



Wednesday, May 11, 2022				
Start Time	End Time	Session Title	Room/Location	Speakers
6:30 PM	8:30 PM	Welcome Reception	Poolside (Floral Shirts/Dresses Optional)	
Thursday, May 12, 2022				
<i>all day</i>		<i>HUG Lab</i>	<i>Pre-function Area/Lobby</i>	
<i>all day</i>		<i>Vendor Trade Show</i>	<i>Grand Ballroom A/B/C</i>	
8:00 AM	9:30 AM	Registration, Breakfast, Vendor Trade Show	Grand Ballroom A/B/C	
9:30 AM	11:00 AM	Conference Welcome Platinum Sponsor Highlight – ePayPolicy & Lightspeed KEYNOTE ADDRESS: Embracing Change: How to Successfully Navigate Life’s Challenges While Maintaining Happiness, Personally and Professionally	Grand Ballroom D/E	Dan Sage Dr. Elia Gourgouris
11:00 AM	11:15 AM	Break/Get to Class		
11:15 AM	12:15 PM	Build Your Own Workflow Workshop	Salon 1 & 2	Stephen Harrington-Descoteaux
11:15 AM	12:15 PM	The "FUN"damentals of Trust Accounting and Desktop QuickBooks	Salon 3	Anisa Newkirk Debby Neff
11:15 AM	12:15 PM	Is an Agency Network/Cluster Group Right for Your Agency?	Salon 4	Kevin Panter Rick Viall
11:15 AM	12:15 PM	HawkSoft for Beginners – Bootcamp #1	Salon 9	Christy Patterson
11:15 AM	12:15 PM	Leveraging Our Daily Activities to Have a Tremendous and Lasting Impact in Our Communities and Assist in Growing Your Business	Salon 10	Robert Bowen Jr
11:15 AM	12:15 PM	Tips & Tricks for System Administrators: How to set up your system and employees for maximum efficiency and success	Salon 11 & 12	Kelly Endicott George Patterson
12:15 PM	1:45 PM	Lunch & Vendor Trade Show	Grand Ballroom A/B/C	
1:45 PM	2:00 PM	Break/Get to Class		
2:00 PM	3:00 PM	CL Processes and HawkSoft: How the Engineers Do It	Salon 1 & 2	Leo Daprile Jr
2:00 PM	3:00 PM	The Advanced Secrets of HawkSoft Trust Accounting and Desktop QuickBooks	Salon 3	Anisa Newkirk Debby Neff
2:00 PM	3:00 PM	Advanced Reporting/Database Cleanup - Session 1	Salon 4	Stephen Harrington-Descoteaux
2:00 PM	3:00 PM	HawkSoft for Beginners – Bootcamp #2	Salon 9	Christy Patterson
2:00 PM	3:00 PM	Sales & Retention Report: Your Agency's Low Hanging Fruit	Salon 10	George Patterson Kenny Hendricks
2:00 PM	3:00 PM	Tips & Tricks for Users: Suggestions on how to set your system up to make it work for you and make your daily work more efficient	Salon 11 & 12	Kelly Endicott Michael Ley
3:00 PM	3:15 PM	Break/Get to Class		
3:15 PM	3:45 PM	Snippet Session: Linking log notes, using the pencil, working documents & attaching multiple documents from multiple policy tabs to an email or esignature	Salon 1 & 2	Kelly Endicott Corey Humrich Dirk Zeigler
3:15 PM	3:45 PM	Protecting Your “Assets” From External and Internal Threats from Cyber Security	Salon 3	Steve Kramer
3:15 PM	3:45 PM	Commission Reconciliation – Work Smarter Not Harder with Importing Commission Statements	Salon 4	Lori Augustyniak
3:15 PM	3:45 PM	ACORD 129/130/137 – Commercial Auto and Work Comp	Salon 9	Malena Farrell
3:15 PM	3:45 PM	Carrier Downloads – Best Practices	Salon 10	John Barnes Kelly Endicott Cal Durland
3:15 PM	3:45 PM	Unravelling Policy/Company Setup	Salon 11 & 12	Sean Hawkins Celia Cross
3:45 PM	4:00 PM	Break/Get to Solution Circles		
4:00 PM	5:00 PM	Solution Circle: Marketing/Social Media, CSR, Owner, Accounting, Managers, Development Wishlist, Virtual Assistants, On-Boarding/Remote	Grand Ballroom A/B/C	
6:00 PM	9:00 PM	ICON Park & Dinner (Hosts: Cover Desk, Marble Box, Aureus Analytics, Rocket Referrals)	Meet in Lobby/Take I-RIDE Trolley to ICON Park	



