

# 76TH SWCS INTERNATIONAL ANNUAL CONFERENCE

## FREQUENTLY ASKED QUESTIONS (FAQ)

Have questions? View the information below for answers!

To find the answer quickly, select Ctrl+F (Mac users use Command+F) to search keywords.

### What equipment is required for me to participate as an attendee?

- Attendees must have the following equipment to participate: laptop, desktop computer, or tablet; speakers or headset; and high speed Internet.
- You will be able to join the sessions on the event platform through your web browser or mobile device.

### How do I get to the event platform?

- Join the event by copying and pasting <https://app.socio.events/OTg4NQ%3D%3D/overview> within a Google Chrome or Firefox web browser
- Enter the email address you used to register
- Create or enter your password; select “forgot password” to reset if needed

### I am having technical issues. What do I do?

- First try to troubleshoot by following the below steps:
  - Refresh your web browser or mobile app
  - Try to join via a different browser (Chrome, Firefox, etc.)
  - Try to do a hard reset with your computer, instructions below:
    - On Mac that’s command+shift+R
    - On Windows CTRL+F5
  - Clear your cookies
  - Restart your computer or delete and redownload the mobile app
  - Join the **Live Helpdesk** tab within the event platform to contact a Socio representative. You will be placed in a waiting room until the rep is available.
    - Note that you will be required to download Zoom to join the live helpdesk
    - Find your local call-in number: <https://socio.zoom.us/j/abFJGQWZIS>
  - Contact SWCS via email
    - [events@swcs.org](mailto:events@swcs.org) and [erika.cradly@swcs.org](mailto:erika.cradly@swcs.org)
  - Do NOT connect with SWCS staff via the event platform as they will not answer
  - Please note that we are unable to assist if it is due to a personal Internet connection issue, however, your registration gets you exclusive access to the conference content after the event.

### **How do I join a session?**

- Go to the **Agenda** tab within the event platform or mobile app:
  - Find the session you are wanting to attend
  - Select it
  - Once selected, the live stream will show (Note: the live stream will not become available until three minutes prior to the session start time)

### **I am unable to connect. Can I get my money back?**

- No refunds will be made for conference registrations, workshops, or special event tickets due to personal Internet connection issues; however, your registration gets you exclusive access to the conference content after the event.

### **How do I download the event mobile app?**

- View the “App and Profile Instructions” document under the **FAQ** tab within the event platform for additional details on downloading the mobile app.

### **What is the purpose of the event mobile app?**

- Dual access to content for ease of use.

### **How do I create my personal profile?**

- View the “App and Profile Instructions” document under the **FAQ** tab within the event platform for additional details on creating your personal profile.

### **How do I create my personal agenda?**

- View the “App and Profile Instructions” document under the **FAQ** tab within the event platform for additional details on creating your personal agenda.

### **What do I need to do to earn CEU credits?**

- SWCS has worked to secure continuing education credits (CEUs) in the soil and water area. Email [events@swcs.org](mailto:events@swcs.org) your name and CCA # by **Friday, July 30**. The system will automatically track your attendance when you join and leave the session as you are logged into your personal account for the event.

### **I paid to attend a workshop. How do I join?**

- Workshop attendees were sent an email with login instructions. Contact [events@swcs.org](mailto:events@swcs.org) if you are unable to locate the email.

### **Can I still join a workshop?**

- No, registration for workshops closed July 16.

### **Can I watch sessions on the mobile app?**

- Yes, you will be able to access the sessions on the mobile app as well.

### Who will see me during the sessions?

- The only sessions in which attendees will be able to see one another are regional roundtables, open networking rooms, and video rooms. All other sessions will be the view of presenters only.

### How do I ask presenters questions?

- You will go to the Q&A feature found on the right side of the screen within the session, type in your questions, and hit enter.
- Do **NOT** use the chat feature to ask your questions. They will not be answered.

### What other activities are going on throughout the event other than sessions?

- View the “Ways to Participate” document under the **FAQ** tab within the event website for additional details on how you can join in on the fun!

### What is the conference hashtag?

- #SWCS21

### I am a presenter. What do I do?

- All details were emailed to the organizer of the session on June 23. You can also find information for presenters under “Presenter Information” at [www.swcs.org/21AC](http://www.swcs.org/21AC).



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**2021** July 26-28 | Virtual Event  
[www.swcs.org/21AC](http://www.swcs.org/21AC)