TEACHING KITCHEN RESEARCH CONFERENCE

November 11-12, 2020 | Virtual Conference

www.tkresearchconference.org

HARVARD T.H. CHAN | **SCHOOL OF PUBLIC HEALTH**
Department of Nutrition

The Teaching Kitchen Research Conference Attendee Guide

This guide will help you to join the Teaching Kitchen Research Conference from your desktop, instructions on how to access all relevant event information, and get the most out of the networking features. The guide is broken into 3 parts for easier navigation:

1. Joining Your Event
2. Navigating the Virtual Experience
3. Frequently Asked Questions

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1. Joining Your Event

Step 1. Open the Virtual Experience Link: Click the link below to open the virtual platform. You will need to open the link on your PC or laptop.

https://ve.attendify.com/index/1sd4wc/s_1sd4wc/

📌 Please use **the latest version** of one of the recommended browsers for the best attendee experience:

Chrome   Firefox   Edge   Safari

*🗒 Please note, you don't need to go to **attendify.com** and sign up to join the conference — this website is strictly for the conference organizers. This is a common confusion that happens among attendees. **Instead, please use the link provided on page one of this guide.***

Step 2. Enter the email address you used to register for the conference. This is also the email address where you received the login instructions. Click "Next" to continue.
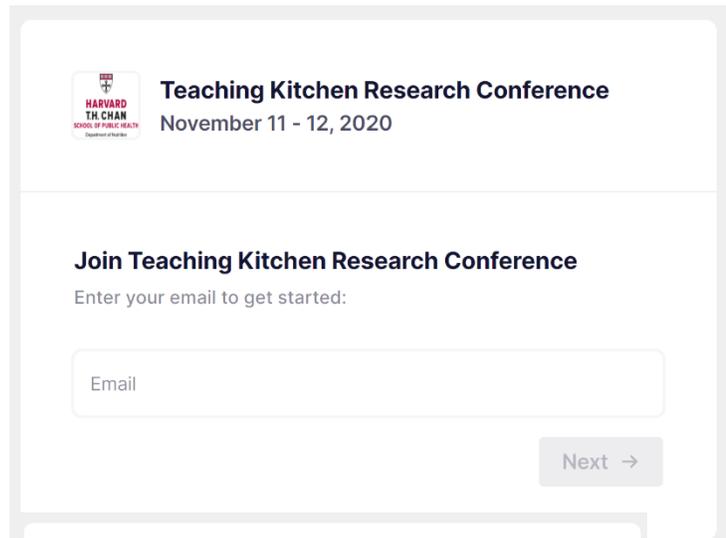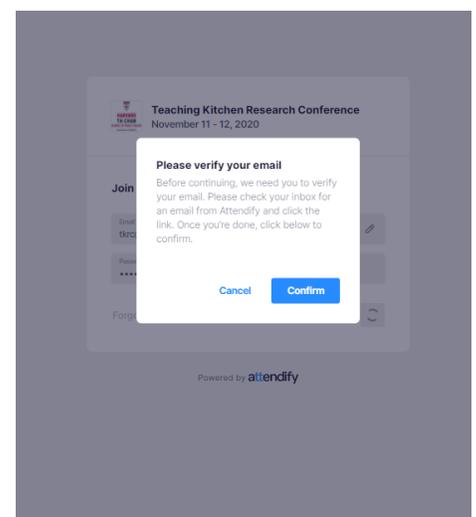

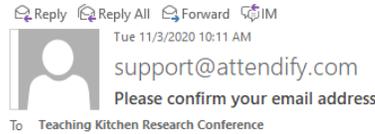**Step 3. Create a password, agree to Attendify's terms and conditions, and click "Create Account".**

Step 4. Verify your email. Once you have created a password you will get the following prompt to verify your email address. PLEASE NOTE: You will not be able to proceed until this step is completed.

Your confirmation email will be sent from support@attendify.com with the subject line "**Please confirm your email address**". You will need to click on the link within the email to confirm your address and continue. The verification email will be sent to you immediately, so please refresh your email and check your junk/spam/clutter folders if you do not see it in your inbox.

Step 5. Create a profile: Next, complete your profile by adding a photo, objective for attending the conference and your contact information.

This will be shared with your fellow attendees to help foster networking opportunities.

Click "Save" and you are in! 🎉

2. Virtual Experience: Video Guide

We have also created this quick video guide that explains how to use the Virtual Platform: [Click here to view.](#)

3. Troubleshooting

Q1: I cannot bypass the event code screen, the webpage reloads, and asks for the event code again. What should I do?
A: In that case, your browser, VPN, or an adblocker prevents you from moving forward. The below troubleshooting tips must help:

- please make sure you use the latest version of one of the following browsers: Chrome, Safari, Edge, Firefox
- please disable any adblockers and VPNs. They can be installed as browser extensions or desktop apps. Ad blockers can also be a part of your antivirus software - make sure the program has a web shield disabled.
- as an extra step, you can switch to the Incognito window and try to connect through another non-corporate network.

Q2: I tried to log in but received a "Restricted access. Please contact the organizer." error message. How can I get in?
A: The event you are trying to access is restricted by an attendee list. The error occurred because the email you have typed in is not included in the list. Please make sure that you *a)* are using the same email address you have registered with for the event; *b)* you are typing in your email address correctly.
Reach out to your event organizer directly if still receive the same error message.

Q3: Every time I am trying to get into the desktop version, I am getting kicked out of the event. Why?
A: For security reasons, you can't be logged in on two separate browsers or two different machines at the same time. Please make sure to close the event link on other browsers and/or computers.

Q4: I am using Safari and have no audio when watching sessions.
A: By default, Safari blocks the auto-play for audio content. In order to change the auto-play settings on Safari, please select *Allow Auto-Play* under *Settings for this Website* in your browser as shown below:
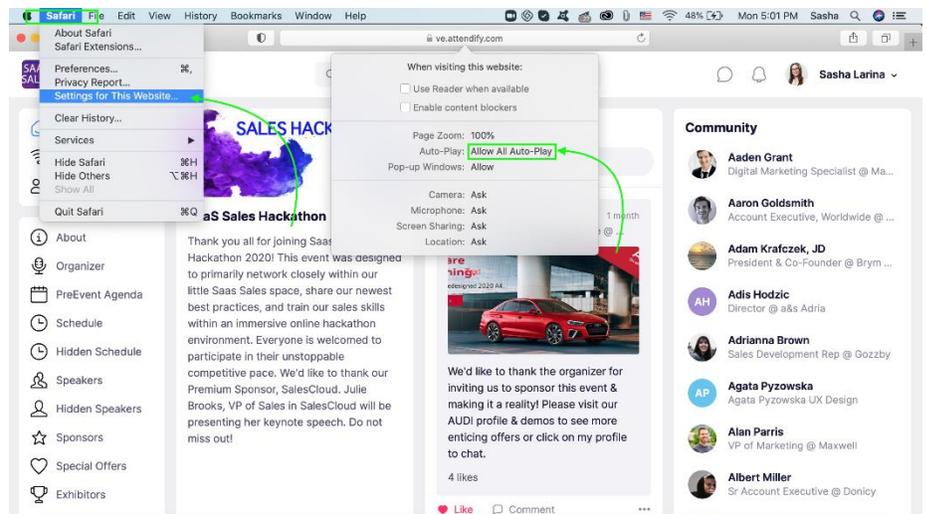
Have further questions about using the platform? If you need help prior to the conference, contact tkrc@conferencesolutionsinc.com or call 503.244.4294 ext 1002. If you need assistance during the conference, visit the virtual help desk, located in the agenda.