



How To & Troubleshooting Guide

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Tech Support with the OWEA office is
available Monday - Friday 9 AM - 5 PM

Conference Attendee Online Portal

For the best experience use two devices - one for the online portal and one for the mobile app.

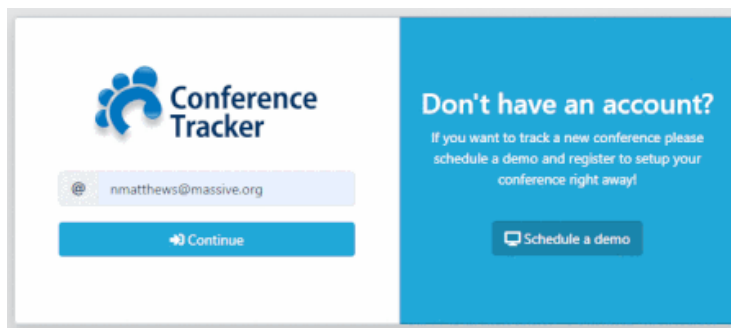
Conference Attendee Online Portal

This will be used to view technical sessions!

Logging In for the First Time

After visiting www.conftrac.com, you will be asked for the email that is tied to your Conference Attendee account.

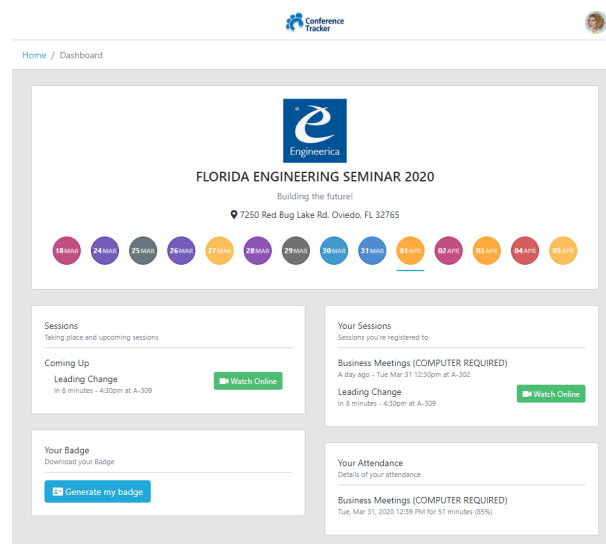
This is the email you used to register for this event. After entering this information, the conference you are registered to will be matched with your email and you will be emailed a password. After entering your password, you will be taken to your Conference Dashboard.



Attendee Dashboard

Once you have logged in to your account, you will be taken to your Attendee Dashboard. The Attendee Dashboard displays important information about the conference and allows you to edit your attendee profile as well.

On the top right corner of this page, you will see two icons, the Social Feed icon, and your Profile icon. Clicking on the Social Feed icon will show you a compact version of your conference's social feed. This social feed can be fully accessed by using our Conference Attendee App. The icon to the right of the Social Feed will either display your profile picture, or a circle with your initials. Clicking on this icon will allow you to update your attendee profile, change your password, link you to our support page, or sign out of your account.



Below this, you will see multiple sections called widgets that display helpful information. They are as follows:

- **General Information:** The first widget displayed is the General Information widget. This widget will show basic information such as dates of the conference.
- **Sponsors:** This widget will show you all of the Sponsors that make this conference possible. Clicking on any of the Sponsors will give you more information, such as contact information.
- **Exhibitors:** This widget will show you all of the Exhibitors. Clicking on any of the Exhibitors will give you more information, such as contact information and social media links.
- **Sessions:** Up next, we have the Sessions widget. This widget shows you all sessions with an online stream available. You will see a green icon next to the session's name labeled Watch Online. Clicking on this icon will take you to the Session Stream page. For more information on Session Streaming, click [here](#).

Conference Attendee Online Portal Continued

- **Your Sessions:** The Your Sessions widget will display all of the sessions that you are registered for. If any of these sessions have an online stream available, you will see a green icon next to the session's name labeled Watch Online. Clicking on this icon will take you to the Session Stream page. More information on streaming a session can be found below.
- **Your Badge:** Under the Your Badge widget, you can generate your conference badge. You do not need a copy of your badge for this virtual conference.
- **Your Attendance:** In the Your Attendance widget, you will be able to view all of the sessions you have attended so far in the conference. It will also show if you have an outstanding quiz that needs to be passed in order to receive credit.
- **Contact Us:** Here you will see information on how to contact OWEA.
- **Social Media:** The Social Media widget will display OWEA's social media links.

