



**On Demand On Demand**

**September 15-30, 2022**

# **How To & Troubleshooting Guide**

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**Tech Support with the One Water office is  
available Monday - Friday 9 AM - 5 PM**

## How To & Troubleshooting Guide

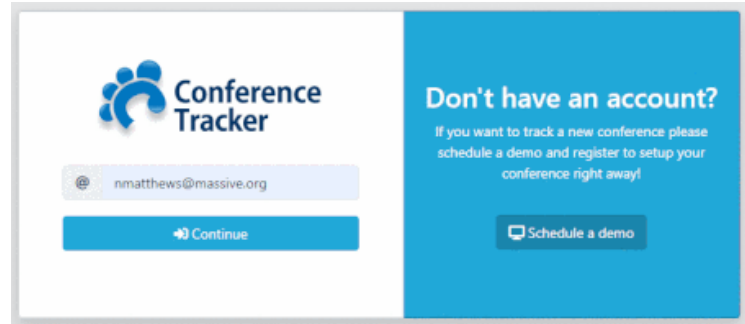
### Conference Attendee Online Portal

#### Conference Attendee Online Portal

This will be used to view technical sessions!

#### Logging In for the First Time

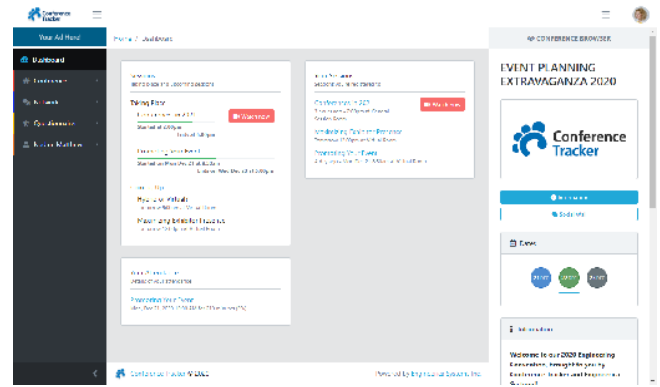
After visiting [www.conftrac.com](http://www.conftrac.com), you will be asked for the email that is tied to your Conference Attendee account. This is the email you used to register for this event. After entering this information, the workshop you are registered to will be matched with your email and you will be emailed a password. After entering your password, you will be taken to your Attendee Dashboard.



#### Attendee Dashboard

Once you have logged in to your account, you will be taken to your Attendee Dashboard. The dashboard is divided into three sections:

- **Dashboard Screen:** In the middle of the screen you will see your main Dashboard screen. Here, you will be able to see sessions, your recorded attendance, and much more! The information will be displayed in a set of organized widgets:
  - **Sessions:** In the Sessions widget, you will be able to view all sessions. To view the session, click the Watch Now button next to their title.
  - **Your Sessions:** This widget will show the sessions you are registered for, which is all of them!
  - **Your Attendance:** After you have participated in one or more sessions, the Your Attendance widget will display a summary of your session attendance. You will also be able to see which Quizzes are available for you to take in this widget.
- **Navigation Menu:** On the left-hand side, you will see your Navigation Menu. This menu will allow you to navigate throughout the entire conference space to view other sections such as Sessions, Attendee List, and Sponsors.
- **Conference Browser:** The Conference Browser, located on the right-hand side, will display additional information throughout the event space. Always keep your eye on this section, as it will dynamically change as you navigate through the workshop!
  - **Social Wall:** Use this to leave messages for your fellow attendees. Recommend sessions or just say hello!



#### Streaming a Session

While on the Attendee Dashboard, sessions will have a green icon next to the session's name labeled Watch Online. When clicked, you will be taken to the session's stream page. Here, you will be shown some information about the session. Clicking on the button will check you into the session and display the video stream and the session's social feed, displayed on the right. You will be able to watch the session and interact with other attendees simultaneously! Once you leave this window or go to another session, your sign out time will be recorded, properly ensuring your attendance. Please note you must be present for at least 90% of the webinar, or 40.5 minutes of a 45 minute session AND pass the brief quiz at the end.

## Conference Attendee Online Portal Continued

If your desktop setup has multiple screens we suggest going down to one screen or a laptop to watch the session. Working off of a second screen and even a cursor on a second screen will negatively affect your attendance percentage.

