1:00 - 2:00 pm Copy Setup Tool Hicham Bennouna SoftBank.web TM & New Features Tracy Dorgan SoftTotalQC® New Features 1.0.10 Lorrain Phelan Bobbie Lyn Howard SoftBank.web TM & New Features Tracy Dorgan SoftLab® 5.0 Showcase Karyn Loy SoftLab® System Design Archie Dennis Please contact you Client Relations Mot to schedule a sess with SCC's Domain	SoftReports® SoftReports Text Coastal Room 6:30 - 9:00 pm Monday / May 6 7:00 am Sinus Annual Poolside - Sport Continental B 8:00 am Opening Sess Gilbert Hakim, The Grand Balling Town Hall Form The Grand Balling The Gra	•				
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	3:15 pm Basic Calculat James Pomicter Advanced Cal	elan Mirzet Babahmetovic		-	Please contact your Client Relations Manager to schedule a session	
5:00 pili Break (Pallii Roolli) Experts.	3:15 pm James Pomicter Advanced Cal	Palm Room)			Experts.	
Basic Calculations James Pomicter SCC: The Future of Artificial Intelligence (AI) Greg Wojtulewski SoftBank® 25.6 Showcase SoftLab® System Design		nicter Intelligence (AI) Greg Wojtulewski				
4:15 pm Advanced Calculations James Pomicter SoftMic® - Epidemiology Randy Carter Laurie Sapp Archie Dennis	4:15 pm James Pomicter	_p	Laurie Sapp	Archie Dennis		
	5:15 pm Sessions End	End				
5:15 pm Sessions End	Karaoke Nigh					

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	SoftWebPlus® New Features (2.0.5 with Lab 4.5) Lesa Einhorn	(3rd floor) (4th floor)		Hands-on Lab Available by appointment only	
9:00 am	4.0 HIS Inbound/Outbound Arturo Cortez-Palacios	SoftBI [®] for SoftBank [®] Dustin Titus	Client Meetings	SoftLab [®] System Design Archie Dennis	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	Neonates Handling and Documentation with SoftBank [®] Tracy Dorgan/Brenda Duff	SoftMic [®] 5.0 Product Showcase		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	Karyn Loy	SoftLab [®] System Design Archie Dennis	Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.	
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				
2:30 pm	SoftGenePortal® - Doctor and Patient Portals Greg Kumik	SoftBank [®] and SoftDonor [™] QC Tips and Documentation 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.	
3:30 pm	Break / Vendor Fair (Palm Room)				SCC's Domain Experts.	
	Serving on the SNUG Board Becky Schran	SoftBank [®] Affiliate: Best Practice	Client Meetings	SoftLab [®] System Design Archie Dennis		
4:00 pm	Becky Schran	Tracy Dorgan		Archie Dennis		
4:00 pm 5:00 pm	Sessions End	Tracy Dorgan		Archie Dennis		
				Archie Dennis		

7:00 am	Breakfast (Palm Room)				
	Gulf Room	Beach Room	Coquina Room (3rd floor)	Sundial Room (4th floor)	Coastal Room
					Hands-on Lab
8:00 am	SNUG Busines	s Meeting			Available by appointment only
9:00 am	Customer Serv SNUG Board				Please contact your Client Relations Manager to schedule session with SCC's Domain Experts.
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	
11:15 am	RBS Rules James Pomicter	SoftBank [®] Billing Tracy Dorgan		Archie Dennis	
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	SCC SIG Creed Baughman		
11:15 am	Randy Carter	Roundtable Discussion - Standalone SoftBank® Integration with HIS System Michael Griffis/Sharon Smith		
12:15 pm	: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			