

Sunday / May 5					
1:00 - 5:00 pm	SoftReports® Workshop SoftReports Team Coastal Room				
6:30 - 9:00 pm	SNUG Annual Conference Welcome Reception Poolside - Sponsored by the Platinum Level Sponsors, Our Partners in Innovation				
Monday / May 6					
7:00 am	Late Registration (Lobby II) Continental Breakfast (Palm Room)				
8:00 am	Opening Session Gilbert Hakim, CEO-SCC Soft Computer and Ryan McNulty, SNUG President The Grand Ballroom				
9:00 am	Town Hall Forum The Grand Ballroom				
10:30 am	Break (Palm Room)				
11:00 am	Keynote Speaker The Grand Ballroom				
12:00 pm	Lunch (Palm Room)				
	Gulf Room	Beach	Coquina Room (3rd floor)	Sundial Room (4th floor)	Coastal Room
1:00 - 2:00 pm	Copy Setup Tool Hicham Bennouna	SoftBank.web™ & New Features Tracy Dorgan	SoftLab® 5.0 Showcase Karyn Loy	SoftLab® System Design Archie Dennis	Hands-on Lab Available by appointment only Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.
2:00 pm	SoftTotalQC® New Features 1.0.10 Lorrain Phelan Bobbie Lyn Howard	HL7 Interface Troubleshooting-Legacy and MOM Mirzet Babahmetovic			
3:00 pm	Break (Palm Room)				
3:15 pm	Basic Calculations James Pomicter	SCC: The Future of Artificial Intelligence (AI) Greg Wojtulewski	SoftBank® 25.6 Showcase Laurie Sapp	SoftLab® System Design Archie Dennis	
4:15 pm	Advanced Calculations James Pomicter	SOGI Roundtable Discussion SCC's R&D			
5:15 pm	Sessions End				
8:00 pm	Karaoke Night (Karaoke in the Mainstay Tavern)				

Tuesday / May 7					
7:00 am	Breakfast / Vendor Fair (Palm Room)				
	Gulf Room	Beach Room	Coquina Room (3rd floor)	Sundial Room (4th floor)	Coastal Room
8:00 am	SoftBank® and Haemonetics Tracy Dorgan/Brenda Duff	SoftWebPlus® New Features (2.0.5 with Lab 4.5) Lesa Einhorn	Client Meetings	SoftLab® System Design Archie Dennis	Hands-on Lab Available by appointment only
9:00 am	4.0 HIS Inbound/Outbound Arturo Cortez-Palacios	SoftBI® for SoftBank® Dustin Titus			Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.
10:00 am	Break / Vendor Fair (Palm Room)				
10:30 am	SCC's Digital Pathology Marek Dus	Why Oracle Cloud for SCC Oracle Platinum Vendor	SoftMic® 5.0 Product Showcase Karyn Loy	SoftLab® System Design Archie Dennis	Hands-on Lab Available by appointment only
11:30 am	Genetics Integration (MOM, DMI) Greg Wojtulewski/Tomasz Urban/Alicja Deszcz	API DataDirect - Uploading Your Proficiency Testing Results Using Your LIS American Proficiency Institute Platinum Vendor			Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.
12:30 pm	Lunch / Vendor Fair (Palm Room)				
	Gulf Room	Beach Room	Coquina Room (3rd floor)	Sundial Room (4th floor)	Coastal Room
1:30 pm	SoftMRT® Reporting Anna Drozdziel	SoftBank® and SoftDonor™ Downtime Procedures and Tips Tracy Dorgan	SoftBI® Product Showcase Jim Maloy	SoftLab® System Design Archie Dennis	Hands-on Lab Available by appointment only Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.
2:30 pm	SoftGenePortal® - Doctor and Patient Portals Greg Kumik	Neonates Handling and Documentation with SoftBank® Tracy Dorgan/Brenda Duff			
3:30 pm	Break / Vendor Fair (Palm Room)				
4:00 pm	Serving on the SNUG Board Becky Schran	SoftBank® Affiliate: Best Practice Tracy Dorgan	Client Meetings	SoftLab® System Design Archie Dennis	
5:00 pm	Sessions End				
5:30 pm	Vendor Reception (Palm Room)				
6:45 pm	Snack and Paint (Beach)				

Wednesday / May 8					
7:00 am	Breakfast / Vendor Fair (Palm Room)				
	Gulf Room	Beach Room	Coquina Room (3rd floor)	Sundial Room (4th floor)	Coastal Room
8:00 am	SNUG Business Meeting				Hands-on Lab <i>Available by appointment only</i> <i>Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.</i>
9:00 am	Customer Service Forum SNUG Board / SCC				
10:00 am	Break / Vendor Fair (Palm Room)				
10:15 am	SoftLab® - Specimen Tracking Basics and Setup Hicham Bennouna	SoftBank® & SoftDonor™ Setup Tips and Tricks Tracy Dorgan	STAR - Beginner Donnice Picart	SoftLab® System Design Archie Dennis	
11:15 am	RBS Rules James Pomicter	SoftBank® Billing Tracy Dorgan			
12:15 pm	Lunch (Palm Room)				
	Gulf Room	Beach Room	Coquina Room (3rd floor)	Sundial Room (4th floor)	Coastal Room
1:15 pm	SoftTotalQC® Best Practices Q&A (Lab, Mic, Gene) Antoinette Resina/Lorrain Phelan	SoftRecruit® Tracy Dorgan	STAR - Advanced Donnice Picart	SoftLab® System Design Archie Dennis	Hands-on Lab <i>Available by appointment only</i> <i>Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.</i>
2:15 pm	Different Types of Reporting Tools Used with SCC Soft Computer's Applications Kim Schroeder/Shireen Lakhan	SoftBank® Order Status Monitor Maria Collins			
3:15 pm	Break (Palm Room)				
3:30 pm	Implementation of a Daily Briefing Patricia Buziak/Ryan McNulty	SoftBank® - Top Support Issues Shawn Johnson	Client Meetings	SoftLab® System Design Archie Dennis	
4:30 pm	Sessions End				
6:30 - 10:00 pm	SCC's Annual Client Appreciation Banquet (Clearwater Marine Aquarium)				

Thursday / May 9		
8:00 am	Breakfast (Palm Room)	
	Gulf Room	Beach Room
9:00 am	SCC's Upgrade Process/Playbook Cynthia Davis-Griffith/Jane Blackmar	SoftURF® - Advancing Standards for Specimen Shipping and Tracking Kateryna Povod
10:00 am	Break (Palm Room)	
10:15 am	SoftMic® Mini-System Configuration Randy Carter	SCC SIG Creed Baughman
11:15 am		Roundtable Discussion - Standalone SoftBank® Integration with HIS Systems Michael Griffis/Sharon Smith
12:15 pm	Lunch (Palm Room)	
	Gulf Room	Beach Room
1:15 pm	LDAP (Lightweight Directory Access Protocol) Nikki Taft/Jane Blackmar	Cloud and Linux Solutions Rick Brewer
2:15 pm	SNUG Townhall SNUG Board	Sync Process Simplified Lori Toby & Donnice Picart
3:15 pm	Conference Adjourns	