

## Back to School Summit Attendee FAQs

### *Technology and Access*

#### **Do I need to pre-register for the Back to School Summit?**

Yes! The Back to School Summit requires pre-registration. You must pre-register by July 28<sup>th</sup> on the Back to School Summit webpage [here](#) in order to attend the event live. If you are not registered for the event by July 28<sup>th</sup>, you will not be able to attend the event live.

#### **How will I access the Back to School Summit? Do I have to download anything? How do I log in?**

You have two options to access the Back to School Summit. You can choose to either: 1) download the SHAPE America app to access the event; or 2) access the event via the [web version of the app](#), which does not require you to download anything. We recommend that attendees log into the SHAPE America app/web version 5-10 minutes prior to the session. Please see below for how to access the Summit for each option.

#### ***Tablet/Mobile***

Search for and download the SHAPE America app in the Google/Apple app store. After downloading the app on your device, you will be asked to select the event. Locate the SHAPE America Back to School Summit and select it. Log in using the credentials provided in the Back to School Summit invitation email. We recommend logging into the app when the invitation email is received, then download the Zoom app on your device/mobile phone for ease of use if using the SHAPE America app.

To log into the app, type your name and email in the designated fields (that you provided during registration). Select “next” to receive a verification code, which will be sent to the email associated with registration. Type in the code, select “verify” and you will be directed to the Back to School Summit homepage. Select if you would like to receive push notifications from the app, and you will see the event homepage. We ask that you take the time to familiarize yourself with the app.

#### ***Desktop***

Use this link <https://event.crowdcompass.com/shape-america-summit> to access the web version of the app. Log in using the credentials provided in the Back to School Summit

invitation email. We recommend logging into the application/web version when the invitation email is received.

To log into the web version of the app, type your name and email in the designated fields (that you provided during registration). Select “next” to receive a verification code, which will be sent to the email associated with registration. Type in the code, select “verify” and you will be directed to the Back to School Summit homepage. **Please note that a new verification code will be emailed to you every single time that you log in..**

When you access the web version for the first time, you will be asked if you would like to link to Facebook, Twitter, or LinkedIn. You can skip if you’d like. You will be asked if you would like to upload an image, which you can chose to skip as well. After completing these options, you will be directed to the Back to School Summit homepage.

**What if I do not receive a verification code in my email?**

We ask that you check your spam and all other inboxes. If you have not received the verification code within five minutes of being prompted to check your email for a verification code, please email [conv@shapeamerica.org](mailto:conv@shapeamerica.org) for support.

**What do I do if I don’t remember which email address is associated with my registration?**

If you do not remember which email address you used to register for the Back to School Summit, you can reach out to us at [conv@shapeamerica.org](mailto:conv@shapeamerica.org) .

**Who do I contact if I still can’t log in after using my email and inputting the verification code?**

If you are still having issues logging in after using the email associated with your registration and inputting the verification code, please refresh the page/application and try again. If you are still experiencing technical issues, please email [conv@shapeamerica.org](mailto:conv@shapeamerica.org).

**What do I do if I need technical assistance?**

If you are experiencing app technical difficulties, please contact our SHAPE America staff at [conv@shapeamerica.org](mailto:conv@shapeamerica.org).

**How do I locate the schedule? Can I make my own schedule for the event?**

***Tablet/Mobile***

There are two schedules available: 1) the overall schedule of the event; and 2) “My Schedule” – the schedule that you create by adding sessions. To locate the schedule, select “Schedule” in the bottom of your screen next to “Event Guide” and “Profile” on the

homepage and select “All Sessions.” You can create your own schedule by selecting the “add” option next to a session title or within the session frame once you click on it. Once you have added session(s) to your schedule, you can access “My Schedule” by selecting “Schedule” in the bottom of your screen next to “Event Guide” and “Profile” on the homepage and then selecting “My Schedule.”

### ***Desktop***

There are two schedules available: 1) the overall schedule of the event; and 2) “My Schedule” – the schedule that you create by adding sessions. To locate the schedule, select “All Schedule” on the top left side of your screen on the homepage. You can create your own schedule by selecting the “add” option next to a session title or within a session. Once you have added session(s) to your schedule you can access your schedule by selecting “My Schedule” on the top left side of your screen on the homepage.