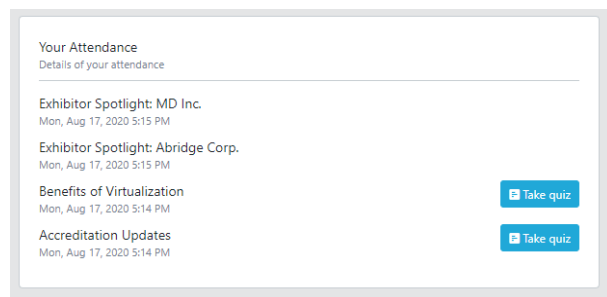
Streaming a Session

While on the Attendee Dashboard, Sessions will have a green icon next to the session's name labeled Watch Online. When clicked, you will be taken to the session's live stream page. Here, you will be shown some information about the session. Clicking on the button will check you into the session and display the video stream and the session's social feed, displayed on the right. You will be able to watch the session and interact with other attendees simultaneously! Once you leave this window or go to another session, your sign out time will be recorded, properly ensuring your attendance. Please note you must be present for at least 90% of the webinar, or 40.5 minutes of a 45 minute session **AND** pass the brief quiz at the end. If your desktop setup has multiple screens we suggest going down to one screen or a laptop to watch the session. Working off of a second screen and even a cursor on a second screen will negatively affect your attendance percentage.

Post Session Quiz

Completing and passing the post session quiz is mandatory to receive credit. Quizzes will only be triggered once you have attended a session. To take the quiz, simply visit the Attendee Dashboard on the web browser version of Conference Tracker. This can be accessed via a desktop/laptop browser, or a tablet/phone web browser. The quiz is not available on the Conference Attendee app. In the home page of the Conference Attendee Dashboard, you will see a section labeled **Your Attendance**, which will show all of the Sessions they have

attended. You will see a blue button labeled **Take Quiz**. Once you are finished with the quiz, you will be automatically graded. If you fail, you may retake the quiz up to three times. If you still have not passed the quiz after your third attempt you will need to rewatch the entire session. Please contact OWEA to reset your attendance if you need to rewatch the session.



Conference Attendee App

For the best experience use two devices - one for the online portal and one for the mobile app.

Conference Attendee App Manual

Thank you for using our Conference Attendee App! Attendees will need to use the Conference Attendee app for accessing the conference social feeds, viewing sessions offered, viewing the virtual exhibit hall and more! You can download and install the app from iOS App Store and the Google Play Store.



First Time Launch

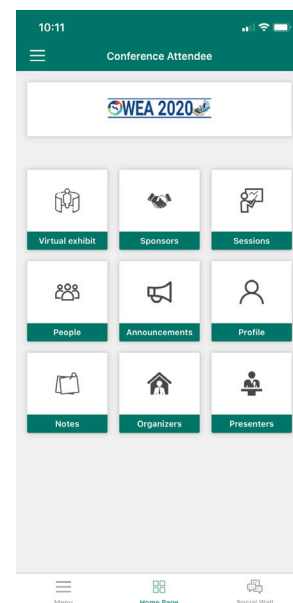
When launching your Conference Attendee app for the first time, you will be asked to log in to your account. The very first thing you will be asked for will be the email you used to register for the conference. After the system finds your account, you will be asked for your password. Once entered, you will be able to log in and access the Conference Attendee app.

If you do not know or remember your password, there will be a Password Reset link on the Enter Password screen. Using this simple process, you will be able to set up a new password and successfully log in to your account.

Home Page

Once logged in, you will be on the Home Page of the Conference Tracker app. At the bottom of this screen, you will see two tabs: Home Page (the current screen) and Social Wall. These tabs may change depending on what section of the app you are on. From this screen, you also have access to the Menu sidebar, which can be found by pressing the three-lined button on the top left corner of your screen. Note: For iOS users only, you will see a third tab on the bottom of this screen, the Menu button. This is a different way to access the Menu sidebar.

