

2021 Annual Convention Event Mobi FAQ Sheet

Question: Why isn't my audio working?

Answer: If you cannot hear the video, it may be due to an audio setting on your computer. Please review the relevant steps for your PC type and check to make sure that all appropriate settings have been enabled. If you continue to experience issues after following these steps, please use the 'Live Support' button located at the bottom of the left-hand menu for further assistance.

Mac:

1. Check the System Preferences
 - Open System Preferences and click Sound.
 - Click the Output tab and click on Internal Speakers. or Headphones (depending on what you are using)
 - Check that Mute next to Output Volume is not muted (there should be no tick in the checkbox).
 - Make sure that the Output Volume slider is moved to the right.
2. Check your Mac OS (you may need to upgrade)
 - Click on the Apple icon in the top left-hand corner of your Mac and select About This Mac
 - Check to make sure the macOS is up to date
 - If an upgrade is needed, follow the instructions outlined on Apple's Support page

Windows 10:

1. **Run the Audio Troubleshooter**
 - Go to Windows 10 Settings
 - Update and Security
 - Troubleshoot
 - Playing Audio

OR

2. **Choose the Correct Audio Playback**
 - Click on Start to access the Sound option
 - Open the appropriate result and click on the Playback tab
 - On your default device, right-click and select properties
 - On the Advanced tab, under default format, change the setting and hit the Test button
 - If it doesn't work, change the setting and hit Test

Question: Why isn't my video playing?

Answer: If you are noticing loading issues with the video, it may be due to your internet connection or the browser type that you are using.

First, check to make sure that you are on a supported browser type:

- Chrome 14 and later
- Safari 5.1 and later
- Firefox 6 and later
- Edge 40 and later

Please note that Internet Explorer is not supported. We recommend using Google Chrome when possible, as this offers the most consistent experience for the Virtual Event Space.

If you are using a supported browser type and version, we recommend checking on your internet connection. Sites like fast.com can help you to check your internet speeds and to confirm if this may be the reason behind any issues with launching or buffering.

Please try refreshing the Virtual Event Space using the 'Refresh' or 'Update Now' option from the left-hand menu.

Question: How do I communicate with another attendee?

Answer: Click on the Attendees tab, select the attendee that you would like to send a message to and click on Send a Message. Note that you can enter the name in the search field at the top of the page.

Question: How do I contact a speaker?

Answer: If you go over to the navigation menu in your top left corner of your screen you can view this menu by clicking on the icon. Here you can click on the speaker's tab and it will take you to a directory. Quickly find a speaker, navigate to their profile to read their bio, add their session to your agenda, and even send them a message!

Question: Where can I go to see my messages and send messages?

Answer: When you have logged in, navigate to the person icon or your photo, if you have updated that information. Now go to the bottom to the messages section, clicking here you will see any previous conversations either you, or another attendee has started. Or start a new conversation. Click the button and search for who you want to start a conversation with. Select



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your recipient and send your message! Once sent this message thread will be saved in your messages.

Question: Where do my notifications pop up at?

Answer: The bell icon, also located in the upper right hand corner of the platform this is where any unread alerts and announcements will live. [Click here to view what you missed!](#)

Question: How do I download a presentation?

Answer 1: Handouts for your sessions will be located below the bio for the speaker on the session page if they are available.

Answer 2: If you go over to the navigation menu in your top left corner of your screen you can view this menu by clicking on the icon. If you click on the documents tab, this is where you can access all documents for the event. These documents include the session handouts and information from our exhibitors and sponsors. This section is searchable and you can add documents to your favorites.

Question: How do I access the agenda and breakout sessions?

Answer: If you go over to the navigation menu in your top left corner of your screen you can view this menu by clicking on the icon. View by Time, or Track, and choose whether to view all sessions, or view the programming for each individual day. Clicking on any session will bring you to a screen where you can view the session description and speakers. You can also add the session to your schedule and make notes. Additionally, you will see where the video will be displayed when the session begins. We encourage you to add one session from each breakout time frame to your personal schedule to help keep you on track! You can view your personal agenda at any time by clicking the icon/or your picture in the upper right hand corner and selecting agenda.

Question: How do I access the General Sessions?

Answer 1: Clicking on the keynote speakers on the home screen of the event will take you to a listing of the three general sessions, and a bonus general session for this year. Add these to your schedule so you don't miss out. The general sessions will play directly on the Event Mobi Platform.



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Answer 2: Clicking on any of the keynote speakers photos on the home screen of the event will take you to the four general sessions.

Answer 3: Clicking on the General Sessions Icon on the home screen of the event will take you to the listing of the three general sessions. Clicking on any individual entry will take you to view the description.

Question: Where do I go to access the help desk?

Answer: At the very bottom of the home page on the event platform, you will find the button to contact the help desk. Click there to submit a question to the VSBA Help Desk Team.

Question: How do I access the awards page?

Answer: If you go over to the navigation menu in your top left corner of your screen you can view this menu by clicking on the icon. Here you can click on the awards tab which will take you into the awards page of the platform. Once in you can view the different winners for the contests and competitions by clicking on each individual page. Cast your vote for the 2021 VSBA People's choice award for the Exhibition of School Architecture.

Question: Where can I go to recharge or unwind?

Answer: If you go over to the navigation menu in your top left corner of your screen you can view this menu by clicking on the icon. Then click on the Mindfulness Moments tab. Choose from 1 of 4 videos to take a moment to recharge in the virtual space. All of these activities are designed to help you reset so that you can come back to the programming recharged and refreshed. Come back anytime you need a break!

Question: Where do my notifications pop up at?

Answer: The bell icon, also located in the upper right hand corner of the platform this is where any unread alerts and announcements will live. Click here to view what you missed!

Question: How can I update my personal information?

Answer: Once you have logged in, navigate to the person icon or your photo, if you have updated that information. Click here and you will see a menu of options. Toward the top you will see options to edit your profile and preferences. You can edit your profile, adding your title, a bio



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and even links to your social accounts. Add a photo if you'd like and be sure to save your changes. In your preferences you can choose various settings for how you want to receive notifications. Make changes based on your personal preferences.

Question: Where can I go to view all announcements and pop ups?

Answer: If you go over to the navigation menu in your top left corner of your screen you can view this menu by clicking on the icon. If you click on the announcements tab this will bring you to the page where you can view announcements, we have sent out regarding what is happening during our 3 day event. These will include important updates, helpful tips and reminders, as well as messages from our exhibitors and sponsors.

Question: How do I navigate to the activity feed?

Answer: If you go over to the navigation menu in your top left corner of your screen you can view this menu by clicking on the icon. Here you can click on the activity feed tab and be transported into the social media wall. Join us here to tell us what you're enjoying! Share pictures from your 5k, you're learning space, or anything you would like to share. Come back often to check in with other attendees and see convention highlights!