

# GRASFI 2021 ANNUAL CONFERENCE

## FREQUENTLY ASKED TECHNICAL QUESTIONS

- **Does it matter what type of device I access a session from? i.e., tablet, phone, etc.**  
Our virtual event platform is designed to work on all devices.
- **What browser should I use?**  
Our platform works on all major browsers. However, it works best on **Google Chrome** so, if possible, please download this in advance to have the best experience.
- **How do I ensure the best video experience?**  
Just like any livestream, there are things you can do to ensure the best viewing experience; make sure you have a strong internet connection, and close non-essential tabs in your browser. If you do experience buffering or your video freezes, reload the session page before contacting us.
- **I did not receive an SMS or email verification code.**  
First check your spam/junk folder for the email confirmation. Another option is to click on the "didn't receive code link" on the log in page to have it sent again. If you still have not received the email, please contact us at [grasfi2021@sustainablefinancealliance.org](mailto:grasfi2021@sustainablefinancealliance.org) and we will manually send this to you.
- **Find out what's on and at what time?**  
You can see a list of all sessions under the 'Sessions' tab on the virtual platform. You can also create your own personal schedule by clicking the 'add' button on each session description.
- **Watch live sessions?**  
Click on the name of the session you would like to watch. When the session starts you will see a 'join now' button on the session page. Click this to start the session.
- **Submit a question during a session?**  
On the session page you will see a Q&A icon to the right or below the video (dependent on screen size). Click this to open the Q&A window. Please note all questions are moderated.
- **Turn on captioning?**  
Closed caption (subtitles) and translation services are not currently available
- **Watch a session that I missed live?**  
All sessions are recorded (at the speakers' discretion) and will appear in the 'On-Demand Videos' tab found under 'All Sessions' shortly after the session end time.
- **Network with other attendees during the event?**  
Click on the 'Attendees' tab to see an alphabetical list of all delegates who have opted in to appear in the directory. Click on the 'Schedule Appointment' button to send them a message or request a zoom meeting.
- **Meet with more than one attendee during the event?**  
When you set up an appointment you will be able to add as many attendees to the invitation as you wish.
- **Update my profile within the platform?**  
Click on the circle with your initials in the top right corner of the screen. Click on 'View Profile'. Click on the pencil icons to edit the sections.

- **Allow/Stop other attendees from contacting me?**  
Click on the circle with your initials in the top right corner of the screen. Click on 'View Profile'. Click on 'Visible' or 'Hidden' under Visibility Settings.
- **Contact the Events Team if I have any problems?**  
Contact us at [grasfi2021@sustainablefinancealliance.org](mailto:grasfi2021@sustainablefinancealliance.org) and we will respond to your query as quickly as possible.
- **I cannot talk/turn on video**  
Audio and video is automatically turned off on all sessions. Sessions where discussion is encouraged will open audio at the appropriate time.
- **Why am I experiencing audio/visual delays?**  
Check your bandwidth speed to make sure you are not having issues with your connectivity. Logging out and logging back in and disconnecting from a VPN have also been found to help in this instance. Alternatively, please sign on to the session from a different device.
- **I can't hear the speaker**  
Check your computer volume or headphones or try exiting and re-entering the session. If this does not work, please click on the 'Help' button on the bottom right of your screen for assistance.
- **I can't play a pre-recorded video**  
This may occur due to several factors including internet speed and the type of media player you're using. Please ensure you are using your browser's latest update, and that your media player is not being blocked by a firewall or antivirus or malware software.
- **Why am I unable to ask or post questions?**  
Please try re-loading the session page or restarting your browser. Clearing your cache and cookies may also help.
- **When I leave the session room, I can no longer hear the speaker.**  
Your session experience is designed to be immersive. Just 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.
- **Why did I get logged out?**  
For privacy reasons, your login only remains valid for 72 hours. You will also be logged out after 24 hours of inactivity. You will need to request a new verification code once expired.
- **Can I share links to the virtual event platform?**  
Your registration only allows a single sign on at any one time.
- **I am getting "Website 404: Page not Found" error message.**  
The event platform runs best on Google Chrome. If you are using a different web browser, please try downloading Chrome and reloading the site. If you are still experiencing the error refresh your webpage, clear your cache and cookies, or try going into incognito mode.

### Miscellaneous

- **Are there any in-person elements to the event?**

No, this event will be run entirely online.

- **I have an urgent question. How do I get an immediate response?**

If you are in a session, please use the Q&A window in one of the sessions to contact one of our Event Managers. Otherwise please email us at [grasfi2021@sustainablefinancealliance.org](mailto:grasfi2021@sustainablefinancealliance.org) and we will get back to you as soon as possible.