Virtual Seminars FAQs - Building the Spatially Enabled Organization

I did not receive a verification code e-mail. How do I join the the event?
First, make sure you are **registered** for the event. Once you are registered, sign-in to the virtual event platform **here** and enter your first name, last name, and e-mail used during the registration process.

Once you complete the previous steps, an e-mail with a verification code will be forwarded to you within the next 1 – 2 minutes (If you don't receive an e-mail, please check your spam folder).

If you still haven't received your verification code e-mail, try selecting the "***Didn't receive a code? Try again***" function on the virtual event platform to have the verification e-mail re-sent to you (If you don't receive an e-mail, please check your spam folder).

If you still don't receive a verification code e-mail after trying all the steps above, please e-mail us for further assistance at **seminars@esri.ca**

I didn't receive an e-mail with the access link to the virtual event.
First, make sure you are **registered** for the event.

Once you are registered, sign-in to the virtual event platform **here** and follow the steps to sign-in to the virtual event.

Why did I get signed-out of the virtual event platform?
For privacy reasons, you will automatically be signed-out of the virtual event platform after 24 hours of inactivity.

You will need to once again sign-in with your credentials via the virtual event platform **here** to proceed.

If you are facing difficulty accessing the platform, please e-mail us for further assistance at **seminars@esri.ca**

Can I share my access link to the virtual event?
Yes, absolutely! However, each attendee does require a unique log-in, as credentials to the event can't be shared.

Please proceed to register **here** – it's free!

How do I ensure the best attendee viewing experience?
As with any livestream, its always best to have a strong internet connection to ensure a quality picture.

It is also recommended to close any non-essential tabs on your browser to reduce video buffering or freezing.

If you do experience buffering or freezing, please reload your virtual event session by refreshing your browser.

When I leave the session room, I can no longer view or hear the speaker.
Just like an in-person session, if you leave the room you won't be able to see or hear the speaker. Therefore, in a virtual setting, if you navigate to another page on the virtual event platform - your session ends.

Simply navigate back into the previous session on the virtual event platform to continue your experience.