### Post Session Quiz

Completing and passing the post session quiz is mandatory to receive credit. Quizzes will only be triggered once you have viewed a session. You can access the quiz in two places, the session streaming screen and the Attendee Dashboard. If you do not immediately take the quiz, please access it from your Attendee Dashboard.

### Quiz on Session Streaming Screen

The quiz can be accessed via a desktop/laptop browser, or a tablet/phone web browser. Quizzes are NOT accessible in the attendee app. While viewing the session you will see a blue button labeled Take Quiz. This can only be accessed once you have watched at least the required 90% of the session. Once you are finished with the quiz, you will be automatically graded. If you fail, you may retake the quiz up to three times. If you still have not passed the quiz after your third attempt you will need to rewatch the entire session. Please contact One Water to reset your attendance if you need to rewatch the session.



There are two errors you may encounter.

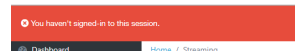
1. *“You haven’t reached the minimum required presence minutes to complete this quiz. Please wait a few minutes.”*

This error occurs when you are trying to access the quiz too early. Please wait a few minutes and you can reattempt to access the quiz. If you have watched the entire session, please follow instructions on the next page to take the quiz on the Attendee Dashboard. It may take 5 minutes for the quiz to generate.

PLEASE NOTE: Even if the video played until the end you may not have met the 90% requirement if you skipped portions of the video, you minimized the video window, or you are working on more than one screen and the video is not on your main screen and/or you are multitasking. The program will not recognize you watching the session in these conditions.

2. *“You haven’t signed-in to this session.”*

- This most often happens if you just began the session. It may take a few minutes for the program to create a “Sign In” log for you. Just wait a few minutes and this error will stop occurring.
- You may also get this error if you are working off multiple screens and the video is not on your main screen.
- This error may occur if your session has timed out. Please refresh your screen and the program will start the presentation where you left off.



## Conference Attendee Online Portal

### Quiz on Attendee Dashboard

The Attendee Dashboard can be accessed via a desktop/laptop browser, or a tablet/phone web browser. Quizzes are NOT accessible in the attendee app. In the home page of the Conference Attendee Dashboard, you will see a section labeled Your Attendance, which will show all of the sessions you have attended. You will see a blue button labeled Take Quiz. Once you are finished with the quiz, you will be automatically graded. If you fail, you may retake the quiz up to three times. If you still have not passed the quiz after your third attempt you will need to rewatch the entire session. Please contact One Water to reset your attendance if you need to rewatch the session.

If you are still having issues generating a quiz please contact One Water staff.

### Navigation Menu

On the left-hand side, you will see your Navigation Menu. This menu will allow you to navigate throughout the entire conference space.

- **Conference**
  - **Sessions:** In the Sessions section, you can view the complete list of Sessions that are available. Clicking on any of the session titles will bring up more information about the session.
  - **Presenters:** View a list of all presenters at the workshop. Clicking on their names will bring up their profile and other interaction options on the Conference Browser side-window.
  - **Exhibitors:** There is no virtual exhibition for this event.
  - **Announcements:** View all announcements that have been sent throughout your event.
  - **Maps:** There are no maps associated with this workshop.
  - **Info:** The Info section will give you a quick overview of the conference such as event dates and One Water contact information.
- **Account Menu** (your name will be displayed)
  - **Profile:** View and update your personal profile.
  - **Attendance:** View your attendance logs for all sessions you have attended.
  - **Registered Sessions:** View all sessions.
  - **Notes:** View, create, and edit Notes throughout the workshop.
  - **My Files:** Quickly view all files you have uploaded to the conference space, such as photos, documents, and videos.

## FAQs

### **Q: I DON'T KNOW WHAT EMAIL I NEED TO LOGIN TO THE ONLINE PORTAL. WHERE CAN I FIND THIS INFORMATION?**

A: This is the email used for your registration on onewaterohio.org and where you would have received an Event Confirmation email. If you are still unsure you can contact the One Water office from 9 AM - 5 PM Monday through Friday and we can look up the email address used.

