

ESRI
USER CONFERENCE

ATTENDEE GUIDE

July 13-16, 2020 | Join Us Virtually



YOUR 2020 ESRI USER CONFERENCE EXPERIENCE BEGINS HERE



Access to the Virtual Conference

Access to the 2020 Esri User Conference (Esri UC) opens on Monday, July 13, at 12:00 a.m. (PDT). You will see a countdown until the first livestream kicks off at 9:45 a.m. (PDT). We encourage you to log in a few hours ahead of the first livestream to ensure that you have access to the event as soon as it begins.

STEP 1 Access the [2020 Esri UC](#).
(Or go to [esri.com/uc](#) and follow the Access Esri UC link.)

STEP 2 Log in with the same Esri account credentials that you used for registration.

Can't remember your account info? Verify your ID and password ahead of time by referencing your Esri UC registration confirmation email.

Tech Specs

System Requirements

PC: Windows 7 or later
Mac: OS X 10.6 or later

Supported Browsers

The virtual Esri UC is accessible on current versions of Chrome (45 and later), Safari (10 and later), Microsoft Edge (15 and later), and Firefox (49 and later). For the best experience, we recommend using Chrome. Please note that Internet Explorer 11 is not supported.

Corporate IT Settings

Some corporate IT settings will block websites. If you are attending the event on a device supplied by your employer or on your company's internet service, please have your IT team white-list the following addresses:

[uc2020.esri.com](#)
[esri20.onlineeventpro.freeman.com](#)
[networking.uc2020.esri.com](#)
[freemanauth.esri.com](#)
[esri20.onlineeventapi.com](#)
[esri-events.viewstream-media.com](#)
[esri-events-stg.viewstream-media.com](#)

Mobile Support

Our responsive interface is designed to be mobile-friendly. Mobile versions of Chrome and Safari are supported—for best performance, ensure that your mobile browser is up-to-date.

Plenary Session

During our three-day, three-part Plenary Session, you'll get inspired by a lineup of thought leaders sharing powerful stories on how geographic information system (GIS) technology facilitates an interconnection of global systems and the important role technology plays in moving us forward.

PART 1

Monday, July 13, 10:00 a.m.–noon (PDT)

Jack Dangermond will explore how the world has never been more interconnected than it is today.

PART 2

Tuesday, July 14, 10:00 a.m.–11:00 a.m. (PDT)

See demonstrations from Esri staff as they share the latest in ArcGIS technology and applications.

PART 3

Wednesday, July 15, 10:00 a.m.–11:00 a.m. (PDT)

Hear from thought leaders who are enabling global sustainability by making geographic knowledge pervasive across education, science, and society.

Jack Dangermond

President, Esri

Vicki Phillips

Executive Vice President and Chief Education Officer, National Geographic Society

Jeffrey Sachs

President of the UN Sustainable Development Solutions Network, UN SDG Advocate, and Director of the Center for Sustainable Development at Columbia University

[Learn more about the Plenary Session.](#)

Sessions

Choose from an array of live and on-demand learning experiences, including technical workshops with real-time Q&As, expert-led demo sessions, panel discussions, and user presentations.

Have conflicts in your schedule? Live sessions will be recorded and available within two hours after real-time presentations conclude. They will then be added to our comprehensive on-demand content library, which will also be available after the event.

[Learn more about the sessions.](#)

LEARN



EXPLORE

Expo

This is the place to explore, learn, and find true inspiration by connecting with GIS innovators from the user community, Esri experts, and the Esri Partner Network. The virtual Expo experience features interactive digital booths staffed during daytime conference hours for meetings and networking, plus on-demand content for each exhibitor will be available around the clock.

Live Expo Schedule

Monday, July 13

12:15 p.m.–4:00 p.m. (PDT)

Tuesday, July 14

7:30 a.m.–9:40 a.m. (PDT) | 11:10 a.m.–3:50 p.m. (PDT)

Wednesday, July 15

7:30 a.m.–9:40 a.m. (PDT) | 11:10 a.m.–3:50 p.m. (PDT)

Expo Networking Features

The Expo will offer multiple options for connecting with exhibitors, so you can network at your own pace! Your choices include the following features:

- **Schedule a Meeting**—Request a one-on-one video meeting with designated representatives through the event's built-in virtual meeting platform.
- **Interact Live**—Join exhibitors in their personalized Zoom rooms for face-to-face introductions, group meetings, presentations, and more. Please note: the Zoom application is required to engage via the Interact Live feature. All exhibitors with the Interact Live feature will use Zoom to ensure a cohesive experience for attendees.

- **Chat**—Ask questions or introduce yourself to both exhibitors and booth visitors in the rolling chat.
- **Contacts**—Reach out to our sponsors' or exhibitors' listed contacts at your convenience during the conference, or save their contact information for a later date.

The use of each feature is available at the discretion of the exhibitor, and not all booths will offer every option.

Virtual Map Gallery

Tour an expansive collection of beautiful, innovative digital maps created by our global user community. Each map showcases the powerful capabilities of GIS technology and tells stories you will want to explore.