- **Menu:** The Menu page can be accessed by pressing the three-lined Menu button on the top left of the screen. This screen will show you all of the available sections of the app you can visit.
- **Home Page:** The Home Page can be accessed by pressing the Home Page button at the bottom of the screen. This screen will show you up to nine shortcuts to different sections of the Attendee App.
- **Social Wall:** The Social Wall can be accessed by pressing the Social Wall button at the bottom of the screen. In the Social Wall section, you can interact with other attendees of the conference by posting and sharing messages, files, photos, and videos! We will be learning more about how the Social Wall works in the following section.



Social Wall

By pressing the Social Wall button located on the bottom of your screen, you will be taken to the Social Wall for the conference. Here, you will see all currently posted messages, photos, and videos by other conference attendees. You can interact with each of these posts by either commenting or liking them, and you can even create your own!

Conference Attendee App Continued

- **Posting a Message:** To post a message on the Social Wall, press on the text box near the bottom of the screen that is labeled Post on this conference. You will then be allowed to write any message you would like to share. Once you are done, you can press the Paper Airplane button on the right of the text box to post your message.
- **Sharing a Photo, Video, File:** Located to the right hand of the text box near the bottom of this screen you will see a Green Plus sign button. This button will allow you to share a photo, video, document or note. When this button is pressed, you will see four categories to choose from:
 - **Camera:** Choosing the Camera option will open your device's camera and allow you to take a photo to post to the Social Wall.
 - **Gallery:** Choosing the Gallery option will open your device's Photos and allow you to choose either a photo or video to post to the Social Wall.
 - **Documents:** Choosing Documents will open your device's File Storage and allow you to choose a document to post on the Social Wall. Supported documents include: .doc, .xls, .pdf, .txt, .ppt, and many more!
 - **Notes:** Choosing the Notes option will allow you to share any Notes that you have taken with our Conference Attendee app. To find out more about Notes see page 7.
 - Once you have chosen your file, you can add a message and create the post by following the same directions as posting a message only.
- **Interacting with Other Posts:** At the bottom right corner of each post, you will see two icons: the Comment button and the Like button. Pressing the Comment button allows you to leave a message on their post while pressing the Like button will leave a Like on their post.
- **Visiting a User's Profile:** By pressing either the photo or the name of any of the users found on the Social Wall will take you to their profile on the Conference Attendee app. To view what can be done in each user's profile see page 7.
- **Refreshing the App:** From the Social Wall, swipe down from the top of the page in order to refresh the application. This will allow new updates to the application, including social posts, maps, new sessions, etc.

Menu

The Menu section will be your main tool to explore the Attendee app. While the Home Page will have shortcuts to some of the sections found on the Menu, the Menu will hold every single section found on your Attendee app. The Menu can be accessed by pressing the three-line icon on the top left corner of the app, or by swiping right from the left edge of your screen. Here, you will see all of the sections of the Attendee app. Note: For iOS users only, you will see a third tab on the bottom of this screen, the Menu button. This is a different way to access the Menu sidebar.

Info

In the Info section, you will be able to see general information about the conference, such as conference website, a brief description, and more!

Conference Attendee App Continued

Session Page

In the Sessions section of the app, you will be able to see all of the sessions the conference is offering. Pressing on any of the Sessions found on this screen will take you to their Session Info page, which lets you view important information about your Session, such as who is presenting it, and even access the Social Wall for that Session. On this page you will be able to join the stream and watch the session right from your mobile device!

Sponsors

In the Sponsors section of the app, you can view any companies that made this conference possible. By pressing on any of these company names, you will be able to view the company's information, such as website, social media links, representatives and much more! At the bottom of each Sponsor's page, you can also view their main contact, request more information or even schedule an appointment with a company representative.

Exhibitors

The Exhibitors section of the app will show you all of the registered companies and exhibitors at the conference. By pressing on any of these company names, you will be able to view the company's information, such as booth location, website, social media links, representatives and much more! At the bottom of each Sponsor's page, you can also view their main contact, request more information or even schedule an appointment with a company representative.

Virtual Exhibit

The Virtual Exhibit allows you to quickly view all promotional content added by every Exhibitor at your conference. You will be presented a list of promotional content in a slideshow format. If you would like to see more information about the company promoting this content, simply press the View More Information button or the Information Circle Symbol on the top right corner of your screen. In order to skip to the next Exhibiting Company, swipe left on your screen.