### **Q: I DON'T REMEMBER MY PASSWORD FOR THE ONLINE PORTAL. WHERE CAN I FIND THIS INFORMATION?**

A: Please use the "Forgot Password" feature shown after entering your email address. You will be sent a password reset email. This email will not come from One Water but Conference Tracker or Engineerica Systems. Please check your spam and/or junk folder if you do not see the email.

### **Q: DOES THIS WORKSHOP HAVE AN ATTENDEE APP?**

A: No. This workshop does not have an attendee app. Sessions, information, and social content can only be viewed via a web browser.

### **Q: MY EMAIL HAS CHANGED SINCE I REGISTERED. WHAT DO I DO?**

A: Please email [info@onewaterohio.org](mailto:info@onewaterohio.org) and we can change your email address.

### **Q: I SAW AN INAPPROPRIATE POST. HOW CAN I REPORT IT?**

A: On the right hand side of every post there are three dots. Click on these dots and report the post. This will prompt One Water staff to review the content and remove it if necessary.

### **Q: A COURSE I ATTENDED IS NOT SHOWING ON MY ATTENDANCE REPORT. HOW CAN I GET IT ADDED?**

A: Please first make sure that you have attended at least 90% of the session on your active, main screen. i.e. not minimized. It is also required to pass the quiz at the end of each session. If you did not complete one or both of these requirements you will need to re-watch the session and can do at any time before 11:59 PM on September 30<sup>th</sup>. If both of these requirements have been met you can contact the One Water office from 9 AM - 5 PM Monday through Friday and we can look into it further.

## FAQs Continued

### **Q: WHERE DO I FIND THE QUIZ AFTER I HAVE ATTENDED A SESSION?**

A: You can locate the quiz either on the session streaming screen or on your attendee dashboard under the section labeled Your Attendance. There will be a blue button to start the quiz. Please see pages 3 and 4 of the attendee guide for detailed quiz guidance.

### **Q: I REGISTERED AFTER THE TWO WEEKS STARTED. WILL I BE ABLE TO VIEW SESSIONS PAST SEPTEMBER 30<sup>th</sup>?**

A: No. Regardless of when you registered for One Water On Demand all access to sessions ends at 11:59 PM on September 30<sup>th</sup>.

### **Q: WILL I BE GETTING A CERTIFICATE OF ATTENDANCE FOR THIS EVENT?**

A: Yes. Please allow until the end of October to receive an electronic certificate in your email. If you have not received a certificate by this time please contact the One Water office from 9 AM - 5 PM Monday through Friday.

### **Q: WILL THESE HOURS BE UPLOADED TO OEPA'S EBUSINESS WEBSITE FOR OPERATORS?**

A: Yes. Please allow until the end of October for these hours to appear in your eBusiness account.

### **Q: CAN MY COWORKER WATCH THE SESSIONS WITH ME AND EARN CREDIT?**

A: No. Every person must log in to their own account to view the sessions on their own device.

### **Q: CAN MY COWORKER AND I SHARE THE SAME LOGIN INFORMATION?**

A: No. Every person must log in to their own account to view the sessions. If you are using a communal computer you must log into your account with your email address. Failure to do so will result in no credit being given.

### **Q: WHAT HAPPENS IF I FAIL A QUIZ AT THE END OF THE SESSION?**

A: You can retake the quiz up to three times. If you fail the quiz on your third attempt you will need to watch the session again. In order to rewatch the session you will need to contact the One Water office to reset the session if you need to rewatch the session.

### **Q: WHAT DEVICES CAN I USE?**

A: You can use a desktop, laptop, tablet, or smart phone. There is an attendee app but we suggest using a web browser. Please note that the post session quiz is not accessible through the attendee app.

## FAQs Continued

### **Q: WHAT IF I NEED TO LEAVE IN THE MIDDLE OF A SESSION?**

A: The software will record the time you left and you can log back in to finish the session at your convenience during One Water On Demand. Please make a note of the recording time you left the session. i.e. 20 minutes and 30 seconds. When you return the software should pickup where you left off. If not, you can slide the time bar to the point you last stopped. The system will have record of both viewing sessions. If you do not return and finish the session and pass the quiz before September 30<sup>th</sup> at 11:59 PM then you will not receive credit for that course.

