



Ohio School
Boards Association

Capital Conference

Nov. 7-10, 2020
A virtual experience

Leadership for Learning

Learning sessions | Exhibits | Networking

Attendee participation guide

Welcome!

We hope this attendee participation guide will help you prepare for a successful virtual experience. Below is a list of frequently asked questions, best practices and resources to help guide you through the platform.

Frequently asked questions

How do I log in on the day of the virtual event?

You will receive an email from show management on Nov. 5 with a link to join the virtual event. You should use the email address that email was sent to in order to log in.

What is my password?

You will not have a password if this is the first time you're logging in. To create your password, simply log in and follow the instructions provided to set your password. You will use this password each time you log in to the virtual conference platform.

What if I forgot my password?

If you have forgotten your account password, please request a password reset.

1. Go to the event login page URL located in your event confirmation email.
2. Select Forgot Password?
3. The system will send a six digit code to your email address. Please enter that six digit code to reset your password.

How do I edit or update my virtual profile?

To edit your virtual profile, please select "Edit Profile" on the upper right side under your name and make the necessary changes. Note: Certain fields will be locked and can only be updated by event management.



What technology do I need to attend this event?

For the best experience, we suggest using a desktop or laptop computer and Google Chrome internet browser. To download Google Chrome for free, go to <https://www.google.com/chrome>. Also, please check that your system is compatible with the virtual environment by viewing our Technical Check at https://tools.eventpower.com/event_app/user/login_help/20OSBA.

Does the virtual platform require you to download software?

No, you will not be required to download software prior to the event. You will be provided a link to access the virtual platform.

Do I need to have a webcam for the event?

No, you do not need a webcam to attend the virtual event. However, some exhibitors or attendees may have the ability to request a video chat. We encourage you to use your webcam during these sessions to allow for a face-to-face experience with other attendees.

Can I select the sessions I'd like to attend?

Yes, you can choose sessions on the "Schedule" navigation. Navigate to the session you want to attend and click on the "More" arrow at the bottom of the event listing and click the "Add to Agenda" button.

How can I remove a session from my agenda?

To remove a session from your agenda, please select the "Schedule" navigation. Then select "My Schedule" to remove any session(s) or view your customized schedule.

When will the session links be available?

The session links will be available 30 minutes prior to the start time of the session. A "Join Now" button will appear on the session's tab in the Schedule or your personal My Schedule when available. If you click on this link, you will be put in a waiting room until five minutes before the session starts.

How early can I access the session?

You will be able to join the session five minutes prior to the scheduled date and time.

What time zone will be used for virtual sessions?

Sessions will take place in Eastern Standard Time.

Are there recordings available after the events?

If you registered for the event but are unable to attend, sessions will be recorded and available through Dec. 31, 2020. Sessions will be posted the day after the live session takes place.



How long will I be able to view past sessions in the platform?

You will be able to access past sessions through Dec. 31, 2020.

Are CLE credits being offered?

Yes, conference attendees have an opportunity to earn eight hours of Continuing Legal Education (CLE) credit. Note: You must attend during the session's scheduled time to receive CLE credit. Also, you will be required to answer an "Are you listening" question at random intervals throughout the session to confirm your attendance during the live session.

Are CPIM credits being offered?

Yes, conference attendees can hear up to five hours of Center for Public Investment Management (CPIM) credit. The CPIM workshop is included in the sessions' handouts and the codes will be given during the session. You must view the sessions and complete the paperwork within seven days of the live session time to be eligible for CPIM credit.

Will I receive a certificate of attendance for the virtual 2020 OSBA Capital Conference?

Yes. Certificates of Attendance will be emailed to you by Dec. 4. You will only receive credit for attending a session during that session's scheduled time during Nov. 7-10. The virtual conference platform will automatically track the sessions you attend.

Who will I be able to chat with?

You'll be able to chat with attendees, exhibitors, speakers and OSBA staff. To chat directly with an attendee, please select the "Attendees" navigation, search for the attendee and click on the blue chat bubble to begin networking. If a blue chat bubble doesn't appear, the attendee is not in the virtual platform or has not enabled the chat function, which can be done in the "Edit Profile" feature.

I am in the session but my video is frozen and I can't hear the audio. What do I do?

Please ensure that your system's speakers are turned on and the volume is up. If the video continues to freeze, please try to refresh your internet browser by selecting Ctrl+F5. If you have a Mac, please hold down the "Command" key and the "R" key on your keypad (⌘+R).

I am in the session but the video is blurry/pixelated or choppy. What can I do?

Please check your internet connection to ensure you are receiving the proper speeds for streaming. Test your internet connection on [speedtest.net](https://www.speedtest.net) or [fast.com](https://www.fast.com) (3Mb download / 1.5Mb upload for 720 HD video). Note: Video issues may be on the presenter's side due to network or equipment issues.

I am in a session and the audio keeps breaking up. What do I do?

If you are using a Bluetooth device, please make certain your batteries aren't low. Please try changing headsets or dial in. Note: Audio issues may be on the presenter's side due to network or equipment issues.



What happens if there are technical issues during a session?

With the added strain on networks as more people are at home and online, sessions may encounter technical glitches. If your session is disrupted, we encourage you to continue the session if at all possible.

Do you have another question not listed here?

We are working quickly to communicate all details about the virtual event, so please make certain to check your inbox regularly for updates. If you have questions regarding the 2020 OSBA Capital Conference, please visit the OSBA Help Desk in the left side menu to chat with an OSBA staff member. You can also email CCHelpDesk@ohioschoolboards.org or call (614) 540-4000.

Attendee best practices

1. Please review all the Frequently Asked Questions in the Attendee Participation Guide to ensure optimal success.
2. Be sure to have at least 1.8 Mb per second for download and 0.6 Mb per second for upload speeds for standard definition (3 Mb download and 1.5 Mb upload speeds for HD).
3. Please close all browser tabs or pause software updates running in the background as this may slow down your processing speed.
4. To avoid an echo, be sure to join each session with your mic disabled, or utilize headphones.
5. Please do a sound check prior to accessing sessions.
6. Turn off all notifications on your computer to avoid distractions.
7. Test the lighting in your video. Make certain you are front facing the light, which will reduce any shadows and help ensure others can see you clearly. Note: If you have a window behind you, please close the shades to prevent any glare.
8. Use a background that aligns with the message and image you want to convey.
9. Frame yourself: Place your camera at eye level and at a distance close enough to frame your face, neck and shoulders.
10. Make certain your attendee profile is accurate and up to date for optimal success.