



# 2020 Virtual Crime Victim Law Conference

www.victimlawconference.org | November 14-15, 2020

## TECH HELP GUIDE

If you are having technical difficulties, please read the help guide below. If you are still unable to resolve your issue, please call the tech helpline **503-622-9494**.

**General questions about Whova?** Go to <https://whova.com/pages/whova-app-user-guide/>

### Can't Open Desktop App/Blank Screen/Audio Issues when in session

1. If you have issues opening up the desktop app or have issues with audio while connecting to a stream, please ensure that you **have opened the desktop app in Chrome**. You can download Chrome at <https://www.google.com/chrome/>. If you are using Chrome, please ensure **cookies are enabled**.
2. If you have joined/rejoined a session and don't see the speaker/video, leave the session, refresh the Whova desktop link or restart Whova app, and try to join the session again.
3. If you are still having issues with a session, please contact the tech helpline at **503-622-9494**

### How do I access the conference on the desktop?/How do I download the web app instead of the mobile app?/Do I need to download the mobile app to attend?

1. You do not need to download an app to access the Conference on desktop, Please use **Chrome** and navigate to this link to access the Conference on your desktop: [https://whova.com/portal/webapp/cvllc\\_202006/](https://whova.com/portal/webapp/cvllc_202006/).
2. Attendees do not need to download the mobile app. The desktop app and mobile app have the same functionality.
3. Please ensure that you have **cookies enabled** in Chrome.

### Invalid Username/Email Address/Forgot Password

1. Attendees must log in using the same email address they used to register.
2. If you forgot your password, please click this link for help: <https://whova.com/faq/how-do-i-get-my-password-back/>
3. If you are unsure of the email address that you used to register please call the tech helpline number for assistance: **503-622-9494**.

### Issues with Cameras or Mics

If you are having issues with your camera or microphone, please see the screenshots below for troubleshooting tips. **Please note**, only **Facilitated Roundtable** sessions will allow for attendee audio/video participation unless otherwise indicated by the session Speaker.



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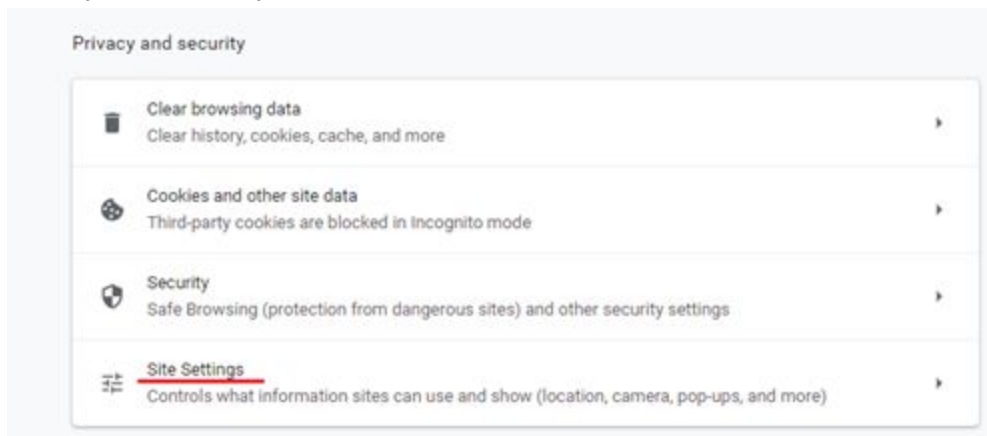
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## Chrome access to Mic and Camera

