

# National Service Training FAQ

## **What time zone is the agenda listed in?**

Eastern

## **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. The keynote sessions will have room for all attendees.

## **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 networking event work?**

Join your colleagues for Zoom networking on Wednesday, May 15 at 5pm ET. The link will be available on the agenda. When you join the Zoom meeting, the main room will allow you to connect with all attendees. There will also be a variety of breakout rooms available based on topics of interest. Join the breakout room of your choice for discussion and networking, and

feel free to switch to other rooms as you are so inclined. You're welcome to join for the full hour or for as much time as you're able.

### **What are the Affinity Group Meet-ups?**

On Tuesday, May 14 at 5pm ET, ASC is hosting opportunities for our affinity groups to gather. ASC supports affinity groups for program and commission staff who identify as BIPOC, LGBTQIA+, and/or people with disabilities. You can join these meet-ups by clicking the Zoom link on the agenda. You do not need to currently be a member of one of ASC's affinity groups to attend a meet-up, but we do kindly ask that you only attend a meet-up if you identify with the associated affinity group. [Learn more or sign-up to join an affinity group.](#) (You do not need to do this attend the NST meet-up.)

### **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! We will be awarding gift cards to the winners of the leaderboard, photo, and trivia contests.
- Share what you're learning on social media using @statecommission and #NationalServiceTraining.
- 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.