Participant FAQs

Q: How do I access Whova from my desktop?
A: On your PC or Mac:

- Click here to access the web app in your browser (Chrome and Safari preferred)
- Sign up using the same email address you used during registration:
  - Sign in if you have an existing Whova account
  - Click "Sign up here" if you don't have an existing Whova account
  - Complete the sign-in process and start exploring!

Q: How do I download the Whova mobile app?
A: On your phone or tablet, click here to access the app store for your device.

- Download the Whova app to your mobile device
- Sign in using the email and password you used to access Whova on your PC or Mac
- Select the HL7 FHIR Connectathon and start exploring

Q: I’ve downloaded Whova to my desktop as well as to my phone. Which is the best option to use?
A: While the choice is yours, you may wish to take a blended approach using both the desktop and mobile app. Some of the fun community functions (like Break the Ice and Job Openings) are available only on the mobile app. Please note that with
presentations, a smaller phone screen may be more difficult to view so the desktop may be the best option in that instance.

**Q:** My company won’t allow use of Zoom and I see that the sessions all link to a Zoom meeting. What should I do?  
**A:** While some companies may restrict downloading Zoom to a company computer or device, the app does not need to be downloaded to participate. Just click on the link in each live session room and you can view the presentation and ask questions.

**Q:** I’m having trouble connecting to or using the Whova app. Who should I contact?  
**A:** Email HL7Connectathon@HL7.org and one of the meeting organizers will contact you or post your question on Zulip to the #connectathonmgmt stream. If you think the problem/question may be applicable to all registrants, please go to the Community tab and post the question under Ask Organizers Anything and we’ll respond.

**Q:** How can I ask a question during one of the sessions?  
**A:** Please note that the Zoom chat will be turned off during all sessions. To ask a question, please use the Whova Q & A tab (NOT the Chat) during the session. Questions will be read during the presentation, time permitting. The presenter can also answer questions after the session. You can even post questions after the sessions have concluded by going to the Session Q&A on Whova (under Main Navigation on the left side) and finding the relevant section.

**Q:** I’m logged into Whova and but can’t hear anything in the session. What should I do?  
**A:** First, check your computer or mobile device settings to ensure the volume is turned up and also confirm that your sound works correctly through another web page. If those steps do not resolve the issue, try exiting Whova and logging back in.
If all else fails, try a reboot and if that doesn’t resolve the issue, contact HL7Connectathon@HL7.org or post your question on Zulip to the #connectathonmgmt stream.

Q: I can’t access one of the sessions. What should I do?
A: Email HL7Connectathon@HL7.org and we’ll confirm you are registered (and if not, we can register you). If it is a technical issue, rest assured that one of our technical staff will resolve it quickly.

Q: If I need to leave a session or my computer/phone disconnects unexpectedly, can I reenter the session?
A: Yes, you can log back into Whova at any time.

Q: What is the Twitter hashtag for this event?
A: #HL7FHIR

Q: Can I print the agenda?
A: The agenda can easily be accessed through Whova but is not designed for printing.

Q: How do I find and/or message another attendee?
A: In Whova, go to the Attendees tab (under Main Navigation, left side of screen) where you can view all attendees and even send a direct message. HL7 will distribute an attendee list following the event (contact information will not be provided, so best to message them via Whova).

Q: I’m in the wrong track. If I leave this stream, can I reenter or go to another stream?
A: Yes, if you are registered you can come and go as you please and even move from one track to another.
Q: When will the recordings be available after the event?
A: The presentations will be available by Monday, January 18 on HL7 Education on Demand. Participants will receive an email with a coupon code allowing complimentary access to the materials.