

FAQs & Troubleshooting

Here are some frequently asked questions and answers to help support your conference experience.

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

A: First, check your spam/junk folder for the email confirmation. If you still haven't received the email, please contact admin@womeninelectronics.com.

Q: Why did I get logged out?

A: For privacy reasons, your login only stays valid for 72 hours. You will also be logged out after 24 hours of inactivity. You will need to request a verification code once it expires. If, for any reason, you have difficulty logging back in, please contact admin@womeninelectronics.com.

Q: Can I share the link to the Virtual Attendee Hub?

A: Please feel free to share, but in order for the recipient to access the event, they must first register.

Q: How do I ensure the best video experience?

A: Make sure you have a strong internet connection. It also helps to close non-essential tabs in your browser. If you do experience buffering or your video freezes, reload the session page before contacting admin@womeninelectronics.com.

Q: When I leave the session room, I can no longer hear the speaker.

A: Like an in-person session, if you leave the room, you will not hear the speaker. If you navigate to another event page, your session will stop. Simply click back into the session to return to the livestream.

Q: I am getting a "Website 404: Page not Found" error message.

A: The Virtual Attendee Hub runs best on Google Chrome. If you are using a different web browser, we recommend you switch to Chrome. If you're still experiencing the error: refresh your webpage, 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: Why am I unable to ask or post questions?

A: Check to ensure you're not seeing any error messages on the page and reload the page. If the issue persists, take a screenshot and contact admin@womeninelectronics.com.

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

A: Yes, the recording will be available in Virtual Attendee Hub a few hours after the broadcast. For all other issues, contact admin@womeninelectronics.com.