



Virtual Seminars FAQs – Utilities Virtual Leadership Forum

I did not receive a verification code. How do I get into the event?

First, make sure you are [registered](#) for the event. Once you request a verification code, we'll send it via email (if you don't receive it please check your spam folder). This process usually takes less than 30 seconds. If you still haven't received your verification code, try clicking "*Didn't receive a code? Try again*" link on the Attendee Hub login page. If you still do not receive the code, email us at: seminars@esri.ca.

I didn't receive an email to access the Virtual Attendee Hub.

First, make sure you are [registered](#) for the event. If you are registered, you can access the event via the '*Already registered? Login here*' button on the [event website](#) homepage.

Why did I get logged out?

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 expired. If for any reason you are having difficulty logging back in, please email us at seminar@esri.ca.

Can I share links to the Virtual Attendee Hub?

Yes, please feel free to share links, but in order for the recipient to access the event, they must first [register](#).

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. It also helps to close non-essential tabs in your browser. If you do experience buffering or your video freezes, reload the session by refreshing your browser.

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 can't 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.