

Q. Can I still register for the virtual conference?

A. Registration closes for the live event at 4 pm of Wednesday 8/19/2020.

Q. How many CE's do you offer for the virtual event?

This event is not available for CE credits. However, upon your written request, we can provide you a letter of attendance to submit to your certifying organization that you attended the conference and specific sessions.

Attending the Virtual Conference

To enter the conference - please enter your email address and the password that was provided to you by the OEOC, or by a person at your company that is coordinating your registration to this conference.

Q. My login is not working and or it says I am not registered.

A. Your registration may have been previously cancelled and not reinstated. Or you may have registered too late. Please contact us at oeoc@kent.edu.

Q. I got signed off. What happened?

A. Please do not share log ins. Only one person can be signed on with a single email address. You will be signed off if someone else signs in with your login.

Q. Where can I find the full schedule once inside the conference?

A. Inside the virtual conference, go into the Session Lobby and click on "view the full schedule." You can also get it on [our website](#).

Q. How do I attend a session?

Go to the sessions lounge to find out what sessions are currently live and click on "Enter Now" under the room you want. You may need to scroll right to find a room. There are 8 rooms.

Q. I am in the virtual room but I am not seeing the session video. What can I do?

A. Here are a few things that have been working

- Make sure you are in the correct rooms and at the right time
- Reload the page
- Switch your browser to Chrome.
- If you see a spinning arrow in the video window, try clicking on it.

- Make sure that the session is live right now -- you won't see a video between sessions.

Q. The chat window disappeared. How do I get it back?

A. You can click on the blue "Room X Chat" button.

Q. How do I send a private chat?

A. Clicking on an individual attendee will give you the option to send them a private message.

Contact the OEOC at oeoc@kent.edu with additional questions.