The virtual Map Gallery opens on Monday, July 13, at 12:15 (PDT) and is available to view at any time until the end of the conference. All 2020 Map Gallery entries will continue to be available publicly in our perpetual online Map Gallery following the event.

Industry-Specific Schedules

Maximize your return on investment—discover industry-specific sessions and exhibits that focus on the topics most relevant to your field and professional development. Engage with subject matter experts and learn real-world best practices from industry peers in tracks for a wide variety of sectors and specialties.

[Explore the flyers.](#)

UC Central Live

UC Central Live is the newsroom of Esri UC—interact with our cohosts and special guests during livestreams throughout the event. Be sure to check in here for thought-provoking discussions, audience polls, conference tips, and more.

Networking

Create connections among the thousands of users from around the world through virtual networking! Engage with exhibitors, Esri experts, and fellow attendees in public and direct chats, and schedule one-on-one meetings. Chat features and meetings will be available during regular conference hours.

Designated Representatives

Esri, our sponsors, and our exhibitors have identified designated representatives who are equipped to provide resources, answer questions, or put you in touch with the right person. Representatives will have their organization listed in parentheses after their name—for example, Jane Doe (Esri). Using the Schedule a Meeting feature in the Expo is the best way to connect with these individuals.

Organizations may have other staff in attendance who do not have the company name identifier. You may meet them around the conference or find them assisting designated representatives at the Expo. To connect with these individuals, visit the Networking section and search by their name (where you can also verify their affiliation, if desired). Request to shake hands. After the other person agrees to the handshake, you can then chat or schedule a meeting.

CONNECT



Navigation of the Virtual Conference

We're so excited to share the platform with you as soon as it opens! It's easy to navigate the virtual event from the home page, which features a carousel of activities and content types. Please note that we will not be using our Events app to provide navigation or notifications for the virtual event. Additionally, if you created a personalized schedule using the Favorite feature in our interactive agenda, those selections will not transfer to the virtual platform.

Support and Troubleshooting

Here are some troubleshooting basics:

- Log in again using a different supported browser.
- Check your Wi-Fi connectivity.
- Disconnect if using a VPN, and log in again.
- Reach out to the support team at onlineeventprohelp@freeman.com.

Virtual support is available at any time during the conference with our helpful artificial intelligence (AI)-driven chatbot! The chatbot can answer questions about navigating the conference and performing basic troubleshooting. The chatbot will automatically direct you to our human support team if it can't solve your concern quickly.

Code of Conduct

Esri is dedicated to providing a welcoming, respectful, safe, and accessible environment for all. The Esri UC fosters an environment where collaboration can thrive, innovation is abundant and encouraged, and all attendees are provided the opportunity to learn and grow.

We ask that all Esri staff and conference participants be mindful of the [Esri Code of Conduct for Conferences and Community Spaces](#), to help create an inclusive online environment that's free of harassment, aggression, and intimidation. Please be respectful in chats, meetings, comments, and other interactive conference components. Good conduct is expected, and inappropriate language will be flagged and removed.

In the event that you need to report an incident, email eventsconduct@esri.com.

Digital Swag Bag

Personalize your Esri UC experience with digital swag like custom User Conference-themed meeting backgrounds, GIS-themed coloring sheets, and stretch breaks with Globie. [Download your digital swag bag.](#)

Esri Merch Store

Yes, you read that right—Esri UC merchandise is officially part of the virtual event through the all-new Esri Merch Store! Order 2020 T-shirts, books, and more, conveniently online. Purchases can be made 24/7. Please note: we are only able to process orders from within the continental US, Alaska, and Hawaii during the conference. The store will remain open with Esri UC and other merchandise following the event, and we hope to make shipping outside the United States available in the future. Also, new merchandise will continue to be added after the event.

2020 Esri UC Virtual Run/Walk

Come run with us! Since we can't run together in person this year, we've designed a fun new way to exercise collectively even while we're apart! Participating in the 2020 Virtual Run/Walk is easy. Just [sign up](#) and run or walk anywhere, any distance, anytime during Esri UC.

And this year, it's not only a run—you'll also get to try out several ArcGIS products (ArcGIS Hub, ArcGIS Survey123, ArcGIS QuickCapture, and more) woven together into one seamless experience that will help you share your heart-healthy tracks and photos with others. Start planning your socially distanced route today. It's time to get ready, get set, and go!

JUST FOR FUN



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THANK YOU TO OUR SILVER SPONSORS





Esri, the global market leader in geographic information system (GIS) software, offers the most powerful mapping and spatial analytics technology available.

Since 1969, Esri has helped customers unlock the full potential of data to improve operational and business results. Today, Esri software is deployed in more than 350,000 organizations including the world's largest cities, most national governments, 75 percent of Fortune 500 companies, and more than 7,000 colleges and universities. Esri engineers the most advanced solutions for digital transformation, the Internet of Things (IoT), and location analytics to inform the most authoritative maps in the world.

Visit us at [esri.com](https://www.esri.com).



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