





For issues regarding the Virtual Attendee Hub including accessing the sessions, app or any additional Attendee Hub features, please contact Katie Cumby ([katie@meetingsinmotion.com](mailto:katie@meetingsinmotion.com)).

For any CEFLI-related questions, including obtaining a Certificate of Attendance template form (following your live attendance), please contact Nancy Perez: [NancyPerez@cefli.org](mailto:NancyPerez@cefli.org)

#### FAQ's:

- I am having trouble viewing the session video. What should I do? Try the following:
  - Refresh the page.
  - Log out and log back in [here](#).
  - Close out all browsers and windows.
  - [Test internet speed](#).
  - Try a different browser.
  - Disconnect from VPN.
- How do I ask the speaker a question?
  - Once you are in the live session, click the Q & A box on the right-hand side of your screen. You will notice that Q & A will be activated once the session begins. Type in your question and click submit.
  - My question is not displaying after I click submit?
    - Not to worry, the host will monitor the Q & A and, time permitting, will address each question.
- I live on the West Coast and missed the first session, how can I access the recording?
  - Each session will be recorded and available in the Virtual Attendee Hub following the conclusion of the session. Click into the session and select "Replay."
- I am looking to obtain CLE and/or CE credits by attending this event. How do I document that I attended the event?
  - While Annual Conference sessions have not been filed for CLE/CE credit, we are pleased to offer a Certificate of Attendance template form if you attended the live sessions and if you plan to self-submit for CLE or CE credit,. Please contact Nancy Perez ([NancyPerez@cefli.org](mailto:NancyPerez@cefli.org)) following the event to request the Certificate of Attendance template form.
- The Webex link to access the Annual Meeting of Members is not working:
  - Please ensure you are using [THIS LINK](#).

#### Sponsor/Exhibitor Engagement:

- Contact an Exhibitor:
  - Once in the Exhibitor's profile, click the "Contact Us" icon to connect with an Exhibitor. 
- Meet with an Exhibitor:
  - Click "Join Virtual Meeting" and a Zoom Meeting will open 
  - Note- the Exhibitor must be in their booth in order to be accessed.

Please see additional resources below:

- [Logging in to your Attendee Hub Website and App](#)
- [Why is my session video not working?](#)