What are the technology requirements to attend Future Harvest's 2021 Conference?

The virtual conference platform (as we sometimes call the conference app) can be accessed on phones, tablets, or computers. These are the requirements to attend for each:

- **Mobile**: Accessing the conference on mobile requires [downloading this app](#).
- **Tablet/Computer**: Accessing the virtual platform on your tablet or computer (desktop or laptop) through the web app works best on Google Chrome as your internet browser. [Download Chrome here](#) if you haven't already. *If the live streams still do not play, you may need to [update to a newer version](#) of Chrome.*
- Some workshops and all breakout sessions are held on Zoom. Make sure you have the [latest version of Zoom](#) (5.4.7) installed on your desktop or mobile device for the best experience.
- Note: Accessing the virtual conference platform on your computer or tablet (using the web app), may render slightly differently than it does on the mobile app.

I registered but I didn't receive a confirmation email.

Sometimes our emails don't make it into your primary inbox. If you use Gmail, check your *Promotions* or *Spam* folders for an email from deb@futureharvest.org.

To make sure you receive future communications from Future Harvest regarding important conference content, make sure to [whitelist our email address](#) to let your email provider know it's not spam.

If it went to your promotion folder, [move the email to the primary inbox](#), and all of Future Harvest's emails will be sent straight there instead of the promotions tab.

How do I activate my account once I'm registered?

Activating your account is simple! All you need is the email address that you used to register. You will be prompted to login and create a password the first time you visit the virtual conference.

Mobile App Download Instructions

FOR YOUR SMARTPHONE

- Download the **FUTURE HARVEST** Mobile App for iPhone or Android by [clicking here](#) or by searching **FHConference** in the App Store.
- After the app is installed, sign up using the email address you used to register.
- Create your profile.
- Under *Looking for an event?* tap **Search** for events.
- Search for Crisis and Resilience: Farmers Building a New Food Future*.*
- Tap **JOIN**.
- *Tip: Enabling Push Notifications on your smartphone will optimize your conference experience.*

Website Access Instructions

FOR YOUR COMPUTER

- Access the conference **[visiting this link](#)**.
- Socio highly recommends using Google's Chrome browser for the best performance. The website can be accessed via any device with a browser.
- Sign up and create your profile using the email address you used to register.
- *Tip: Joining on a tablet? The [website app](#) is the way to go.*

What's your cancelation/refund policy?

We will not be offering refunds for this year's virtual conference. Ticket purchasers will have access to recordings of the keynote speakers and workshops.

Where do I find the link to the web app?

- Use this link to access the web app: https://app.socio.events/NzYzNA
- Once you're there, we recommend bookmarking this tab so it's easily accessible.

I'm having trouble logging into the app.

1. Make sure that the email address you use to create your login is the same as the one you used for registration.
2. If you created a login with a different email address, you will need to log out of the app and then log back in with the correct email address. See this article for step-by-step instructions on how to log out of the app: How Do I Log Out?
3. Still having trouble? Email us: conferencesupport@futureharvest.org

When I click on the mobile app it appears for a second and then disappears.

When the app crashes unexpectedly, and you have already re-booted your phone, one of these will most likely fix the problem:

1. **Update the app**
   - Open the App Store and go to the "Updates" tab
   - Install any updates available to the application which is exhibiting crashing problems or bugs

- Relaunch the freshly updated app
2. **Delete the app and re-install**
    - Delete the FHConference app from your phone entirely.
    - Re-download from the App Store or Google Play.
3. **Make sure your mobile device is running on the most current operating system software**
    - For iPhones open "Settings" > "General" > and go to "Software Update"
    - For Android open "Settings">"About Phone"> "Check for Updates"

Do I need to add workshops to my personal agenda to enter the live stream?

No, your personal agenda is simply a handy tool to keep track of your can't-miss workshops throughout the conference.

