Virtual Seminars FAQs – ArcGIS for Law Enforcement

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.

We recommend Chrome or Firefox as the preferred browser for this event.

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.