

## **FAQs & Troubleshooting for Logging into Virtual Attendee Hub**

Q: I did not receive an SMS or email verification code.

A: Most likely, you can resolve this issue by first checking your **spam/junk folder** for the email confirmation. Another option is to click on the “didn’t receive code link” on Virtual Attendee Hub (VAH) home page and try have it sent again.

Q: I am getting “Website 404: Page not Found” error message.

A: VAH runs best on Google Chrome, if you are using a different web browser we recommend you switch. If you’re still experiencing the error: refresh your web-page, clear your cache and cookies, or try going into incognito mode

Q: Why am I experiencing audio/visual delays?

A: Check your bandwidth speed to make sure you’re not having issues with your connectivity. Logging out and logging back in and disconnecting from the VPN have also been found to help in this instance. If all else fails, sign on to the session from a different device.

Q: Is this session being recorded and will it be shared later?

A: Yes, the live recordings will be available in VAH a few hours after the broadcast. All live and on-demand sessions will be available for 90-days to registered participants.