## **How do I attend a session on the listed date/time?**

### ***Tablet/Mobile***

To access a session through the app, login, select “Plan your day” on the home screen or “Schedule” toward the bottom of the screen, and select “All sessions.” You will now be able to see all sessions available that day. You can select the session that you would like to view/attend by clicking on it. Once on the session page, select “Go to Zoom Meeting” to join the session. Please note that it will ask you to either open the Zoom app or join via your device internet browser (depending on your device type, operating system, and permissions). When opening Zoom, it will ask you to enter your email and name to join the session.

### ***Desktop***

To access a session through the web version, starting by logging in. You will see the Back to School Summit homepage with a description about the event. To attend a session, select “All Sessions” under “Schedule” on the left-hand side of the screen. You will see the list of sessions for that day and can now select your desired session to attend. Once you select a session you can select “Go to Zoom Meeting” to join the session. When opening Zoom, it will ask you for your email and name to join the session.

## **What options do I have when selecting a session?**

When selecting a session, you can:

- Bookmark the session,
- Add the session to “My Schedule,”
- Add notes for that session under “Notes”, and
- Add a photo of you attending the session under “Photo.”

Once you select the session, prior to joining the Zoom meeting, attendees can scroll down to view the session description and documents, which include handouts/resources.

#### **Will closed captioning be available?**

Closed captioning will be available, provided by Zoom. To ensure that you have the closed caption capability during the live session, select enable closed caption in your settings.

#### **How do I save the chat via Zoom during the live session?**

Navigate to the chat option in the session, click on chat. Select more and select the save chat option. This will save the chat to your computer/device.

#### **How do I join a breakout room during the live Happy Hour Huddle session?**

After joining the Happy Hour Huddle session, wait for the breakout room option to pop up on your Zoom settings screen. Select the breakout room option, select the Happy Hour Huddle topic of interest for that day to join the discussion. If the breakout room option is not available in your Zoom settings, please wait 1-2 minutes for the option to become available.

#### **How do I access the homepage?**

##### ***Tablet/Mobile***

To access the homepage, select “Event Guide” at the bottom left corner of your screen.

##### ***Desktop***

To access the homepage, select the SHAPE America Back to School Summit title/image located in the top left corner.

#### **How can I access/update my profile?**

##### ***Tablet/Mobile***

To access your profile, select “Profile” at the bottom of your screen next to the “more” and “schedule” options. In your profile you can access your badge, view messages if you have found someone to message on the attendee list, check your appointments, access

contacts that you have added from the attendee list, notes that you have taken, and switch to another event if there are multiple to choose from.

To update your profile, select “Profile” at the bottom of your screen next to the “more” and “schedule” options. Select your name at the top of your screen and select the edit symbol that looks like a pencil at the top right corner of your screen. You will be directed to a screen where you can upload an image, decide on profile visibility, connect to your social profile, and make edits to your profile information. Make sure to always select the “save changes” option at the bottom of the page if changes are made.

#### ***Desktop***

To access your profile, select your name on the top right corner of the screen and select “edit profile.” You will be directed to a screen where you can upload an image, decide on profile visibility, connect to your social profile, and make edits to your profile information. Make sure to always select the “save changes” option at the bottom of the page if changes are made.

**Please note that the web version of the app has a “My Items” option that extends to the functions that are located under “Profile” in the app.** Under “My Items” attendees can access their badge, bookmarks, view messages, check appointments, access contacts added from the attendee list, and access notes taken.

#### **What is the activity feed?**

The activity feed feature on the SHAPE America app is where you go to find out what’s happening and share your thoughts/experience of the event. The activity feed ensures that you don’t miss out on anything during the event thanks to notifications. The activity feed allows you to connect your social media profiles to the event app for easy posting, sharing, and connecting with other attendees while displaying social updates in real-time.

