

2021 Annual Operators Virtual Seminar – Delegate FAQ



GENERAL QUESTIONS

Question: What is the AWWOA 46th Annual Operators Virtual Seminar and when does it take place?

Answer: The 46th Annual Operators Virtual Seminar & Trade Show is a 4-day virtual event that offers delegates the opportunity to engage in workshops, stream technical presentations and participate in the virtual trade show with over 50 exhibitors. It will feature updates from AWWOA and Alberta Environment and Parks and comprehensive technical sessions on all areas of the water and wastewater industry.

It will take place on Tuesday March 9 to Friday March 12, 2021. A full schedule of events is available at awwoa.ca

Question: How much does it cost to attend?

Answer: Registration Fees:

- Full Seminar (Member) - \$250
- Full Seminar (Non-Member) - \$365
- Single Day (Wednesday and/or Thursday) - \$150
- Trade Show (Tuesday) – Free (Pre-registration is required) (included with full registration)
- AGM (Wednesday) – Free (Pre-registration is required) (included with full registration)
- Pre-Seminar Workshop (Tuesday) - \$75 (Separate registration is required)

All prices do not include GST.

Question: Are there any discounts available?

Answer: All AWWOA Members receive \$115 discount on a full seminar registration!

Question: Where can I register and do I need to do so in advance?

Answer: Registration is now open at awwoa.ca. Accepted payment methods are Mastercard, VISA and PO (Invoice). We recommend registering as soon as possible to have full access to the online platform.

Question: When is the deadline for registration?

Answer: We encourage you to register as soon as possible as registration will close on March 10, 2021. You will not have access to the platform without a complete registration.

Question: Can I cancel my registration?

Answer: Cancellations are accepted in writing to register@awwoa.ca. AWWOA will contact you for other registration and refund options.

Question: How can I show my employer the value in attending a virtual conference?

Answer: AWWOA has compiled a quick reference sheet for delegates to bring to employers to help justify your attendance at the virtual seminar. Click [here](#) to access it or visit awwoa.ca.

Question: Will I be able to interact with other attendees, exhibitors and other industry professionals?

Answer: Absolutely! You will be able to connect and network with other attendees, exhibitors, sponsors, speakers and AWWOA representatives during the event through chat, 1:1 video and text, group discussions on the community board and more.

2021 Annual Operators Virtual Seminar – Delegate FAQ



Question: Can I share my registration link and log in information with other members of my team?

Answer: Sharing of links within the platform is prohibited. Each delegate who wishes to participate must have their own registration and log in. Additionally, your attendance is tracked through your login for CEU purposes. If you are concerned this may not be a fit your area please contact kmihaychuk@awwoa.ca.

Question: Will CEUs be available?

Answer: Yes, CEUs will be available for full virtual Seminar. In addition, we are offering an extra 0.3 CEUs for our [Pre-Seminar Workshop](#) (separate registration is required).

Question: Will the educational program be the same as the in-person seminar?

Answer: AWWOA has been working hard to create a comprehensive technical program similar to our regular in-person event. Click [here](#) to preview our full program.

Question: How will I keep track of the technical sessions I want to attend each day?

Answer: Through the Seminar's virtual platform, Whova, delegates will be able to create and personalize their own schedule from our full technical program. Each operator will be responsible to keep track of the sessions attended for CEU tracking. A form will be provided after the Seminar to record this information to submit to AEP for CEUs. AWWOA will be monitoring attendance through our streaming platform for verification.

Question: Will sessions be available after the Seminar dates?

Answer: At this time technical program sessions are only available during the live streaming times.

Question: How is attendance tracked for CEUs?

Answer: Each operator will be responsible to keep track of the sessions they attend for CEU tracking. AWWOA will be monitoring attendance through our streaming platform for verification. A CEU form will be emailed to you following the seminar that you can use to upload to Compliance365.

TECHNICAL QUESTIONS

Question: What platform will be used?

Answer: AWWOA will be hosting the 46th Annual Operators Seminar on the Whova virtual platform. Our online technical sessions will be streamed on GoToWebinar and will be accessible directly through the Seminar platform.

Question: When will the event be live on the platform?

Answer: AWWOA will be making our event live on Whova mid-February 2021.

Question: How do I log in?

Answer: AWWOA will be providing you with information on how to log into the platform closer to the date of Seminar. Once our event is live on the Whova app, AWWOA will notify all registered attendees with an email to our event log in page. You will need to log in to the Whova platform using the information you used to create your account. If you have not yet created an account, at this time you can create one on the Whova mobile app. AWWOA will provide a web page link to create a profile once our event is live. **Note: you will need to use the SAME email address to create your Whova account as the one you used on your seminar registration. This is how the platform will recognize your registration and what you have access to for the week.**

If you need additional help check out the [Whova Attendee User Guide](#) or contact [AWWOA](#).

2021 Annual Operators Virtual Seminar – Delegate FAQ



Question: Which internet browser will provide me with the best experience?

