

2021 MONTANA HOUSING PARTNERSHIP VIRTUAL CONFERENCE FAQ

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Attendee Tech Help Contact: Todd Jackson, toddjackson@mt.gov; 406.599.5284 (call or text)

BASICS

- Conference is May 18-19, with a Plenary session opening each day at 9am.
- Access the conference from your web browser [HERE](#).
- Verify you are using the latest version of Zoom. [DOWNLOAD ZOOM](#).
- If you'd like to participate from your mobile device, download the app on your phone - Apple users will go through the Apple App Store; Android users will go through Google Play. Android users, if you cannot access Google Play or cannot find Whova, please [download the Android app here](#).
- All plenary and breakout sessions will be live during the conference dates, but recordings will be available after the conference (with registration) for six months on the mobile app and three months on the web-based app.

REGISTRATION QUESTIONS

Q: I'd like to add registrants to my group - how do I do that?

A: Organization tickets allow up to ten in your organization to attend under one cost. If you have not already registered ten, you can email additional registrants in your party to mrogers@nwmt.org and we will add attendees.

Q: How many team members can attend with Organization registration?

A: Up to ten (10), including board members! But each of them will need to be registered so they have access to our conference platform to build their own agenda and attend. If you purchased an Organization registration and have not received the registration spreadsheet from Michelle Rogers, please email her at mrogers@nwmt.org.

Q: Are scholarships available?

A: Absolutely! Please email kbiggs@nwmmt.org for further information.

Q: May I pay by check?

A: Absolutely! Please email mrogers@nwmmt.org for further information.

CONFERENCE PROGRAM

Q: Is there a Conference program?

A: Yes, click to view the [electronic conference program](#).

ACCESSING THE CONFERENCE

Q: I have some conflicts during the week of the conference, will sessions be recorded?

A: Yes, all the conference sessions will be recorded and available to view for up to six months on the mobile app and three months on the web app, after the conference. We aim to have all recordings available the day after the live session. This includes sessions you have registered for as well as any others on the agenda.

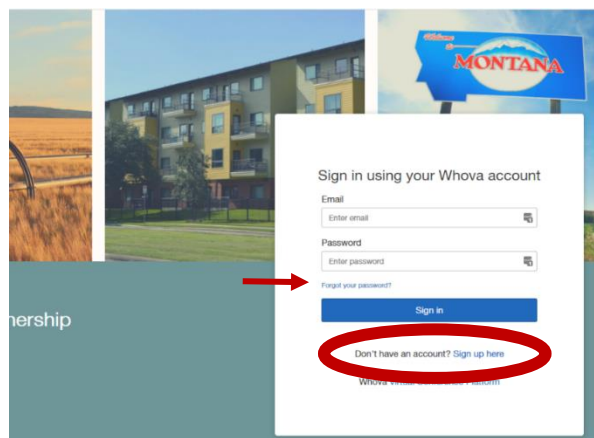
Q: How do I gain access to the conference web (desktop/laptop) app?

A: New to Whova? You should already be added in Whova as an attendee, but you still need to create your profile by clicking Sign Up Here ([Create your user profile here](#)) - enter the email you used to register for the conference, then create a password.

When you login, you'll see our conference. You can select your sessions, connect with peers and sponsors, and will be able to view sessions through this site during the week of the conference and for up to 3 months after the conference.

If you receive a message that your username or password are incorrect, please click "Forgot your password" and follow their instructions for resetting your password.

- If you receive a message that the account doesn't exist, click "Don't have an account" to create one.
- If you still are unable to login, please email mrogers@nwmmt.org for assistance.



Q: How do I gain access to the conference mobile (phone or ipad) app?

A: You should already be added in Whova as an attendee, but you still need to download the app to your mobile device via your Apple or Google Play app store. Android users, if you cannot access Google Play or cannot find Whova, please [download the Android app here](#).

Once downloaded, create your profile by clicking Sign Up/Sign In - enter the email you used to register for the conference, then create a password.

When you login, you'll see our conference. You can select your sessions, connect with peers and sponsors, and will be able to view sessions through this site during the week of the conference and 6 months after the conference.

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- If you receive a message that the account doesn't exist, click "Don't have an account" to create one.
- If you still are unable to login, please email mrogers@nwmt.org for assistance.

GET ENGAGED!

Utilizing the Whova platform has given us several options to engage with our peers, the conference sponsors, and more.

- You can update your [attendee profile](#) so others can get to you better
- You can message other [attendees](#) one-on-one through their profile
- You can learn about [sponsors](#) and message them through their virtual sponsor booth
- Join a conversation or start a conversation under [Community](#)
- We have a few fun contests, too!
 - Leaderboard – you will earn points based on your participation within the app. The more active you are in the community tab, the more points you will earn, and the top earner will win a special prize.
 - Montana Photo Contest – upload your favorite Montana photo – outdoors or at home in your community to the [Photo Gallery](#). The photo with the most likes will win a special prize.
 - All registrants will be entered to win a prize, just for attending the conference.

ZOOM TIPS & TROUBLE SHOOTING

Audio or visual isn't working?

- Exit the Zoom meeting and re-join.

- Check your default Zoom [audio](#) or [video](#) settings. Test and adjust the input/output source as needed.
- Join the Zoom meeting from a different internet browser ([Chrome](#) is the best option).
- Join on your mobile device through the Whova app.

Can't connect to Zoom?

- Confirm that you are allowed to connect to Zoom (some businesses don't allow this). If permissions are an issue, reach out to your organization's systems admin. If you are unable to use Zoom at your organization's location, please try joining from a different location or use your mobile device.
- Join in a different web browser (Zoom works best with [Chrome](#))
- Visit the [Zoom technical support page](#) for further info on launching the program in various browsers.

Can't access Session?

- Ensure you are using the correct Zoom link by visiting the meeting session in Whova or using the Whova app.
- If you are in a waiting room for your session, the meeting host will let you in approximately three minutes before the session is scheduled to begin.
- Please email toddjackson@mt.gov if you continue to have issues accessing a session.

BEST PRACTICES

- We recommend using the latest version of Chrome. [Download Chrome](#).
- Prior to your first session, test your microphone and speakers on Zoom. [Instructions on testing microphone and audio here](#). If you plan to enable your video, test your webcam. [Instructions on testing video here](#).
- If available, using headphones with a with a built-in mic will improve your sound quality for other participants.
- Be sure to use the strongest internet connection available to you: a hardwired, ethernet connection will work best; good Wi-Fi will be sufficient in most cases.
- Prepare yourself in a comfortable, quiet room with good lighting (e.g., make sure the light isn't directly behind you).
- Get the most out of the conference by limiting distractions. Turn off email and phone notifications.

HELP CONTACT

- [View the Whova Attendee Guide](#)
- [Zoom Help Center](#)
- If you're experiencing problems or need technical assistance during the conference, please feel free to reach out to toddjackson@mt.gov.