

Frequently Asked Questions

Platform

[What browser do you suggest I use to attend the virtual event?](#)

[Do I have to turn off pop-up ad blockers?](#)

[How can I see everyone who is attending the virtual event?](#)

[I am receiving too many emails. Can I turn them off?](#)

[How can I search on the platform?](#)

Profile

[How do I upload my profile picture?](#)

[How do I upload my cover picture?](#)

[How can I edit my profile details?](#)

[What are my privacy options?](#)

[Where can I find my messages?](#)

[Where can I find my notifications?](#)

Networking

[How can I network with other participants?](#)

[Why does the newsfeed on the home page look different then the newsfeed on the left menu?](#)

Roundtables

[What are roundtables and how do I use them?](#)

[I am in a Roundtable Discussion but cannot see or hear anything?](#)

[Can I use a virtual background?](#)

[I keep getting kicked out of a roundtable discussion](#)

Community Q&A

[How do I use the community Q&A?](#)

[How do I know when someone has answered my “Community Q&A” question?](#)

[I am not receiving notifications when people answer my Q&A questions. What can I do?](#)

Sessions

[Where do I go to watch a session?](#)

[Where do I go to watch video on demand sessions?](#)

[Where can I find session handouts?](#)

[How can I see the schedule for each day?](#)

[Why do I see a black screen when using Zoom browser?](#)

[I cannot hear the speaker through Zoom](#)

[I am having issues connecting to a session](#)

[I cannot access a session](#)

Frequently Asked Questions

Platform

What browser do you suggest I use to attend the virtual event?

Chrome, FireFox or Safari. Microsoft Edge & Internet Explorer is not supported.

Do I have to turn off pop-up ad blockers?

Yes, please turn off any pop-up ad blocker software you may have installed on your computer as this could impact your ability to view and/or hear sessions.

How can I see everyone who is attending the virtual event?

All registrants are listed in the **Participants** or **Attendee Connections** directory location on left menu. Participants currently online have a green dot on their profile.

I am receiving too many emails. Can I turn them off?

Click on your name in the top-right corner and then choose **Profile**. Click on **Account** and then **Email Preferences** from the list. From there, you will be able to adjust your email settings. Make sure to save your changes.

How can I search on the platform?

Click on the magnifying glass beside you name in the top-right corner. Type in the search bar.

Profile

How do I upload my profile picture?

Click on your name in the top-right corner and then choose **Profile**. Click on **Profile Photo** from the list. You can upload, take a photo, or drag and drop a photo.

How do I upload my cover picture?

Click on your name in the top-right corner and then choose **Profile**. Click on **Cover Photo** from the list. You can upload, take a photo, or drag and drop a photo.

How can I edit my profile details?

Click on your name in the top-right corner and then choose **Profile**. Click on **Edit** from the list. Make sure to save your changes.

What are my privacy options?

Click on your name in the top-right corner and then choose **Profile**. Click on **Account** and then **Privacy** from the list. From there, you will be able to adjust your privacy settings. Make sure to save your changes.

Where can I find my messages?

Click on the little envelope beside you name in the top-right corner. If you have a message you will see a little red circle.

Where can I find my notifications?

Click on the little bell beside you name in the top-right corner. If you have a notification you will see a little red circle.

Frequently Asked Questions

Networking

How can I network with other participants?

You can post or reply to questions in the **Community Q&A** section. If you have a group of people you would like to have an impromptu (or planned) conversation with, start a **roundtable discussion**; you can video chat with up to 16 participants. Participate in a live chat with an Exhibitor or Poster Presenter by visiting the **demo/poster rooms**. Be social and post on the main **newsfeed** or send direct messages to other participants listed in the **Participants page**.

Why does the newsfeed on the home page look different then the newsfeed on the left menu?

The newsfeed located on the home page only displays your personal connections activity. The newsfeed located on the left menu display all platform activity.

Roundtables

What are roundtables and how do I use them?

Roundtables are a place where you can have impromptu conversations with other attendees. When you create or join a roundtable; you will be in a group video chat. You can start a roundtable by clicking on **New room** or join an existing one by clicking **Join room**. Note there is a maximum capacity of 16 participants.

I am in a Roundtable Discussion but cannot see or hear anything?

This is probably a virtual private network (VPN) or firewall issue and you need to contact your own IT support. Otherwise, check your camera settings. When you join a roundtable, the browser will ask permission to allow the roundtable software to use your audio and video. If you do not allow, then you will not be able to see or hear anything. A computer reboot may be needed.

Can I use a virtual background?

Virtual backgrounds cannot be used.

I keep getting kicked out of a roundtable discussion.

Please turn off your VPN, clear cache and restart the browser.

Community Q&A

How do I use the community Q&A?

In the **Community Q&A** section, you will be able to start discussions that are visible to all participants, post questions, post replies, answers and upvote or downvote existing posts.

How do I know when someone has answered my “Community Q&A” question?

You will receive an email notification.

I am not receiving notifications when people answer my Q&A questions. What can I do?

Please check your junk mail as the email notifications are likely to be there.

Frequently Asked Questions

Sessions

Where do I go to watch a session?

Click on the **sessions tab** located on the **Home Page** or from the **left menu**. Click on the session title of your choice.

Where do I go to watch video on demand sessions?

Recorded sessions will have video on demand available post event. They will be available from the **Home Page** under **Sessions** or from the **left menu**. You can access the same way you would a live session. Note not all sessions may be available on demand post event.

Where can I find session handouts?

Session handouts and materials can be found in each individual session. Click on the **sessions tab** located on the **Home Page** or from the **left menu**. Click on the session title of your choice. If there is a handout available, you will see a handout/materials tab located under the session description. Note not all sessions have handout/materials.

How can I see the schedule for each day?

A link to the **Full Schedule** can be found from the left-side menu. When you click on a session you can add the session to your personal scheduler, add to your personal calendar or use the hyperlink to be directed right into the session for viewing. Use the tab on the top-right to see the daily session, all days, and the sessions you have added to your personal schedule.

Why do I see a black screen when using Zoom browser?

You may have a firewall blocking Zoom from accessing your computer. For best experience use the Zoom app.

I cannot hear the speaker through Zoom.

On your browser or computer, you may have the volume turned off. Be sure to turn on all your speakers.

I am having issues connecting to a session, what should I do?

If the virtual platform is using Vimeo as the video player. For government personnel using a government computer, please note this may not work on all VPNs. If you have difficulty viewing video content, please disconnect VPN and try again. Alternatives: use a private network, use your cell phone as a hotspot.

I cannot access a session, what should I do?

It may be a restricted access session, please verify your registration confirmation and contact the meeting planner.