



# Missouri Natural Resources Conference

## February 2-4, 2021

### Virtual Event

## 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 online platform through your web browser or mobile device.

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

- Information has been sent via email to registrants with instructions on accessing the online platform. If you have registered and did not receive the email, please contact [sarah.szachnieski@usda.gov](mailto:sarah.szachnieski@usda.gov).

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

- First try to troubleshoot by following the below steps:
  - 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
- If you are still having issues, join the LIVE help desk during the event (link provided in email). You will be placed in a waiting room until the rep is available.
- 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 website:
  - 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 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 online platform for additional details on downloading the mobile app.

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

- The mobile app is required to create your personal profile, set up your personal agenda, connect with attendees, and participate in event games (custom agendas will not be synced between web browser and mobile app).

## **Why don't I see myself as an attendee?**

- In order to be shown under the **Attendee** tab within the online platform, you must create your personal profile, see below “How do I create my personal profile?”

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

- View the “App and Profile Instructions” document under the **FAQ** tab within the online 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 online platform for additional details on creating your personal agenda. Note that personalized agendas are not synced between web browser and mobile app.

## **Who will see me during the sessions?**

- All sessions will be the view of presenters only.

### **I am a workshop or paper presenter. What do I do?**

- All details have been emailed to the presentation organizers, they should have forwarded you the information. Contact your presentation organizer or [ray.wright@usda.gov](mailto:ray.wright@usda.gov) with any issues.

### **How do I ask presenters questions?**

- Q&A will only be provided during workshops and select plenary sessions.
- You will go to the Q&A feature found on the bottom of the screen within the session, type in your questions, and hit enter.
- Visit the **Presenters** tab within the online platform and select “email presenter” to email the presenter directly with questions regarding their presentation.

### **How do I participate in the live Poster, Exhibitor, and Career Expo sessions?**

- Follow the below instructions to participate in LIVE chat sessions with this year’s poster presenters, sponsors, exhibitors, and career expo booths. Use this time to chat virtually “face to face” as if you would during in person events!
  - Select the provided tab within the online platform pages (Live Posters, Live Exhibitor Expo, or Live Career Expo)
  - First time you join: select “accept all” website cookies, enable camera and microphone, allow wonder.me to use microphone and camera, input your name and take your photo, select next, indicate yes or no to sound, indicate yes or no to microphone, join the room.
  - Once you are in the room, you will see gray boxes with either the poster presenter number, sponsor name, exhibitor name, agency rep, etc. Click and hold your cursor to move around to the box you would like to join. You will see the poster presenters or agency rep bubbles. When you hover next one of the bubbles, you will be automatically connected via webcam to chat live, or have the opportunity to message them.
- Be sure to refresh the page if you are not seeing it on the online platform.

### **How do I view posters and ask the poster presenters questions?**

- Go to the **Poster Presentations** tab within the online platform
- Select the poster you are interested in viewing
- View the poster under **Attachments**
- Select “email poster author” to contact the poster presenter via email with questions, or for more information

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

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

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

- Email Jon Skinner ([jon.skinner@mdc.mo.gov](mailto:jon.skinner@mdc.mo.gov)) if you desire Society of American Foresters CFE’s for MNRC.