Friday, May 13, 2022				
Start Time	End Time	Session Title	Room/Location	Speakers
	<i>all day</i>	<i>HUG Lab</i>	<i>Pre-function Area/Lobby</i>	
	<i>all day</i>	<i>Vendor Trade Show</i>	<i>Grand Ballroom A/B/C</i>	
8:00 AM	9:30 AM	Breakfast & Vendor Trade Show	Grand Ballroom A/B/C	
9:30 AM	9:45 AM	Break/Get to Class		
9:45 AM	10:45 AM	Advanced Reporting/Database Cleanup – Session 2	Salon 1 & 2	Stephen Harrington- Descoteaux
9:45 AM	10:45 AM	The "FUN"damentals of Trust Accounting and QuickBooks Online	Salon 3	Anisa Newkirk Debby Neff
9:45 AM	10:45 AM	Work Comp Sales – Driving a Wedge Between You and Your Competition	Salon 4	David Carothers
9:45 AM	10:45 AM	Agency Succession – Getting Your Team Ready for the Next Generation	Salon 9	Bogus Handzel Lukasz Handzel
9:45 AM	10:45 AM	5-minute Partner Presentations: Insurance Agent App, Insurance Agency Network, Cover Desk, Producer's XL, Certifical, Formstack, GloveBox, Levitate, Rocket Referrals, Pathway	Salon 10	10 Partners
9:45 AM	10:45 AM	HawkLink – Policy Inquiry or Rating Tool?	Salon 11 & 12	Sean Hawkins
10:45 AM	11:00 AM	Break/Get to Class		
11:00 AM	12:00 PM	Advanced Management Reports – Daily, Weekly, Monthly	Salon 1 & 2	Stephen Harrington- Descoteaux
11:00 AM	12:00 PM	The Advanced Secrets of HawkSoft Trust Accounting and QuickBooks Online	Salon 3	Anisa Newkirk Debby Neff
11:00 AM	12:00 PM	Advanced Agency Intelligence & Accountability with Team Members	Salon 4	Kirk Chester
11:00 AM	12:00 PM	Employee Benefits	Salon 9	Lynnette Wood
11:00 AM	12:00 PM	5-minute Partner Presentations: Forge3, IVANS, ePayPolicy, GAAC, Liberty Mutual/Safeco, Donna by Aureus, PLM, Lift Local, Agency Revolution, Wunderite	Salon 10	10 Partners
11:00 AM	12:00 PM	ACORD 25 – Certs, Certs, Certs...	Salon 11 & 12	Sean Hawkins Mike Stansbury
12:00 PM	1:30 PM	Lunch & Vendor Trade Show	Grand Ballroom A/B/C	
1:30 PM	1:45 PM	Break/Get to General Session		
1:45 PM	2:45 PM	General Session: An Update on HawkSoft Cloud	Grand Ballroom D/E	Paul Hawkins Sean Hawkins
2:45 PM	3:00 PM	Break/Get to Class		
3:00 PM	3:30 PM	Commission Reconciliation – Tying Out Your Numbers from Statement to HawkSoft to QuickBooks	Salon 1 & 2	Lori Augustyniak
3:00 PM	3:30 PM	What's New in HawkSoft 5 and Two-way API Integration	Salon 3	Paul Hawkins Kenny Hendricks
3:00 PM	3:30 PM	Client Files – Combining or Separating	Salon 4	John Barnes
3:00 PM	3:30 PM	Proposals, Data Merge, and Templates	Salon 9	Mathew Brauer
3:00 PM	3:30 PM	ACORD 125, 126, 140 – Commercial Package	Salon 10	Malena Farrell
3:00 PM	3:30 PM	HawkSoft 6/HawkSoft Cloud – Looking to the Future	Salon 11 & 12	Sean Hawkins Matt Aman
3:30 PM	3:45 PM	Break/Get to Solution Circles		
3:45 PM	4:45 PM	Solution Circle: Solution Circle: Marketing/Social Media, CSR, Owner, Accounting, Managers, Development Wishlist, Virtual Assistants, On-Boarding/Remote	Grand Ballroom A/B/C	
Saturday, May 14, 2022				
Start Time	End Time	Session Title	Room/Location	Speakers
9:00 AM	1:00 PM	AUGIE Meeting (Register here)	TBA	TBA

Wifi Info: Connect to "Convention Wireless"
Access Code: RCFYL