

# RxVantage Virtual Meetings

## CREATING & BOOKING

### **Q: WILL VIRTUAL MEETINGS FOLLOW ALL THE RULES I SET UP - LIKE WHO CAN BOOK, ETC?**

**A.** Yes. Virtual Meetings are just like any other appointment on RxVantage. You can set up recurring Virtual Meetings and let your life science experts book online according to the rules you set. The other features that make RxVantage hassle-free like confirmations, reminders, etc. are built right in for Virtual Meetings.

### **Q: IS THIS FOR ON-DEMAND MEETINGS OR SCHEDULED IN-SERVICES?**

**A.** Both! Any meeting can be made virtual with a single click, so it's easy to convert existing appointments or start a new meeting and assign it to a specific life science expert.

### **Q: CAN I CONVERT A LUNCH OR OTHER CATERED MEETING TO A VIRTUAL MEETING?**

**A:** Yes! You can indicate your catering preferences for any Virtual Meeting. Your life science expert can see this preference, along with headcount, delivery protocols and any other meal-related notes you have entered in your office settings.

### **Q: CAN EVERY REP USE VIRTUAL MEETINGS?**

**A.** Virtual Meetings is completely free for everyone to use. Our goal is to help providers and life science experts connect more easily, to improve patient care, especially in light of COVID-19. Some life science companies do not allow their experts to meet online, so we've asked those reps to avoid scheduling Virtual Meetings, for now.

## JOINING & PARTICIPATING

### **Q: A LOT OF OUR TEAM IS WORKING FROM HOME - CAN THEY JOIN REMOTELY?**

**A.** Yes. Yes. Yes. Anyone from your team can join from anywhere on any device. They simply need the secure meeting link. Team members that have been added to your RxVantage Staff directory will receive the secure link via an automated email one-hour before the start of the meeting. We encourage you to add your staff so everyone has easy access to the link. Invitees and link holders will see a login screen. If they have an active RxVantage account, they can enter credentials. If not, they should select "Don't have an RxVantage account? Join as a guest"

### **Q: DO MY DOCTORS HAVE TO LOGIN TO JOIN?**

**A.** No. Your doctors (or anyone from your office) can join from anywhere with the secure meeting link - no login is required. An email reminder with the meeting link is sent one hour prior to a Virtual Meeting, and once in a Virtual Meeting, you can easily add anyone to the meeting with their email address.

### **Q: DO I HAVE TO DOWNLOAD ANYTHING TO USE VIRTUAL MEETINGS?**

**A.** No! Virtual Meetings are completely web-based and require no software downloads or installs. All meetings launch in your web browser (Chrome, Firefox, Safari, Edge).

**Q: WHAT IF I DON'T HAVE A MICROPHONE OR VIDEO CAMERA BUILT-IN TO MY DEVICE?**

A. If your device doesn't have a microphone, we suggest you join the meeting from your computer and use the dial-in information included within the meeting details for your audio connection. This way, you can still access any content, screenshares, and meeting functionalities.

**Q: DO YOU OFFER LIVE SUPPORT IF WE HAVE MEETING ISSUES?**

A. Yes. Our team is available M-F, 8AM to 8PM ET. While no technology is perfect, we've found customers experience very few issues - especially after their first meeting. Many issues are typically a result of poor internet connections, attempt to use in Internet Explorer (not supported) or not having a microphone or video camera on their device. We're here if you need us.

**TECHNOLOGY & SECURITY****Q: IS THIS LIKE OTHER VIDEO CONFERENCING TOOLS?**

A. A little because we do offer video conferencing, but the similarities end there. Virtual Meetings is the only video conferencing solution designed specifically for practices to engage with life science experts. Virtual Meetings are fully integrated into RxVantage so all scheduling and logistics management is fully automated, and there is no software to download. We also built in unique features like the ability to select catering preferences, digital sign-in sheets, secure content exchange, and customizable surveys to capture team feedback and optimize your ongoing engagement with life science companies.

**Q: WHAT IF MY REPS ARE USING ANOTHER VIDEO CONFERENCING TOOL?**

A. We built Virtual Meetings so that you could have one consistent, reliable and secure way to meet with all of your reps, as opposed to many different video solutions for many different companies. However, if you prefer to allow each rep to use their preferred solution, we understand and support your decision. The easiest thing is to ask your rep to send you the link via RxVantage Messaging when they confirm the appointment.

**Q: CAN WE RECORD OR STORE THESE INTERACTIONS FOR FUTURE USE?**

A. No. At this time meetings cannot be recorded. However, your life science experts can share their approved content with you.

**Q: HOW SECURE ARE VIRTUAL MEETINGS?**

A. Virtual Meetings are a completely secure way to meet with life science experts. Meetings always take place over secure connections and your media is never recorded or stored. Access controls, encrypted video transport, unique randomized meeting IDs, role-based permissions, and virtual waiting rooms deliver the security you need.

**Q: ARE REPS ABLE TO GET ATTENDEE LISTS FOR SUNSHINE ACT REPORTING?**

A. Yes. We can pull this report from our database for you, just ask! We have a record of each unique meeting attendee who joins from their device. If multiple people join from one device (i.e. in a break room), we will not have a record of those additional attendees. You can simply message your rep the additional attendee names after the meeting. A new digital sign-in sheet will be available in a few weeks to make this process even easier.