

## **ATRA Symposium 2021 – FAQ's**

### ***Do I need to download the Whova app and create an account?***

Yes, you do need to download the Whova app and create a Whova account to participate in the 2021 virtual Symposium. There is the option to use the web or mobile version for the duration of Symposium. Check out Whova sooner than later to start engaging with other delegates, presenters and exhibitor's. The Whova platform provides lots of exciting opportunities for networking and engagement! There may even be some prizes for the most engaged!

### ***Do I need to download Zoom and create an account?***

Yes, all sessions will be through Whova with a Zoom link to ensure the best experience possible. Please do this in advance to save yourself stress and time on the day of.

### ***How Do I Login?***

Open Whova either through the mobile app or the web version, ensure your account is created in advance and join your session. This link will provide you with all the Whova details:

<https://whova.com/pages/whova-app-user-guide/?source=ems>

### ***I am registered for the event but not for individual breakout sessions, how do I do that?***

Registration for each breakout session can be done through the Whova app in advance to build your calendar of sessions OR you can also choose to join a session on the day of, whichever is your preference. There will not be "room limits" so you can sit back and relax knowing you can attend your chosen session.

### ***Can I navigate other areas of the internet when I am logged into a Symposium session?***

NO! Please ensure you keep your session OPEN throughout the duration, if you move away to another page to take a peek at your email or a scroll through the 'gram you will no longer be noted as in attendance of the session and will not get CEU's.

**\*\*THIS IS VERY IMPORTANT\*\*** - stay logged in to the entire session and do not navigate away from the page if you want to get your CEU certificates, we will provide plenty of reminders of this but will not be able to retroactively fix this if you navigate away as attendance and certificates are all automatically generated.

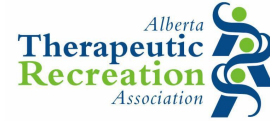
### ***How Do I Login for the Social Events?***

If you have registered for a social event you will receive an email from the social committee 1-2 weeks prior to Symposium with all information needed to participate. If you miss the email please notify us at

[atra2021@alberta-tr.ca](mailto:atra2021@alberta-tr.ca)

### ***I am not registered for the Symposium but am an ATRA member and want to attend the FREE Professional Advancement Session, as well as the AGM and Awards Ceremony. How do I participate in these sessions?***

An e-blast will be sent to all ATRA members two weeks prior to the event with the links to join the AGM, Awards Ceremony, and the Professional Advancement Session. If you have registered for the Symposium, you will have access to all of the sessions through Whova.



### ***What Should I Wear?***

This is the year of the most comfortable Symposium EVER! Wear whatever you want, you can even stay in your PJ's all day! You will not be on camera (unless you choose to turn it on during a session, but you do not have to) so be as comfortable as you would like!

### ***How Many CEU's Will I Get?***

ATRA's 2021 Symposium will provide 10.5 hours of continuing education unit's (CEU's) under the ATRA Continuing Competence Program. If you're an ATRA member don't forget to add this to Your Personal CEU Report through the ATRA website. If you are a CTRS, see question further down.

### ***How Will You Know I Attended the Symposium?***

The magic of technology! Whova in conjunction with Zoom track attendance throughout. As noted above you cannot navigate away from the session page otherwise your attendance will no longer be tracked. Keep the session open in your browser at all times to receive CEU's.

### ***What If I am Getting Together in a Small, Physically Distanced Group?***

That's great! We know our members are aware of all restrictions and cohort rules around COVID-19. However, if you are getting together in a group, each delegate \*MUST\* login to each individual session on their own device. This is how your certificate of attendance will be generated. If you do not login to each session you will not receive a certificate. We have no way of going back and re-generating one if you miss logging in, this is very important, please login to each session so you can get your CEU's!

### ***What If I am a CTRS delegate?***

You will have paid an extra fee to receive your CEU's as a CTRS delegate, this means you have been certified through the National Council for Therapeutic Recreation Certification (NCTRC) and you will have an NCTRC number. If this is you, you will have also received another email with links to Survey Monkey to add your START and END code for each session. You will need to be on time and stay for the duration of each session to receive these codes. We will not be emailing these codes out or sharing them again after the initial time, so please make arrangements to ensure you do not miss these!

**Any technical questions or needs during Symposium ONLY (October 21<sup>st</sup> and 22<sup>nd</sup>), please contact our IT Specialist, Kris from Calgary Show Services at [info@calgaryshowservices.com](mailto:info@calgaryshowservices.com).**

**Any other questions please email [atra2021@alberta-tr.ca](mailto:atra2021@alberta-tr.ca).**