Announcements

In the Announcements section, you will be able to view all announcements that have been sent by OWEA. Announcements usually have important updates about the conference. If you press on any of the announcements found on this section, you will be taken to the full announcement's message.

People

In this section, you are able to view all of the individuals attending the conference. The default view will list all of the attendees in alphabetical order. You can also view the Social Ranking for the Attendees by pressing on the Ranking tab found at the bottom of this page. The more interactions a person has with the Conference Attendee app, the higher their score will be in this section. Actions such as posting messages and sharing files will increase your ranking!

By pressing on a person's name, you will be taken to that user's profile page. The profile page will show you most of their basic information, such as contact information. At the bottom of each user's profile page, you will see additional tabs that will allow you to perform different actions with this attendee:

Conference Attendee App Continued

- **Information:** The Information tab is the default screen we are currently viewing. This screen shows basic contact information for the user.
- **Social Wall:** The Social Wall tab will take you to that user's specific social wall. This is similar to the main conference's Social Wall, except it pertains to each user. You can more specifically share a message with the chosen user through this Social Wall, but note that these messages will still be public. To find out more about what you can do with a Social Wall on pages 4-5.
- **Shared Files:** The Shared Files tab will show you any files that the user in question has posted on a Social Wall. This tab may not appear if the individual has not shared any files.
- **More:** The final tab at the bottom of a user's page will allow you to send the user a private message, schedule an appointment, or report the user as inappropriate.
- **Messages:** Pressing on "Messages" will bring you to your direct messaging page for the Attendee App. Here you are able to privately message anyone that is attending the conference. If you have any active conversations, they will be listed on this page.
 - Click on the Plus sign button on the top right corner of the page, and this will bring you to the page to compose your message. Search/Choose the individual that you want to message, click Go, and then write the message for this person.
 - You can include text/files/photos in your message by pressing the Plus icon to the left of the message text box.
 - Click the Send icon to the right of the message text box in order to successfully send your message.

Profile

The Profile section allows you to edit your personal profile for other Attendees to view. Here, you can edit your basic contact information, a profile photo, and your company information. On the bottom of the page, you will see two additional tabs, the Networks tab, and the Bio tab. The Networks tab allows you to display any of your social media profiles for other Attendees. The Bio tab allows you to add a biography for your personal profile.

Attendance

By visiting the Attendance section of the app, you can view which sessions/workshops you've signed-in to. By pressing on any of the sessions listed in this section, you will be able to view your sign-in/out times with more detail.

Notes

The Notes section allows you to take private notes for yourself to refer to at a later time. The initial screen displays all of your available notes. Press on the "+" button (iOS Users: located on the top right corner. Android Users: located on the bottom right corner) to create a note. On the following screen, you can change the title of the note, change the color of the note, and categorize the note by either General or by a specific Session. You can input any text you would like to save in the main body of the note. Once you are finished, you can press the back arrow found on the top left corner of the screen and it will save your Note.

Conference Attendee App Continued

My Files

In the My Files section, you will find all the items that you have uploaded to the Attendee App, such as files and photos.

About

When pressing the “About” section, a pop-up window will be displayed with information about the application, such as Build Version and our home page for more information!

FAQs

Q: I DON'T KNOW WHAT EMAIL I NEED TO LOGIN TO THE ONLINE PORTAL AND/OR MOBILE APP. WHERE CAN I FIND THIS INFORMATION?

A: This is the email used for your registration on ohiowea.org and where you would have received an Event Confirmation email. If you are still unsure you can contact the OWEA office from 9 AM - 5 PM Monday through Friday and we can look up the email address used.

Q: I DON'T REMEMBER MY PASSWORD FOR THE ONLINE PORTAL AND/OR MOBILE APP. WHERE CAN I FIND THIS INFORMATION?

A: Please use the "Forgot Password" feature shown after entering your email address. You will be sent a password reset email. This email will **not** come from OWEA but Conference Tracker or Engineerica Systems. Please check your spam and/or junk folder if you do not see the email.

Q: MY EMAIL HAS CHANGED SINCE I REGISTERED. WHAT DO I DO?

