration@facs.org).

### **Continuing Education and Credit Claiming**

For general questions around Continuing Education and Credit Claiming please contact [acsqsconference@facs.org](mailto:acsqsconference@facs.org).

For technical questions pertaining to the credit claiming website please email [acs@support.ctimeetingtech.com](mailto:acs@support.ctimeetingtech.com) or phone 217-398-1792.

For questions regarding MyCME please contact [mycme@facs.org](mailto:mycme@facs.org).

### **All Other Inquiries**

All other inquiries should be directed to [acsqsconference@facs.org](mailto:acsqsconference@facs.org).

### **Meeting Support Hours**

Monday-Friday 8 am -5 pm CST  
Saturday, July 25th, 8 am -12 pm CST  
Sunday, July 26th, 8 am - 12 pm CST

The Speaker Management Portal will have additional weekend support from 8 am - 12 noon CST on 7/11, 7/12, 7/18, and 7/19.