Conference readiness

What is a virtual event?

A virtual event is an event that you can attend from the comfort and convenience of your home, office, or wherever else you’d like using a computer or mobile device. This virtual event will provide a safe, open space for dialogue, training, and discussions.

How do I log into the platform on the day of?

Navigate to the registration email and click the link to join. From there, log into the EDCOMHQ profile you created (remember to use the same email you used to register for the event), and you’re all set!

I am a Breakout Session Speaker, how do I access my live breakout session on EDCOM HQ?

Once you have joined the event, navigate to the

I am a Main Stage Speaker, how do I access the main stage sessions?

EDCOM HQ utilizes Socialive for our main stage video production. If you are a Main Stage Speaker, you will need to access your Socialive account to join the session. From there, the Conference Producer will launch your session to the main stage of the EDCOM HQ Platform. Note: In the Green-room, broadcast area, when a Speaker is live they will need to share their screen.

How do I access the green room in EDCOM HQ?

The ticket you used to register as a VIP will grant you access to the Green room. Similar to navigating to your session, you will need to go into the Agenda and find the session titled Green Room and click Join. There will be a moderator there to help assist with the day of Tech Checks.

I am having trouble seeing the EDCOMHQ chat while presenting via Socialive?
The chat and Q&A sections from the EDCOMHQ are not visible to presenters. Event moderators and Tech support will be monitoring the EDCOMHQ chat to share questions with presenters during your Socialive session. For the best connection we ask that you only run Socialive on your device or computer.

**Who should I contact if I am having technical issues with accessing the Conference?**

The EDCOM HQ team will issue the technical support information days before the Conference start date.

**How do I promote the event and my talk session?**

Canned marketing templates will be provided for social promotion by the EDCOM HQ team.

**How long should I speak during my session?**

Virtual talk sessions vary naturally. Depending on your session a favorable length could be about 45 minutes. Q&A will be moderated to foster an engaging dialogue that includes the speaker and the audience.

**How long should I allow for Q&A?**

For a single speaker, Q&A should be about 5 minutes long. For panelist sessions, please allow 7-10 minutes for Q&A so that all panelists can engage and answer questions.

**Will my session be recorded?**

Yes, all broadcasts are recorded automatically and will be provided by EDCOM HQ a few weeks following the conference.

**Can I upload files or polls associated with my session?**

At this time, EDCOMHQ does not support the uploading of files or polls. If Speakers would like to gauge the audience with a poll they can do so by typing it directly in the chat to receive feedback from the audience.

**How do I direct message other attendees?**

EDCOMHQ Breakout Room Speakers have the ability to directly message other attendees in the event that they need to.

1. Click on the three dot icon next to the attendee’s name you wish to message
2. Select send direct message (DM)

3. Write your direct message to the other attendee using the chat window that appears.

4. To check messages navigate to DM’s from chat section
Attendee FAQs

Will I be able to engage with the speakers?

There will be a question box that allows attendees to add questions for the moderator to read off and have the panelist answer.

Can I connect with other attendees?

Yes, the platform provides 2 ways of sending a Direct Message (DM) to another attendee.

1. Sending directly from Chat
   a. Locate a specific message in chat and DM that attendee from there.

2. Sending from Attendee tab
   a. Click the Attendees button in the top right corner
   b. Search the name of the person you would like to send a direct message to
f. This will take you to a private chat between you and the attendee.

How do I join a breakout session?

Attendees can join a session 15 minutes prior to the session opening, by clicking the red join button to the right of the session title.
I am having trouble hearing or viewing the speakers, what should I do?

If you are having difficulty hearing and viewing the speakers, please make sure the audio on your devices is turned up. If that doesn’t work try refreshing your web-browser. Lastly you can run an audio and video check on your device by clicking the (?) icon to the right of your screen.

Will the conference be recorded?

Yes, the main stage and breakout session will be recorded. It is up to the event organizers on how these recordings are distributed to attendees.
**How do I select the breakout sessions I want to attend?**

Attendees have the option to add sessions to their agenda within the platform, which allows for a customizable user experience. Please move your cursor to the “+” next to the session you would like to add. “Add to My Agenda” will appear, allowing you to add that session to your personal schedule for the event.

Once you add those sessions to your agenda, you can join the selected sessions 15 minutes prior to the session start time.
I notice a fellow participant is being disruptive during the event, how do I report this?
The step you can take is to block this individual from chatting with you. Once you have done
that join our virtual help desk and inform our team of the attendee that is going against the
events code of conduct.

I previously submitted an RSVP for the event but am having difficulty joining. What should I
do?
In order to log into the event, make sure you are joining the event with the same email you
used to register for the event.

We also advise if you are joining an event using a laptop or desktop computer the web browser
that provides the best functionality is Google Chrome. You will also need to make sure that you
don’t have any pop up blockers disabling you to join the event. To remove the pop-up blocker,
you can do the following steps:

Take the following steps to disable pop-up blockers:

1. Click Tools or the gear icon.
2. Click Internet options.
3. Click the Privacy tab.
4. Uncheck Turn on Pop-up Blocker.
5. Click OK.

If you disabled your pop-up blocker and that didn’t work you can try to clean your cookies on
your computer.

You can also clean your cookies on your computer by following these steps.

**In Chrome**

1. On your computer, open Chrome.
2. At the top right, click More.
3. Click More tools. Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the
   boxes.
6. Click Clear data.