

Virtual National Service Training FAQ

What time zone is the agenda listed in?

All the times for the National Service Training — Virtual event are listed in Eastern Time.

How do I log in to the Whova platform?

Go to the [Whova platform](#) and log in using the email address you registered for the event with. If it is your first time accessing Whova, you will create a password. ASC staff do not know your password or have access to reset it, so you will need to contact Whova support if you need assistance with your password. If you do not remember what email address you used to register for the event, [email us](#) and we can tell you.

Do I need any special software for the event?

No! All you need is a smart device and an internet connection. Everything you need is in the [Whova platform](#), which you can access via an internet browser or through the [Whova app](#).

How will I find the workshop links?

Approximately five minutes before a session begins, a link will appear in the Whova event platform for you to click. When you click the link, the Zoom meeting will open in a new window in your browser or via the Zoom app on your device, depending on your device's settings. Please note that workshop sessions are first-come, first-served with a 100-participant limit.

Will I have the ability to chat and ask the presenters questions live in the workshops?

Yes. Each presenter will determine how they utilize the chat function during their workshop. (Example: answering questions as they arise versus having a specific Q&A period.) Please use the chat feature within zoom during workshop sessions instead of the Whova workshop chat option.

Where can I access the workshop materials?

Workshop materials will be available within the Whova event platform and via [Google Drive](#).

Will the sessions be recorded and available after the close of NST Virtual?

Yes, registered attendees will have the ability to access recordings via the Whova event platform. Recordings will be uploaded to Whova following the event, and available for approximately 30 days after the event.

How will the ASC speed networking event work?

Think speed dating but with national service colleagues. The Whova platform will randomly assign you a table with three other attendees. You'll have five minutes to introduce yourselves and chat. Once the five minutes is up, you'll automatically be sent to another virtual table with different attendees. Watch this [short demo of speed networking](#) for more information.

Besides attending sessions, how else can I get involved during the event?

We have many ways for you to engage throughout the event, including:

- Win a prize by being active in the Whova platform! Under the Win a Prize tab, you'll find two contests: Leaderboard and Passport. We will be awarding gift cards to three winners from each contest.
- Watch our [National Service Training testimonial videos](#) on YouTube for inspiration from AmeriCorps members and alums.
- Share what you're learning on social media using @statecommission and #NationalService.
- Take a photo in our [virtual photo booth](#) or upload one to the Photos tab in Whova.
- Post in the chat or respond to one of the prompts in the Community tab.
- Join or schedule a virtual meet-up in the Community tab. We ask that attendees only schedule meet-ups during breaks or before/after each day's programming.
- Listen to our [event playlist](#) on Spotify.
- Visit the Exhibitors tab to meet our sponsors and learn about their services.

What should I do if I need assistance troubleshooting technical issues or have questions about the Whova platform?

We recommend that you troubleshoot any issues using the Whova guides (found under the Resources tab in the Whova platform) or by emailing [Whova tech support](#). If you are not able to resolve your technical issues through Whova, please [email us](#) or use the Ask Organizers Anything forum in the Community section, but do note that our staff may not be readily available to respond as we will be hard at work running the event.