- Settings



- Privacy and Security

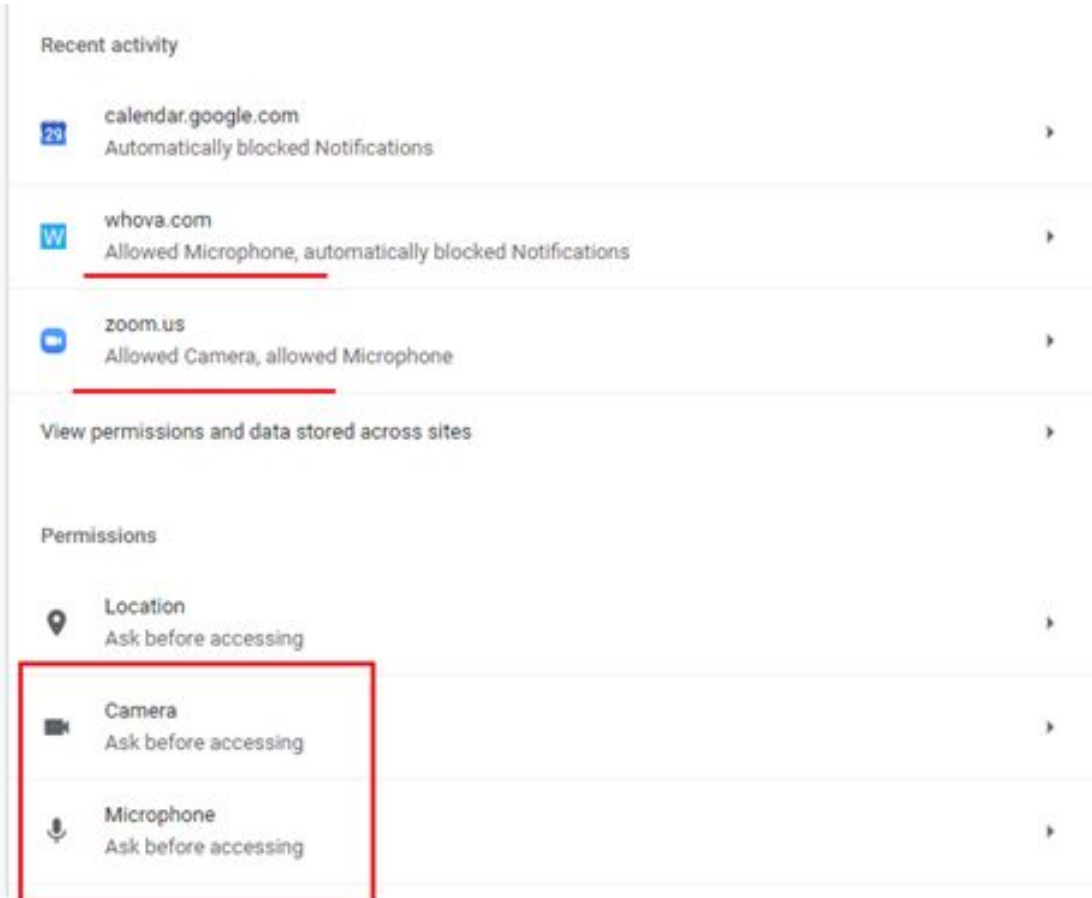




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### Permissions



### Windows access to Mic and Camera

You can also see which apps are currently using your camera or microphone or have recently accessed your camera or microphone by going to Start > Settings > Privacy > Camera or Start > Settings > Privacy > Microphone.




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## Mac access to Mic and Camera

### Control access to your camera on Mac

Some apps and websites can use your camera to take photos or video. You can decide which apps are allowed to use the camera on your Mac.

1. On your Mac, choose Apple menu  > System Preferences, click Security & Privacy, then click Privacy.
2. Select Camera.
3. Select the tickbox next to an app to allow it to access your camera.

Deselect the tickbox to turn off access for that app.

If you turn off access for an app, you're asked to turn it on again the next time that app tries to use your camera.

## Profile Privacy Settings

Attendees have the ability to **change and customize their profiles**. If you would like to add or remove information from your profile, open the Whova app and access the "More" tab under "My Profile." Attendees can also **opt out from the attendee list**. To do so, access the Whova app and go to "More" → "Settings" → "Profile Visibility" to turn it off.