**WELCOME** to the TMA 2020 IMPACT Attendee Support Page. This document has been created to guide you through the features, tools and options so you can easily navigate the event and access everything that TMA 2020 IMPACT has to offer.

When you first enter IMPACT, you will notice several tabs at the top of the event page. These tabs will help you navigate the event pages and allow you to access all of the features and tools of 2020 IMPACT.

This document allows you to easily navigate to an individual section. Simply **Click on the Tab Section** you would like to learn more about:

I. **ACCOUNT**
   a. Edit my Profile (Important First Step!)
   b. Inbox

II. **AGENDA**
   a. Schedule a Meeting

III. **PEOPLE**

IV. **SPONSORS**

V. **PROFESSIONAL DEVELOPMENT**

VI. **CAPITAL CONNECTION**

VII. **COMMUNITY**
   a. Coffee Shop Chat Room
   b. TMA Connect Video Chats
   c. Networking Events
   d. Schedule Meeting
   e. TMA Awards Showcase
   f. IMPACT Points
Your Account tab on the right-hand side of the event page will give you access to support, FAQs, editing tools and your inbox during the 2020 IMPACT event. It is important that you familiarize yourself with this section and utilize the support pages whenever you have any questions pertaining to the event. Email remains the very best way to get your immediate questions answered and to receive a speedy response from our event management platform, Pathable, and/or TMA Global Support Staff. For general or registration questions, email Eventsupport@turnaround.org

Edit my Profile (IMPORTANT FIRST STEP!)

TMA Global recommends that you first Edit your Profile before anything else! Under the Account tab, click on ‘Edit my Profile’ to view your personal page and customize it to make yourself identifiable and searchable during IMPACT. Colleagues want to meet you so please be sure to complete all fields!

Here you can upload your profile pic, set your email and change your password. Be sure to check that your name is spelled correctly and feel free to add your credentials! On the right-hand side of the screen be sure to also enter your professional title, company information and bio so other attendees can learn more about you! You also have the option to enter a phone #. Please note: Phone numbers will only be shared with exhibitors that you allow. It will not be displayed on your profile.
Scrolling down the page, please enter **Tags** that identify you during IMPACT and be sure to also enter your **Area of Specialty**.

Additional demographic information is listed below from your registration form to help identify you and which region you are from. If this information is incorrect, please let us know!

Don’t forget to ‘**SAVE**’ your entries at the bottom before navigating away from this screen.
**INBOX**

Your **INBOX** can be accessed via the Account tab, where you will receive alerts, notifications and meeting requests. Simply click on INBOX to view messages received and/or sent and start new conversations with attendees by clicking on the blue ‘New Conversation’ button. Just enter the recipient(s) names, enter your dialogue and click ‘SEND’. You will even have the option to add files to your message just like an email by clicking on the image icon under your profile pic:
AGENDA

The first tab at the top will give you direct access to view the ‘Full Agenda’ of 2020 IMPACT, as well as ‘My Agenda’ to view the sessions and events that you have chosen to attend. It will also allow you to ‘Schedule Meetings’ with other attendees who you wish to connect with directly. Start by selecting ‘Full Agenda’. Select which sessions/events you wish to add to your own agenda by clicking on the blue box(es) at the top-right corner of each event. Having trouble finding a session/event? Click on the ‘Search’ box at the far right of the screen and enter the speaker or title name, track, description, or keywords to help you find what you are looking for.

You may view the agenda in a ‘List View’ or ‘Calendar View’. To change the layout of your agenda, which may help you view your sessions/events in a more structured outlook, click your chosen view at the top:

LIST VIEW VS. CALENDAR VIEW
Please note that you have the added feature of exporting the ‘Full Agenda’ or ‘My Agenda’ under the gray ‘EXPORT’ button in (ics) format, which will allow you to add this to your Microsoft Outlook calendar.

Schedule a Meeting

When you are ready to schedule a meeting with one or more individuals, simply click on ‘Schedule a Meeting’ under the Agenda tab:
In addition to seeing your own profile pic, click on the ‘add new member’ symbol and enter the name(s) of the individual(s) you would like to connect with during IMPACT.

Place your cursor in the ‘Add Recipients’ box and type in the name(s) of registered attendee(s) you wish to invite to a meeting. (please note: If you do not see their name populating in the box when you type their name, it may be that they have not yet registered as an attendee.) Once finished, click ‘continue’.

Next, choose your preferred date & time. Available time slots are conveniently listed for you to choose from and the calendar adjacent to the time slots will indicate when participants are ‘busy’ or ‘tentative’. Once you select your date/time, click ‘Save Time’.

Lastly, enter your name and any details on your meeting request before clicking ‘Send Invitation’. The recipient will receive an alert that a meeting has been requested and they can choose to accept or decline the request.
PEOPLE

Here you can view a list of registered attendees & speakers at 2020 IMPACT. This section will allow you to ‘view their profile’, ‘send a direct message’ and ‘schedule a meeting’ with your chosen individual.

By clicking on the small box with the three dots in the upper right-hand corner of their profile, you can then choose your action item(s). For example:

IMPORTANT FEATURE: If you choose the ‘People’ tab from the Home page, any one of those options will bring you to a scrolling list of Speakers and Attendees. However, you can also use the Search feature on the right-hand side of those pages to narrow your search choices. Simply type a specific keyword into the search field or use the suggested field options such as ‘Tags, Company, Ribbons, TMA Chapter.’ Clicking the ‘Reset’ button at the bottom will clear the search fields.
A sponsor’s Virtual Room will allow attendees to start discussions with assigned company representatives, request info on services, view informative files/PDFs, access direct links, and more! During Virtual Tradeshows hours, you can also access their booth where they can chat live, take polls, schedule meetings with company reps and send instant messages.