A: Please email info@ohiowea.org and we can change your email address.

Q: I SAW AN INAPPROPRIATE POST. HOW CAN I REPORT IT?

A: On the right hand side of every post there are three dots. Click on these dots and report the post. This will prompt OWEA staff to review the content and remove it if necessary.

Q: A COURSE I ATTENDED IS NOT SHOWING ON MY ATTENDANCE REPORT. HOW CAN I GET IT ADDED?

A: Please first make sure that you have attended at least 90% of the session on your active, main screen. i.e. not minimized. It is also required to pass the quiz at the end of each session. If you did not complete one or both of these requirements you will need to re-watch the session and can do at any time before 11:59 PM on September 23rd. If both of these requirements have been met you can contact the OWEA office from 9 AM - 5 PM Monday through Friday and we can look into it further.

FAQs Continued

Q: WHERE DO I FIND THE QUIZ AFTER I HAVE ATTENDED A SESSION?

A: The quiz can only be accessed through the web portal on a computer, tablet, or smart phone. It cannot be accessed through the attendee app. On the web portal you can locate the quiz on your attendee dashboard under the section labeled Your Attendance. There will be a blue button to start the quiz.

Q: I REGISTERED AFTER THE TWO WEEKS STARTED. WILL I BE ABLE TO VIEW SESSIONS PAST SEPTEMBER 23rd?

A: No. Regardless of when you registered for the conference all access to sessions ends at 11:59 PM on September 23rd.

Q: WILL I BE GETTING A CERTIFICATE OF ATTENDANCE FOR THIS EVENT?

A: Yes. Please allow until October 7th to receive an electronic certificate in your email. If you have not received a certificate by this time please contact the OWEA office from 9 AM - 5 PM Monday through Friday.

Q: WILL THESE HOURS BE UPLOADED TO OEPA'S EBUSINESS WEBSITE FOR OPERATORS?

A: Yes. Please allow until October 15th for these hours to appear in your eBusiness account. If you believe there are any discrepancies in your attendance please contact the OWEA office from 9 AM - 5 PM Monday through Friday. Please contact the office ASAP as we cannot make changes to your eBusiness account more than 30 days after the end of the virtual conference.

Q: CAN MY COWORKER WATCH THE SESSIONS WITH ME AND EARN CREDIT?

A: No. Every person must log in to their own account to view the sessions on their own device.

Q: CAN MY COWORKER AND I SHARE THE SAME LOGIN INFORMATION?

A: No. Every person must log in to their own account to view the sessions. If you are using a communal computer you must log into your account with your email address. Failure to do so will result in no credit being given.

FAQs Continued

Q: WHAT HAPPENS IF I FAIL A QUIZ AT THE END OF THE SESSION?

A: You can retake the quiz up to three times. If you fail the quiz on your third attempt you will need to watch the session again. In order to rewatch the session you will need to contact the OWEA office to reset the session if you need to rewatch the session.

Q: WHAT DEVICES CAN I USE?

A: You can use a desktop, laptop, tablet, or smart phone. For the best experience, we recommend you use both your desktop or laptop for the online portal **AND** tablet or smart phone for the mobile app. The social feed and virtual exhibit hall are only accessible through the attendee app.

Q: WHAT IF I NEED TO LEAVE IN THE MIDDLE OF A SESSION?

A: The software will record the time you left and you can log back in to finish the session at your convenience during the Virtual Conference. If you do not return and finish the session and pass the quiz before September 23rd at 11:59 PM then you will not receive credit for that course.

Q: WHEN CAN I ACCESS THE SESSIONS?

A: You can access the sessions 24/7 from 12:00 AM on September 9th through 11:59 PM on September 23rd. Join whenever it best fits your schedule whether that's during your working hours, 3 AM, or a weekend. Please keep in mind that technical support is only available Monday - Friday from 9 AM - 5 PM.

Q: DO I NEED TO WATCH THE SESSIONS ALL IN ONE SITTING?

A: No. You can watch as many or as few as you would like in one sitting and log in and out as it suits your schedule. If you only have time for one 45 minute session a day, that's not an issue. You can even pause a session midway through and return to finish it later.

Q: IS MY WEBCAM ON DURING THE VIRTUAL CONFERENCE?

A: No. The system in no way accesses your webcam.

