



**EXPLORING
CONNECTIONS**
BETWEEN TREES + PEOPLE



ISAO 2022 Virtual Conference & Trade Show Attendee Guide

How It Works

You'll access the Virtual Conference through Whova, an online event platform. You can watch sessions live Mar 2-4, 2022 and you can watch video recordings of sessions until April 4 2022. You must watch the sessions by **April 4 2022** in order to receive CEU credits.

We recommend viewing on a laptop, desktop, or mobile phone. We have trouble verifying views with iPads and tablets. If we cannot verify the view, you will not get the CEU.

We will be verifying that you watched each session by cross-referencing session metrics (for both live and recorded sessions): you must be logged into Whova, on your own device so we can verify you watched. You must watch the full session to earn the credit. CEU codes will be shown on screen at the end of every session. You will need to fill out an online CEU form to record CEUs.

Accessing Whova

You will be emailed a link to access the Virtual Conference on the Whova platform

You will create a Whova account and password: Use the email you used to register for the conference. (If you previously created a Whova account with a different email, please create a NEW account with the correct email to get access. Changing the email in the original account created will not provide access).

- See the Whova User Guide here: <https://whova.com/pages/whova-app-user-guide/>
- See the video from ISA (although for the 2020 event it is helpful) <https://www.youtube.com/watch?v=1OQk0XZGU3E>

To View Sessions in Whova

Go to the Agenda:

- In the desktop Web app, the Agenda is located on the left-hand side of the app.
- In the mobile app, the Agenda is a tab on the bottom.

Click 'Agenda', then select a session. It will take you to the session page and just click on the play button on the video to watch the session.

CEU Form

To find the CEU form:

- In the desktop Web app, the CEU form is located on the left-hand side under Resources.
- In the mobile app it is on the home page under Additional Resources

Completing the CEU form:

- Enter your name, email and Certification # (e.g. ON-1234A)
- Select the session title
- Enter a date (the date you watched, or, if you don't know, just enter the current day's date)

- Enter the CEU code which will be displayed at the end of each session video
- You can enter a few sessions, save the form and come back later, (or you can enter all your sessions at once)
- When you click save – you’ll be able to email a copy of the form to yourself (we recommend emailing yourself a copy) – you’ll receive an email with a link to continue the form. Use the email link you receive to go back and continue entering CEU codes
- When you’ve finished entering all the CEU codes, click “Save and Submit”
- You’ll be asked to create a signature (you will “draw” your signature on screen)

Troubleshooting

If you can’t see the video

- For desktop/laptop: we recommend trying a different web browser such as Google Chrome (download here https://www.google.com/intl/en_ca/chrome/) or Firefox (download here <https://www.mozilla.org/en-CA/firefox/new/>). Google Chrome seems to work best.
- Tablets and ipads have issues – we recommend using a desktop, laptop or smartphone
- If the video still won’t play, try logging out, and/or restarting your device
- For video error issues see here <https://www.lifewire.com/fix-chrome-not-playing-videos-4178526>

If you can’t hear the video

Check your audio and volume settings (make sure your speakers are working correctly)

You won’t be able to fast forward the video recording

We have disabled the fast forward button, you must watch the entire video to earn the CEU credit.

If you missed the CEU code

Email Bridget info@isaontario.com with the session title and we will verify that you watched the session and will add this session to your CEU submission.

Whova Features

The event has a ton of fun features to explore!

- Connect with other attendees: in the Whova mobile app, go to Attendees, then click ‘Recommended’ to see suggestions of who to connect with!
- Build your own agenda: in the mobile app, go to Agenda, click the calendar icon beside a session to add it to your own personalized agenda!
- Visit the Virtual Trade Show: (On the mobile app: in Home, click Exhibitors. On the desktop web app: on the left menu, click Exhibitors).
 - We have 30 exhibitors in attendance offering coupons, raffles and more! Enter their booths to explore their services and offers, or just to say hi in the chat!
- Participate in community board forums, share your photos and more (in ‘Community’ on the app)
- Share the event using the Photo Booth: (on the mobile app: in Home, click Photo. On the desktop web app: on the left menu, click Photo)
 - Select your photo, frame, add a caption, share on social media, and post in the app.
- Participate in the Leaderboard Contest to win prizes (including a full pass to the 2023 Conference and \$25.00 ISAO bookstore gift certificates)! You can earn points by: posting a community board topic; posting an ice-breaker question; share an article; and more!