#### **How do I add to the activity feed for the event?**

##### ***Tablet/Mobile***

To add to the activity feed, select “More” on the bottom right corner of your device screen, select “Activity Feed,” select the add symbol (+), and type in your post along with an image and select “share.” You can also like or comment on other posts made to the activity feed.

##### ***Desktop***

To add to the activity feed, select “Activity Feed” on the left-hand side of the screen. Select (+) post on the top right-hand side of the screen. Type in the characters of what you would like to add along with an image and select “share.” You can also like or comment on other posts made to the activity feed.

**Will I have access to the Back to School Summit content after the event?**

After the live event, all registered attendees will have access to the Back to School Summit content and recordings for on-demand viewing within the SHAPE America app.

**Will the sessions be recorded?**

The Back to School Summit will provide different opportunities! All sessions will be live the day of the event at the time they are scheduled. You can view the schedule on the SHAPE America app or on the Back to School Summit webpage [here](#). All sessions excluding the Happy Hour Huddle sessions will be recorded and available via the app/web version of the app within 48 hours of the live event.

**If I can't attend a session live, can I view it later?**

Yes, all sessions will be recorded and available for on-demand view following the event on the SHAPE America app. Happy Hour Huddle sessions will not be recorded.

**Are there any sessions that will only be held live and not recorded?**

Yes. Happy Hour Huddles will be held live only – with no recorded component.

*Interaction and Engagement*

**How can I interact with other attendees during the live session?**

You will have the opportunity to chat via a chat box with fellow attendees during the sessions, both in a large group chat and via a 1:1 chat. During the Happy Hour Huddle sessions, you can engage on camera and on mic with fellow attendees.

**How can I engage with speakers/presenters? Can I ask questions during presentations?**

You can absolutely ask questions! The sessions will include a Q&A box and/or a chat box for you to ask questions and communicate with presenters and fellow attendees. Some presenters may also choose to use polls during their presentations to interact with you.

**How do I submit a question to speakers during a session?**

During Happy Hour Huddle sessions, you will have the opportunity to turn on your microphone and camera. Simply unmute to ask your questions! For all other sessions, click the Q&A tab within the Zoom window. Type your message in the box and click the “Submit question” box. Please note that these questions will go directly to speakers and will not be visible to other attendees.

**Will I be “on camera” or “on mic” during sessions?**

Only the Happy Hour Huddles will have this functionality.

**How do I access handouts for a session?**

Select the session in the app or the web-based version of the app and scroll down to the document section where you can download any handouts and resources for the session.

**I’m accessing a session, but don’t see any handouts.**

If you do not see any handouts under “documents” within the session, it means the speakers have not provided any materials as handouts.

**How do I save handouts and resources on the app so I can return to them later?**

To save a handout under documents select the down-facing arrow symbol indicating to download the file. You can also select the file to open it and save it.

**How do I connect to other attendees outside of sessions?**

Attendees will have the opportunity to connect by accessing the “Attendees” list. Within the attendees list, attendees can add another attendee to their contacts, send a message, take notes, or set up a meeting by selecting that attendee’s name. The “Attendee” option will be available on the homepage for both the app and web version of the app.

**How do I connect to speakers outside of sessions?**

Attendees will have the opportunity to connect with speakers by accessing the “Speakers” list. The “Speakers” option will be available on the homepage for both the app and web version of the app. Once selecting “Speakers,” select “Speakers by Name” to view the list of speakers. After bookmarking your speaker, go back to the home page and locate the speaker’s name under the “Attendees” list. Please reference the question above on how to connect with an attendee.

**Will I get a certificate of attendance for the event?**

Yes, a self-reporting certificate of attendance will be available for all attendees in the app in the “About” section.

**Where can I find the virtual background for this event?**

The virtual background will be available for all attendees in the app in the “About” section.

**What is in the “About” tab?**

In the “About” tab, attendees can access/download the Back to School Summit virtual background, certificate of attendance, and attendee FAQs.

**How do I locate the “About” tab?**

***Tablet/Mobile***

On the Back to School Summit homepage select “More” on the bottom right corner of your screen and select “About.”

***Desktop***

On the Back to School Summit homepage you can locate the “About” on the left side of the screen.