For example, when clicking on ‘Getzler Henrich & Associates’ logo, you will uncover the following page:
PROFESSIONAL DEVELOPMENT

Here you can access a drop-down menu of categories related directly to education breakouts, general sessions, on-demand videos via Learning Link, professional development, TMA Connect and CE Credit information. Clicking on the Blue Box in the upper right-hand corner of each individual session or event will automatically add it to your agenda, and a green box with a check-mark will appear:
CAPITAL CONNECTION

Here you will be able to view the complete list of all Capital Connection Exhibitors and Capital Connection Sponsors. The most up-to-date list of exhibitors will surface on the Exhibitor Page on 2020 IMPACT. The same functionality as the Sponsors Tab exists and you are, once again, encouraged to click on any of the exhibitor or sponsor logos to view their Virtual Room:

DON'T FORGET!

The Virtual Capital Connection + Networking Event is scheduled for Thursday October 1st, 2020 from 5:30pm-6:30pm CST

TMA IMPACT 2020 Capital Connection connects capital providers with leaders in distressed deal flow, including investment bankers and intermediaries that specialize in distressed transactions; turnaround consultants and CROs; bankruptcy attorneys and accountants; workout officers; and others in a highly engaged, virtual environment. All IMPACT 2020 attendees are welcome to participate.

Capital providers are invited to participate as a Capital Connection Exhibitor. Capital Connection Exhibitors are uniquely positioned to meet their target audience and receive numerous benefits, including branded, virtual exhibit rooms, access to private meetings and 1:1 networking, exclusive recognition as a premier capital provider, TMA Global marketing promotion, advanced attendee registration roster and two (2) complimentary conference registrations!

Registered Capital Connection Exhibitors include:

- Wynnchurch Capital
- Crossplane Capital
- Crystal Financial
- SB360 Capital Partners
- Second Avenue Capital Partners
- Carl Marks Advisors
- FrontWell Capital Partners
- Great Rock Capital
- Trive Capital
COMMUNITY

The Community Tab will give you access in the drop-down menu to access the Coffee Shop Chat Room, TMA Connect Video Chats, Networking Events, VIP Lounge, Schedule Meetings, TMA Awards Showcase, and Impact Points. A description of each is listed below:

Coffee Shop Chat Room

- The IMPACT 2020 Chat Rooms are virtual daily networking chats that are open to all attendees to connect with one another and engage in free and lightly structured discussions on industry hot topics or hobbies. These chats offer a unique opportunity to connect with others when keynotes and formal education sessions are not being broadcast. Featured TMA and Annual Committee Members (along with TMA Staff) will help facilitate structured forum discussions on various areas of expertise—posing questions and keeping the discussion moving. Hot topics will be added to each day's chat schedule so you can experience the full spectrum of the turnaround and restructuring industry in a welcoming environment ripe for thought leadership, idea sharing, and personal anecdotes. You do not need to sign up in advance. A list of topics that will be discussed at a specific time can be found by clicking on the following link: [https://annual.turnaround.org/chat-rooms](https://annual.turnaround.org/chat-rooms)
TMA Connect Video Chats

- TMA will be hosting several TMA Connect Live Video Chats for you to join. These are small group interactive zoom sessions around shared interests, region, or hot topics. Once you identify which events you wish to participate in, click on the Blue Box in the upper right-hand corner of each session or event will automatically add it to your agenda, and a green box with a check-mark will appear:
Networking Events

- TMA is hosting numerous networking events for you to choose from. Once you identify which events you wish to participate in, click on the Blue Box in the upper right-hand corner of each session or event will automatically add it to your agenda, and a green box with a check-mark will appear.

Schedule Meetings

- Schedule your meetings here with individuals directly. In addition to seeing your profile pic, click on the symbol and enter the name(s) of the individual(s) you would like to meet and click ‘Add Recipients’. Then, click ‘continue’. Next, choose your preferred date/time. Available time slots are conveniently listed for you to choose from and the calendar will indicate when participants are ‘busy’ or ‘tentative’. Once you select your date/time, click ‘Save Time’. Lastly, enter your name and any details on your meeting request before clicking 'send invitation'.

TMA Awards Showcase

- The individual TMA awards are listed here. Not only can you see the recipient’s categories and names, but you can click on them directly to connect and learn more about each award category.
Impact Points

- Starting on Wednesday, September 23rd, TMA Global welcomes you to begin engaging with the IMPACT platform. Update your profile info, add events to your agenda, schedule meetings, and more. The more you do, the more points you earn. There are prizes up for grabs to the top three attendees with most IMPACT points!

If this is your first time attending a Virtual Event, you may be asking yourself ‘How do I navigate and experience the platform from an attendee perspective firsthand?’

Our event management platform, Pathable, has prepared a video tutorial to view the navigation of the site. Click here on the Attendee Experience video to watch them walk through key event pages and platform capabilities and features. From customizing your personal agenda, viewing sessions, interacting with exhibitors and sponsors, to scheduling virtual networking meetings. Dive into the attendee demo to better understand the overall experience and engagement opportunities that TMA 2020 IMPACT will have available!

Lastly, ‘Thank You’ for registering as an attendee of TMA 2020 IMPACT. We hope you are feeling more prepared to start your journey and take part in a true virtual opportunity that will excite the senses and bring you into the world of TMA Tomorrow. We are excited to have you attend sessions, get continuing education credits, and network with friends and colleagues. The best part is, you get to engage your way, on your time, in your space, connecting and engaging in the experience options that mean the most to YOU!