FAQs Continued

Q: IF I PASS THE QUIZ WITHOUT WATCHING THE SESSION WILL I GET CREDIT?

A: No. Attendance is tracked both by the quiz as well as the amount of active time spent in the session. You must watch at least 90% of the session AND pass the quiz in order to receive credit.

Q: I DISAGREE WITH A QUIZ ANSWER. WHAT SHOULD I DO?

A: The questions and answers are based on the best of the speaker's knowledge. You may take the quiz up to three times to give you the opportunity to change your answer.

Q: HOW DO YOU KNOW I AM WATCHING THE SESSION?

A: The program can detect if the session is on your main screen. If you work off of more than one screen we suggest you go down to one screen or a laptop to watch the sessions. If you minimize the screen to check an email, etc. the program will mark you as inactive for that time.

Q: I DON'T HAVE A SMARTPHONE. HOW DO I ACCESS THE APP?

A: The app can be downloaded on any device with an App Store or Google Play store so you can also access the app on a tablet, iPod, or similar device.

Q: WHAT IF I NEED TO USE THE RESTROOM OR TAKE A PHONE CALL DURING A SESSION?

A: We suggest you pause the session while you are away from your computer or distracted. You may miss the answer to quiz questions and you must pass the quiz in order to receive credit.

Q: CAN I MULTI-TASK DURING THE SESSION?

A: We do not advise multi-tasking. If you are using a second screen or minimizing the window the software will detect that you are inactive. You must be active for at least 90% of the session to be eligible for credit. If you are using a second device, such as your phone, you may be distracted and miss answers to quiz questions. Passing the quiz is also required in order to receive credit.

FAQs Continued

Q: IF I WATCH A SESSION MORE THAN ONCE CAN I GET DOUBLE CREDIT?

A: No. You can only receive credit once per session.

Q: WHEN I PULL UP CONFERENCE TRACKER IT BRINGS UP MY CO-WORKER'S ACCOUNT. WHAT SHOULD I DO?

A: You can log out through the drop down menu in the top right corner. Please make sure you are logged in to your account for each session and log out at the end of your session on shared computers to avoid credit being given to the wrong person.

Q: WHAT HAPPENS IF I LOSE INTERNET OR POWER DURING A SESSION?

A: Conference Tracker will save where you the presentation left off. You can log back into your account to finish watching the presentation and take the quiz.

Q: IF I REGISTER LATE DO I GET A DISCOUNT?

A: No. Due to the flexible nature of this event we are not offering a discount for only attending part of the conference. You can still earn all 9 contact hours with a late registration.

Q: I ONLY WANT TO WATCH ONE SESSION. CAN I PAY A PER SESSION RATE?

A: No. Registration is only available in a full conference package.

Q: I NEVER LOGGED IN TO CONFERENCE TRACKER. CAN I GET A REFUND?

A: No. Due to the flexibility and nature of this event, no refunds are offered once the event begins. 50% refund is available up to 3 days prior to the start of the event.

Q: DOES THE APP ALSO CLOSE ON SEPTEMBER 23RD AT 11:59 PM?

A: The social feed and the virtual exhibit hall on the app will be available for a brief time after September 23rd. Everything else will close at 11:59 PM.

FAQs Continued

Q: CAN I ACCESS SESSIONS ON DIFFERENT COMPUTERS? I.E. MY HOME AND WORK COMPUTER?

A: Yes! You can switch back and forth between different devices as often as you need. You will just need to log in to your account.

Q: CAN I DOWNLOAD MY ATTENDANCE CERTIFICATE FROM THE APP OR THE WEB PORTAL?

A: Not exactly. On both the web portal and the app there is an area to view your attendance. If you need to turn in documentation to your employer ASAP you can take a screenshot of this listing but it not an official attendance record. The official certificate will be emailed out by October 15th.

Q: HOW ARE YOU ABLE TO PUT ON THIS EVENT AT SUCH A LOW COST?

A: Thanks to the support of our sponsors we are able to bring you this low cost virtual event.

Q: WILL YOU BE HAVING A VIRTUAL CONFERENCE IN 2021?

A: We plan to have an in-person One Water Conference on July 26-29, 2021 at the Duke Energy Center in Cincinnati, OH. We are considering a virtual option after the in person event next year.