Sunday / May 5

Time	Event
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

Time	Event
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)**

Time	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	**SoftMic® - Epidemiology** Randy Carter			
5:15 pm	**Sessions End**				
8:00 pm	**Karaoke Night (Karaoke in the Mainstay Tavern)**				

Tuesday / May 7

7:00 am	Breakfast (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	**SoftWeb*Plus*®** 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* *Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.*
9:00 am	**4.0 HIS Inbound/Outbound** Arturo Cortez-Palacios	**SoftBI® for SoftBank®** Dustin Titus			
10:00 am	Break / Vendor Fair (Palm Room)				
10:30 am	**SCC's Digital Pathology** Marek Dus	**Neonates Handling and Documentation with SoftBank®** Tracy Dorgan/Brenda Duff	**SoftMic® 5.0 Product 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.*
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			
12:30 pm	Lunch (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	**SoftBank® and SoftDonor™ QC Tips and Documentation** Tracy Dorgan			
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 (Island Ballroom)				
6:45 pm	Snack and Paint (Beach)				

Wednesday / May 8

7:00 am	Breakfast (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** *Available by appointment only* *Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.*
9:00 am	Customer Service Forum SNUG Board / SCC				
10:00 am	Break (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** *Available by appointment only* *Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.*
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**	