2021 Leadership Conference

FAQ

General Event Questions:

* Where do I log into the event portal?
	+ Visit: <https://portalapp.makeawish.eventsair.com/VirtualAttendeePortal/2021-leadership-conference/21confnov/login> and enter your access credentials to sign in.
* Where can I find updates and announcements about the event?
	+ The event website (<https://makeawish.eventsair.com/2021-leadership-conference>) is your go-to source for any and all information and resources.
* What are the dates of the event?
	+ November 1-4; \**pre-event activities are taking place October 27-29*
* What does it cost to participate?
	+ There is no cost to participate.
* What time zone does the event programming/timeline reflect?
	+ Eastern Standard Time *\*visit* [*https://www.timeanddate.com/worldclock/converter.html*](https://www.timeanddate.com/worldclock/converter.html) *to convert EST to your local time*
* Who should attend?
	+ The entire Make-A-Wish America and International family is invited to participate.
* Who should I contact if I have other questions?
	+ Please reach out to Jenna Richardson at conferences@wish.org with any questions.

Registration:

* How do I register for the event?
	+ Visit the conference website (<https://makeawish.eventsair.com/2021-leadership-conference/>) for event and registration information.
* Do I have to register in advance?
	+ Yes! All participants MUST be registered in advance in order to receive credentials to access the virtual event. Access credentials are unique to each participant so everyone MUST register with their own email address.
* What if I didn’t register in advance? Can I still register?
	+ Yes! Visit the event website to register now, you will receive your virtual event credentials via email after you submit your registration.

Sessions/Content:

* Where can I find the event schedule?
	+ You can view the event schedule on the conference website: <https://makeawish.eventsair.com/2021-leadership-conference/>
* Will the sessions be recorded?
	+ Yes, sessions will be recorded and available to watch on the platform through December 2021.
* How do I find the session recordings?
	+ Log in to the virtual platform and click “View”, you’ll see the session recording posted there.
* Can I download the session recording?
	+ You will not be able to download any recordings. By January 1, 2022 session recordings we are authorized to share will be made available in our Learning Management System.
* Will I be able to ask the session presenters questions?
	+ Yes, you will be able to submit questions via the Q&A function.

Technology:

* What technology will I need to participate?
	+ For the best experience, we suggest using a desktop or laptop computer with a webcam, speakers and microphone. Mobile devices are not recommended.
* What virtual platform is the event taking place on?
	+ The event will be hosted on the OnAIR Virtual Events platform. *\*Some events may take place via Zoom. Those events will be noted accordingly in the “Session Info” section in the OnAIR platform and on the event schedule.*
* Do I need to download any software to participate?
	+ No, you will access the event via your Internet web browser.
* What Internet web browser should I use?
	+ We recommend that you use Chrome or Microsoft Edge; however, OnAIR is compatible with most chromium-based web browsers. If you have not yet connected to a virtual event in your default web browser, your audio and video settings may not be set up correctly. See the [**Browser Settings Guide**](https://az659834.vo.msecnd.net/eventsairwestusprod/production-makeawish-public/de7c5d9b86754e1e8ccd42f2ea56cb84) for steps on how to configure your settings. Be sure to use the most current version of your browser.
* Will there be an event app again this year?
	+ Yes, visit the event website to download the event mobile app.
* Who do I reach out to if I have technical problems?
	+ During the event, you can connect with Tech Support directly from the virtual platform. Prior to the event, please feel free to reach out to Jenna Richardson at conferences@wish.org.

Making Connections:

* Will I be able to connect 1:1 with other participants?
	+ Yes, you will be able to connect with other participants via the MeetingHub, one of the features in the virtual platform.
* How can I see who is attending?
	+ Visit the [Register Tab](https://makeawish.eventsair.com/2021-leadership-conference/register) on the event website to see “Who’s Attending”

Log In/Credentials:

* When will I be able to log in to the virtual platform?
	+ The platform will open on October 27th.

* How do I log into the event?
	+ Click on the URL below and enter your log in credentials. <https://portalapp.makeawish.eventsair.com/VirtualAttendeePortal/2021-leadership-conference/21confnov/>
* I didn’t receive my event credentials to log in, what do I do?
	+ Reach out to us at conferences@wish.org. *\*Note: Log in credentials were emailed to the address you used to register for the event. The email may be located in your junk/spam folder.*
* My log in credentials don’t work, what do I do?
	+ Contact us at conferences@wish.org. \**Note: Your log in password/pin is case-sensitive, double check that you are entering it using the correct case.*