Answer: We do recommend the use of Google Chrome for the best experience. You will not be required to download any apps for either streaming platform to take in the seminar on your computer. Please see the Troubleshooting section of this FAQ for links to test your system.

Question: Can I turn on my webcam or mic during the event?

Answer: You will not be able to turn your camera or mic on during the live sessions. There will be opportunities to create video calls within the Whova app in the Messaging tab with other attendees and delegates if you wish to. You will still have the opportunity to submit your questions for the live sessions through the chat box within GoToWebinar, our technical program streaming platform.

Question: Can I view the Seminar on a mobile device?

Answer: Whova's virtual event platform can be taken in through either your web browser or mobile device. We recommend taking in the week on a laptop or desktop device for the best viewing experience, but it does function with tablets and smartphones. We recommend using the Whova app to message with delegates or other attendees and set up your own personal agenda.

Question: Will there be technological assistance available throughout the event?

Answer: Yes, we will offer technological assistance before and during the seminar. Staff will be available to assist any questions you may have. Please see the Troubleshooting section of this FAQ.

Question: What is the optimal set up for this virtual seminar?

Answer: Any device with an updated web browser and high-speed internet connection is recommended to best take in the virtual seminar. We have seen the best results using Google Chrome on a laptop or desktop machine with a reliable, strong internet connection.

Question: I am having issues with the video and/or sound for my session or trade show video/showcase. How can I fix this?

Answer: Please see the Troubleshooting section of this FAQ.

Question: Can I have the event app open on my mobile device and on my desktop at the same time?

Answer: Yes, you will be able to run Whova on both your mobile and desktop devices. We recommend using your desktop to watch live sessions and take in the trade show. Your mobile device would be great to use to communicate and message with other delegates and exhibitors and set up your personal agenda.

Question: Do I have to register for sessions beforehand?

Answer: There is no pre-registration required for the seminar technical program sessions. You can create your own personal agenda and add the sessions to this area of your profile. The only pre-registration required is for the virtual trade show on Tuesday and Annual General Meeting on Wednesday. This is NOT required if you have purchased a full seminar registration. Additionally, separate registration is required for [the Pre-Seminar Workshop](#) on Tuesday March 9th. Visit awwoa.ca for all the registration details.

Question: Will I be able to ask questions during the sessions with the online format?

Answer: Yes, there will be Q&A time at the end of the live sessions for delegates to ask questions. Each session will have a chat or question box that you can submit into the session moderator so that it can be asked to the presenter.

2021 Annual Operators Virtual Seminar – Delegate FAQ



Question: When will the Seminar program be available to see on the Whova app?

Answer: The full schedule and program is now available on awwoa.ca. The full agenda will be available on the Whova once the platform goes live mid-February 2021. Registered delegates will have access through their Whova profile. Note: you will only have access to the portions of the week that you have registered for.

Question: Who can I contact if I have technical issues or questions during the live event?

Answer: AWWOA will be available on the Whova app during the event for any questions. There also is a Questions box on our streaming platform for the technical sessions, GoToWebinar, that you can ask the organizers and moderators questions if you are having any issues. Please check out the Troubleshooting section below.

TROUBLESHOOTING FOR STREAMING AWWOA VIRTUAL SEMINAR

We recommend the following for the best virtual experience:

Streaming device(s): Laptop or desktop computer for technical sessions and trade show

Mobile app: Whova App (available for iPhone and Android) for messaging and personal agenda

Web Browser: Google Chrome

Streaming platform: GoToWebinar (app is not required to stream technical sessions). Click [here](#) to test your system with GoTo. You can also [join a test session](#) to ensure your system can run this software ahead of time.

Internet connection: For the best audio and video experience, the most important thing is a strong internet connection. Wi-Fi or a direct ethernet cable connection will both work as long as you have a strong signal. You can test your internet speed [here](#). The recommended internet speed is at least 1 mbps (download speed).

In case something isn't working, we suggest:

Video is working, but no audio	1) Check to see if your speakers are on, ensure they are not muted, the volume is up and that no other tab is occupying your audio channel. 2) Close out of GoToWebinar. Click on the link from your Agenda in Whova to re-join.
Video feed on screen is frozen	1) Close out of GoToWebinar. Click on the link from your Agenda in Whova to re-join. 2) Reset your Wi-Fi or internet connection and re-join the session stream.
Session is not live	1) Check that you're viewing a session stream for the date that it is expected to be live. There will be different links to join the sessions so please ensure you are joining from the Whova agenda.
Session does not appear on agenda	1) Some sessions are restricted to specific registrations. Please contact AWWOA if you feel you should have access.

AWWOA will be available before and during the Seminar to assist with any technical issues that may arise. If you are in a technical session and have an issue, please use the Questions box to alert the session moderator and event organizers.

For inquiries prior to the Seminar, you can contact AWWOA at kmihaychuk@awwoa.ca or 780-454-7745 x 227