



Welcome to the 2027 AEP Academy Call Center Virtual Event

Learn how to navigate the virtual event experience, and discover what to expect at the event.
Click a link below to go straight to the section you want.

[Event info](#)[Event guide](#)[Navigating the
virtual event](#)

Event info

Take advantage of these event features



Watch these presentations:

- Why Humana presentation (PCC only)
- National plan updates



Explore the informative virtual booths

Make the most of this event

Review these tips to help you maximize your experience:

- 1 Explore the vendor booths and download resources to your briefcase. You can email these materials to yourself after the event to review at a later time.
- 2 Join the event presentations on demand.

Event guide

Logging in to the event

- 1 Visit the event URL
Partner Call Center agents: <https://aepacademy6.vfairs.com/en/pcc-audience>
DMS agents: <https://aepacademy6.vfairs.com/en/dms-audience>
and click the **Sign in now** button.
- 2 In the pop-up, enter your registration email and click **Sign in**.

How to access event presentations

Go to the Auditorium, choose your presentation and click the Play button to watch it on demand. After a presentation ends, click the X button in the presentation window and return to the Auditorium to join the next presentation. Rewatch presentations anytime on demand.



Use these browsers for streaming



Chrome

To download, click [here](#).



Firefox

To download, click [here](#).

Troubleshooting technical issues

Sound issues

- Check that the sound on your computer is turned on.
- If you're wearing headphones, unplug them and plug them back in.
- Be sure your wireless headphones are on and connected to your computer's Bluetooth.

Problems loading the presentation or it's running slowly

- 1 Refresh your browser.
- 2 Disable your VPN, and refresh your browser again.
- 3 Contact Tech Support:
 - Email aepacademy6@getvfairs.io



Access Humana's 2027 AEP Academy virtual event anytime

All presentations and resources will be available on demand until **December 31, 2026**. Log in to watch presentations as many times as you want.

Navigating the virtual event

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

 Lobby  Auditorium  Exhibit Hall  Videos  Resources  Virtual Briefcase  Help Desk  Survey

Lobby

The Lobby serves as your entrance to the event experience.

Auditorium

The Auditorium hosts all of the event presentations. Visit the Auditorium to view and join the presentation lineup.

Exhibit Hall

The Exhibit Hall is where you'll find participating vendor booths. Visit each of the vendor booths to view and download available resources.

Resources and Videos

These sections consolidate all of the resources and videos found throughout the vendor booths for a streamlined view of the available materials.

Virtual Briefcase

This is how you access everything you have saved throughout the event. See the Virtual Briefcase section on the next page for more details.

Help Desk

Visit the Help Desk or email vFairs support at aepacademy6@getvfairs.io if you need assistance during the event.

Survey

Take a moment to fill out the event survey and provide feedback on your event experience.

Using your virtual briefcase

Throughout the event, you can save materials to your virtual briefcase to access after the event. You'll find materials at the vendor booths in the **Exhibit Hall** as well as in the **Resources and Videos** sections. Click the **+Briefcase** button next to the material you'd like to save. After you are done saving everything you want, look for **Virtual Briefcase** on the green navigation bar. 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.

