



## ULCT Virtual Annual Convention - FAQs

### Event Website Link:

<https://event.crowdcompass.com/ulct2020>

Event password: ulct2020

**\*\*The email you used to register for the conference is the email needed to access the event app and website\*\***

### How do I access the event website portal and the mobile app?

- Once registered for the ULCT conference, you will receive an email from CrowdCompass with instructions and a link to download the event mobile app (CrowdCompass AttendeeHub). You will also see a link to access the event website portal (CrowdCompass). The email invite contains the event password to access the app and the website portal.
- It is highly recommended that the CrowdCompass Attendee Hub App is downloaded on your mobile device AND that you connect through the CrowdCompass website portal. Bookmark the portal link on your computer, after login, for easy access.
- You will be guided to login with your name, email, and the event password. You will then be emailed a verification code for each device you use. Verification codes are typically sent within 1-2 minutes to your email, they are not sent via text.

### I cannot find my CrowdCompass invite.

- The email invite will be sent to the email that you used in registration. It is also important to check your spam folder.
- Perhaps search inbox for CrowdCompass to get the email.
- If you still cannot find the email invite, please contact Abby Bolic ([abolic@ulct.org](mailto:abolic@ulct.org)) or Katie Harley ([kharley@ulct.org](mailto:kharley@ulct.org)) for assistance.

### I cannot find or have not received a verification code.

- Check that you entered the correct email address – the email address you used to register is the email address you will need to access the mobile app and website.
- Verification codes are typically sent within 1-2 minutes to your email, they are not sent via text.
- Contact Abby Bolic ([abolic@ulct.org](mailto:abolic@ulct.org)) or Katie Harley ([kharley@ulct.org](mailto:kharley@ulct.org)) to confirm your email and check the verification code.

### How do I register for a workshop?

- When registering online, you can select multiple workshops. This info is then listed on My Schedule.

### How do I access the workshops I registered for or added to My Schedule?

- After logging into the event app or website, select My Schedule. This will list the workshops you have registered for. Select which workshop you would like to join. Click the blue button that says "Register/Join Here". You will be directed to a new page where you will need to enter your name and email, then you can select Register. You will then see instructions and the link to join the workshop (also known as webinar or meeting) or you can add the workshop to your calendar if it is in the future.

#### **Can I join a workshop late?**

- Yes! Just click the Register/Join Here button on the session page.

#### **Can I change a workshop I previously registered for?**

- Yes, if you registered for a specific workshop, but decided to attend another one, you will only need to select the "Register Here" blue button on the workshop you would like to attend. This can be done via the mobile app or the event website portal.

#### **Do I need to download Zoom to attend workshops?**

- While it is not required, it is highly encouraged to download Zoom to your computer to easily access the workshops.

#### **What is the name of the App?**

- CrowdCompass Attendee Hub. You can search Attendee Hub on your mobile device app store to find the app.

If you cannot find an answer here – please contact Abby Bolic ([abolic@ulct.org](mailto:abolic@ulct.org)) or Katie Harley ([kharley@ulct.org](mailto:kharley@ulct.org)) or call 801-328-1601.