

FREQUENTLY ASKED QUESTIONS

Delegate FAQs

Question: What is the BCWWA 2020 Virtual Conference & Trade Show?

Answer: The BCWWA 2020 Virtual Conference & Trade show is a 2-day virtual event that offers attendees a keynote address by rocket scientist Natalie Panek, credited on-demand education led by experts in the industry, an interactive exhibitor showcase, engaging round table rooms and ample opportunities to network with fellow attendees throughout the conference.

Question: When is the BCWWA 2020 Virtual Trade Show?

Answer: The BCWWA 2020 Virtual Trade Show will virtually take place on Tuesday, November 3 – Wednesday, November 4, 2020 from 8 AM – 3:30 PM. For your convenience, delegates can continue earning CEUs through our on-demand education programming which will be available until December 31, 2020 for all our registered delegates.

Question: How much does it cost to attend the conference?

Answer: Registration Fees:

- Full Conference Delegate (Member) - \$349
- Full Conference Delegate (Non-Member) - \$479
- Students - \$149
- Small Water Systems - \$149

Question: How do I demonstrate the value of the conference & trade show to my employer?

Answer: This year BCWWA has put together a toolkit for you conceive to help you justify your attendance at the conference and trade show. You can access it at bcwwa.org.

Key points:

- Our conference is a cost-efficient and time-efficient way to earn CEUs – each education session accumulates separate CEUs. For example, a one-hour session accumulates 0.1 CEUs. Because you can also view the session recordings during the conference and afterwards until December 31, 2020, you could potentially earn up to **3.15 CEUs**. You will also have access to attend as many sessions as you like!

- As a delegate, you'll have access to network with attendees, speakers and exhibitors. You can start group chats, initiate 1:1's where you can share your screen and exchange files, instantly connect on LinkedIn and enjoy our end-of-day networking receptions
- Explore our virtual trade show and learn more about the most cutting-edge technologies and solutions that the industry has to offer

REGISTRATION FAQs

Question: I currently have a registration for the cancelled in-person conference in Penticton. What are my options?

Answer: There are two things that you can do with your current registration.

- 1) You can convert your current registration to the virtual registration at \$349 and receive a partial refund for the difference. OR
- 2) You can cancel your registration and receive a full refund.

Please send an email to contact@bcwwa.org or call 604 433-4389 with your registration preferences. We appreciate your patience as we work through all the conference transactions.

Question: Are there any discounts available?

Answer: All members of BCWWA receive a \$130 discount!

Question: Do I have to register in advance?

Answer: We encourage you to register as soon as possible as registration will close on October 27, 2020. Only those who have registered and purchased a full delegate pass for the conference & trade show will be able to access our on-demand presentations after the event.

Question: Will I be able to interact with attendees and sponsors who are participating in the BCWWA's 2020 Virtual Conference & Trade Show?

Answer: Yes, you will be able to connect and network with attendees and exhibitors during the event through video and text 1:1 and group discussions, hosted through the platform, interactive round table sessions and more.

Question: Can I share my login information with other members of my team?

Answer: Everyone who wishes to participate must be registered. Additionally, your attendance is tracked through your login for CEU purposes.

EDUCATION FAQs

Question: Will CEUs be available?

Answer: Yes, CEUs will be available and you can even continue earning credits by attending education sessions up until the end of December 2020. For our operator delegates, CEUs will be tracked with your attendance at education sessions. You will be able to download a report of your attendance credits (0.05 credits per half hour) to submit to EOCP.

Question: Will the Education Program be the same as the in-person conference?

Answer: While we have pulling presentations from our physical conference, we have slightly truncating the program to accommodate the virtual environment. Our education program is currently available on our website.

Question: How will I keep track of when to attend the education sessions I'm interested in?

Answer: The conference's virtual platform, PheedLoop, has an app that coordinates with this event. You can build a personal schedule and receive notifications from that app. Feel free to download this app from your phone's app store or view it from within the conference portal on your desktop. PheedLoop will provide you with the ability to add whichever sessions you'd like to attend to your schedule, and will notify you (based on your notification preferences that you select) when the session is about to go live.

Question: Will sessions be available after the event? For how long?

Answer: Sessions will be available to registered attendees until December 31, 2020. But you **MUST** be registered to view this content on-demand. Attendees will also be able to explore and interact with sponsor profiles and the trade show until December 31.

TECHNOLOGY FAQs

Question: What platform will the BCWWA 2020 Virtual Conference & Trade Show be hosted on?

Answer: We will be hosting the BCWWA 2020 Virtual Conference & Trade Show on the PheedLoop virtual conference platform. Our receptions and round table discussions will be using Remo, and will be accessible directly through the conference platform.

Question: How do I log in?

Answer: BCWWA will be providing you with information on how to log into the platform closer to the date of the conference.

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

Answer: We do recommend the use of Google Chrome for the best experience. It is also important to note that the receptions will be held on a complimentary platform, where Chrome or Firefox are the browsers of choice.

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

Answer: Delegates will have ample opportunity to have video chats during the conference. The Networking area of the site provides the opportunity for one-on-one and group video and text chats with all the delegates and exhibitors. You will also be able to start video and text chats with exhibitors at their booth.

Question: Can I view the BCWWA 2020 Virtual Conference & Trade Show on a mobile device?

Answer: PheedLoop's virtual event system is best experienced on a laptop or desktop device, though it is responsive and compatible with tablets and smartphones. Tablets and smartphones are best suited for view-only experiences, as PheedLoop relies on several technologies that are best compatible with full browsers (e.g. video chats through PheedLoop Meet).

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

Answer: Yes, we will offer technological assistance throughout the conference. Staff will be available to help to address any questions you may have.

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

Answer: A general rule of thumb is that any modern browser and high-speed internet connection is all that's really needed. The best setup we've found is using Google Chrome on a laptop or desktop machine, with an internet connection offering at least 25 Mbps download speed. You can test your

internet speed [here](#). Google Chrome is most compatible with third-party plugins that events sometimes tend to integrate PheedLoop with.

Question: The sound of my session and/or sponsor video is not working or very faint, what do I do?

Answer: Everybody has different browser configurations and network settings/restrictions which, in extreme cases, may warrant trying a different browser and/or network just to have a clean environment to engage with PheedLoop through. In case something isn't working, we suggest:

Issues	Possible Solutions
Session is not yet live	Ensure you're viewing a session at the date and time that it is expected to be live
Access denied message	Some sessions are restricted to certain groups or ticket holder types, please contact the event organizer if you feel you should have access
Getting video, but no audio	Ensure your speakers are not muted, none of the controls on the stream (if available) are muted, and no other tab is occupying your audio channel
Microphone or webcam isn't working	Check to make sure you've granted the browser tab for the virtual event access to your microphone and webcam, this is usually toggled via a little video camera icon in your URL bar

In the event we have not answered your questions, please contact us at the email address listed below. We will address your concerns as soon as possible.

- contact@bcwwa.org