**FAQS**

**FREQUENTLY ASKED QUESTIONS**

**Q: When are the conference dates?**
**A:** The virtual conference will be held May 25 – 27, 2022. Pre-conference sessions have been scheduled as follows:

|  |  |
| --- | --- |
| Date | Session |
| Thursday, May 19th |  |
| On demand 24/7 | On -Demand SessionsHow to make the most of CAUCE 2022 & Whova |
| 11:00 am ET  | Introduction to CoPs |
| 2:00 pm ET | Individual CoP Dialogues |
| 3:30 pm ET | Newcomers’ Trivia Event – Everyone Welcome! |
| 7:00 pm ET | Social Event – Exploring the Worlds of Wine |

**Q: Do I have to register to participate in the conference?**
**A:** Yes. Registration is open until May 20, 2022. Whether you are attending, presenting, or sponsoring, you need to register to join the conference.

**Q: How do I join the conference after I register?**
**A:** Use the same email you registered with tosign-in to our event. This is how you will plan your agenda and access the live streaming conference sessions from your computer at <https://whova.com/portal/webapp/cauce_202204/>. You can also download the free Whova app to access more networking features and receive reminders and announcements during the conference.

**Q: What internet browser works with Whova
A:** Whova recommends using Google Chrome as your internet browser.

**Q. Why is my audio not working?
A:** If you can’t hear the audio in Zoom or others can’t hear you, you need to change your audio configuration. Test your configuration here: <https://zoom.us/test>. In addition, for the best audio and video experience, make sure you have a good internet connection — either a strong Wi-Fi or a direct ethernet cable connection. Test your internet speed here. (Recommended download speed – minimum 2-10 mbps.)

**Q: Why is my video/camera not working?**
**A:** If you can’t see yourself in Zoom, you need to change your camera configuration. Test your configuration here: <https://zoom.us/test>. If the problem persists, you can also check the security settings on your computer to make sure Whova and Zoom are allowed to access your camera and microphone: <https://support.zoom.us/hc/en-us/articles/202952568-My-video-camera-isn-t-working>. You can also contact Whova support at support@whova.com.

**Q: Will I need to use my camera?**
**A:** The plenary sessions do not require your camera. The concurrent sessions, any scheduled meetups, and networking tables are intended to be interactive. Our request is that everyone participate with their cameras on in these sessions to re-create the "in-person" experience and make the sessions as engaging as possible.

**Q: Will the sessions be live or recorded?**
**A:** Both. Session recordings will be available after the conference for on-demand viewing. By attending these sessions, you agree to be recorded.

**Q: What if I need help with the technology?
A:** In the Community tab, you can ask technical questions in the Tech Support group.A member of our team will contact you via private chat in Whova.You can also contact Whova support at support@whova.com before the conference.

**Q: Why do I need Whova and Zoom to join the conference?**
**A:** Whova is our conference "home base" and allows you to access sessions, documents, feedback surveys and networking features all in one place. Zoom is our streaming platform and is required to see and hear the live sessions. The Zoom meeting links are integrated within each session.

**Please read the following consent for Use of Recordings:**
Participation implies consent to be involved in CAUCE 2022 virtual conference, hosted and recorded by a designated agent, employee or contractor of the Canadian Association for University Continuing Education (CAUCE). The recordings will be made available online during and after the event and may be used for the purposes of: Marketing; education; and/or presentations to employees and/or affiliates of CAUCE and others as deemed appropriate. By participating, participants acknowledge the CAUCE ownership of the program and give their permission to CAUCE to copy, record, post, stream and/or distribute their involvement in the program discussion and question/answer periods.