Emergency Guide for Whova Organizers

QUESTIONS AND ANSWERS
Question and Topics

What if some attendees can't get into a Zoom session?

What if the host cannot start the live session?

What if attendees cannot hear the audio?

What if a speaker does not show up for their session?

What if the speaker cannot share their screen?

What if attendees use Q&A or Chat to ask inappropriate questions?
QUESTION 1 //

What if some attendees cannot get into a Zoom session on Whova?
Q1: What if some attendees cannot get into a Zoom session on Whova?

- Suggest that they refresh the Whova web app page and rejoin the session again, or access the session through Whova Mobile Apps.

- Check if your Zoom package supports enough participants:
  - You can upgrade your package to accommodate the correct number of participants.
What if some attendees cannot get into a Zoom session on Whova?

- Make sure the attendees **have cookies enabled on their browsers** so they can get through the CAPTCHA code.

- If the Zoom meeting or webinar has a password and if the link (you put on Whova) does not include the password, try **remove the passcode in Settings**. You can:
  a. Go to the Zoom website, find the meeting or webinar, and click Edit
  b. Uncheck the box next to Webinar passcode
What if some attendees cannot get into a Zoom session?

- **Disable “only authenticated users”**
  - Go to the Zoom website, find the webinar, and click Edit
  - Scroll to Webinar Options and uncheck the box next to “Only authenticated users can join”
What if some attendees cannot get into a Zoom session?

Check if the Zoom meeting is using the breakout room feature

- Zoom breakout rooms are currently only accessible through the Zoom app
  - If the session is currently in breakout rooms, tell the attendees **to use the Zoom client to join the session**
  - You can use Whova session reminders to send them the zoom link

![This window means you are in the breakout room mode](image)
QUESTION 2 //

What if the host cannot start the session?
Q2:// What if the host cannot start the live session?

- Instead of starting the session from the Whova web app, go directly to Zoom and start the session from there.
QUESTION 3 //

What if attendees cannot hear the audio?
What if attendees cannot hear the audio?

- Ask affected attendees to **re-join the session**
- Suggest that they **access the session through the mobile app**
- Have them **use the Zoom link** to open the Zoom client instead of through Whova
- **Put Closed Captioning on the video**
  - Go to Settings in the Zoom web portal and make sure you have Closed Captioning enabled
  - Once in the Zoom meeting, you can then choose to type the captions yourself, assign it to someone else, or use a third party service
What if a speaker does not show up for their session?
What if a speaker does not show up for their session?

- Ask the speaker to **pre-record a video of their session and send to the host** ahead of time in case of any issues.

- If this is not an option, you can also **have the speaker send you their slides before the event and be prepared to take over for them**.
What if the speaker cannot share their screen?
If the speaker is trying to share their screen through the Whova app, have them **directly use Zoom** to see if the screen sharing works, especially if they want to play a video.

- Also check Zoom settings to ensure that it allows others to share screens.

- Always ask the speakers to send their materials to the host before the event. The speaker can then deliver their talk while the host shares the slides in case of technical issues.
QUESTION 6 //

What if attendees use Q&A or Chat to ask inappropriate questions?
Whova’s moderating features will allow you to delete any questions and chats on Whova through the Moderator Tools on EMS.
Thanks

CONTACT US @WHOVA FOR MORE INFO