### **Q: WHEN CAN I ACCESS THE SESSIONS?**

A: You can access the sessions 24/7 from 12:00 AM on September 15<sup>th</sup> through 11:59 PM on September 30<sup>th</sup>. Join whenever it bests fits your schedule whether that's during your working hours, 3 AM, or a weekend. Please keep in mind that technical support is only available Monday - Friday from 9 AM - 5 PM.

### **Q: DO I NEED TO WATCH THE SESSIONS ALL IN ONE SITTING?**

A: No. You can watch as many or as few as you would like in one sitting and log in and out as it suits your schedule. If you only have time for one 45 minute session a day, that's not an issue. You can even pause a session midway through and return to finish it later.

### **Q: IS MY WEBCAM ON DURING ONE WATER ON DEMAND?**

A: No. The system in no way accesses your webcam.

### **Q: IF I PASS THE QUIZ WITHOUT WATCHING THE SESSION WILL I GET CREDIT?**

A: No. Attendance is tracked both by the quiz as well as the amount of active time spent in the session. You must watch at least 90% of the session AND pass the quiz in order to receive credit.

### **Q: I DISAGREE WITH A QUIZ ANSWER. WHAT SHOULD I DO?**

A: The questions and answers are based on the best of the speaker's knowledge. You may take the quiz up to three times to give you the opportunity to change your answer.

### **Q: HOW DO YOU KNOW I AM WATCHING THE SESSION?**

A: The program can detect if the session is on your main screen. If you work off of more than one screen we suggest you go down to one screen or a laptop to watch the sessions. If you minimize the screen to check an email, etc. the program will mark you as inactive for that time.

## FAQs Continued

### **Q: WHAT IF I NEED TO USE THE RESTROOM OR TAKE A PHONE CALL DURING A SESSION?**

A: We suggest you pause the session while you are away from your computer or distracted. You may miss the answer to quiz questions and you must pass the quiz in order to receive credit.

### **Q: CAN I MULTI-TASK DURING THE SESSION?**

A: We do not advise multi-tasking. If you are using a second screen or minimizing the window the software will detect that you are inactive. You must be active for at least 90% of the session to be eligible for credit. If you are using a second device, such as your phone, you may be distracted and miss answers to quiz questions. Passing the quiz is also required in order to receive credit.

### **Q: IF I WATCH A SESSION MORE THAN ONCE CAN I GET DOUBLE CREDIT?**

A: No. You can only receive credit once per session.

### **Q: WHEN I PULL UP CONFERENCE TRACKER IT BRINGS UP MY CO-WORKER'S ACCOUNT. WHAT SHOULD I DO?**

A: You can log out through the drop down menu in the top right corner. Please make sure you are logged in to your account for each session and log out at the end of your session on shared computers to avoid credit being given to the wrong person.

### **Q: WHAT HAPPENS IF I LOSE INTERNET OR POWER DURING A SESSION?**

A: Conference Tracker will save where you the presentation left off. You can log back into your account to finish watching the presentation and take the quiz.

### **Q: IF I REGISTER LATE DO I GET A DISCOUNT?**

A: No. Due to the flexible nature of this event we are not offering a discount for only attending part of One Water On Demand. You can still earn all contact hours with a late registration.

### **Q: I ONLY WANT TO WATCH ONE SESSION. CAN I PAY A PER SESSION RATE?**

A: No. Registration is only available in one full package.



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## FAQs Continued

**Q: I NEVER LOGGED IN TO CONFERENCE TRACKER. CAN I GET A REFUND?**

A: No. Due to the flexibility and nature of this event, no refunds are offered once the event begins. 50% refund is available until 9/10/22.

**Q: CAN I ACCESS SESSIONS ON DIFFERENT COMPUTERS? I.E. MY HOME AND WORK COMPUTER?**

A: Yes! You can switch back and forth between different devices as often as you need. You will just need to log in to your account.

**Q: CAN I DOWNLOAD MY ATTENDANCE CERTIFICATE FROM THE WEB PORTAL?**

A: Not exactly. On both the web portal there is an area to view your attendance. If you need to turn in documentation to your employer ASAP you can take a screenshot of this listing but it not an official attendance record. The official certificate will be emailed out by the end of October.