However, there are many benefits of adding sessions to your personal agenda. Some clinics and caucuses have limited capacity, and you are encouraged to add them to your personal agenda to reserve a seat in these more interactive sessions. These sessions are denoted as CLIN and F2F respectively.

Another benefit of adding sessions to your personal agenda is getting more materials pertaining to the session. For some workshops, we will contact participants before the session, based on who has already added the session to their personal agenda. We may request questions in advance, if you have some burning questions about the topic before the workshop.
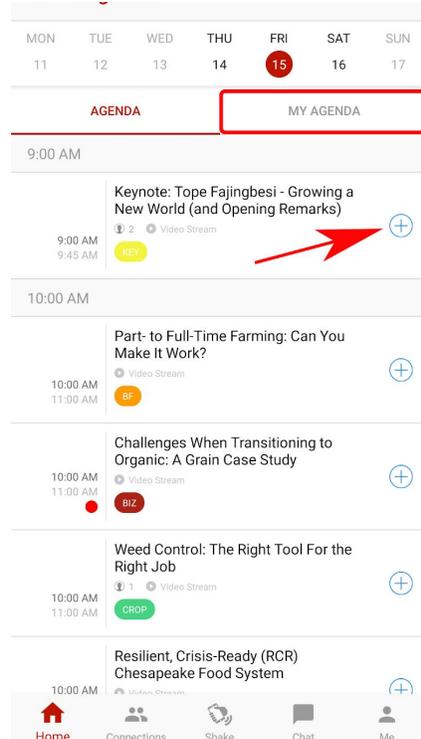
To add workshops:

1. Click **Agenda** in the features menu
2. Click the **plus sign** to the right of the sessions you'd like to add to your personal agenda
3. Click **My Agenda** to review the sessions you've added.
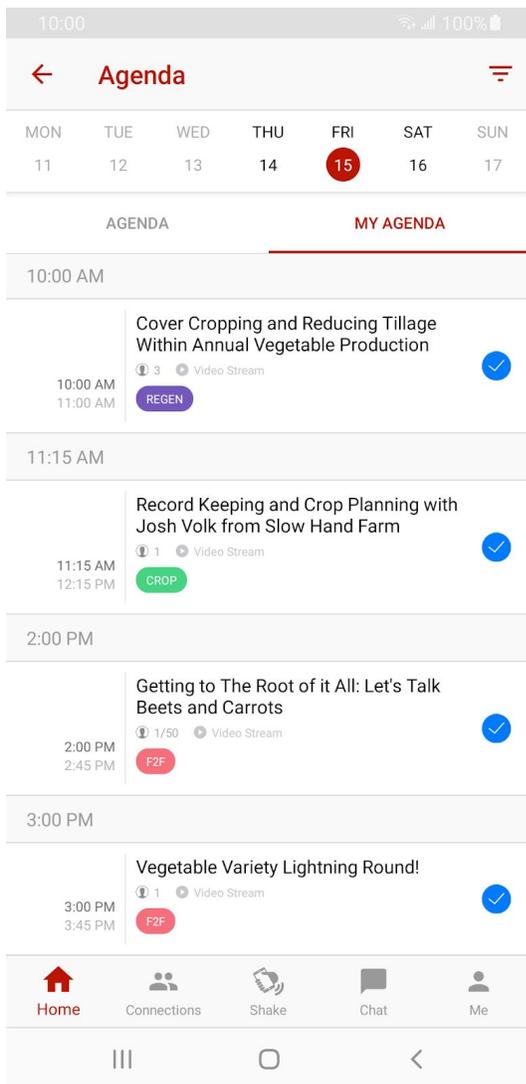
I have a notification for a new connection in the mobile app, how do I accept the request?

- When someone requests to +ADD you to their connections, you'll get a little red dot notification on your Connections icon at the bottom.
- Tap this icon to view your current connections, and **tap it again** to view your requests.
- Then click the +ADD button if you accept the connection request.

I'm getting an error message when I try to access some of the features on the mobile app.
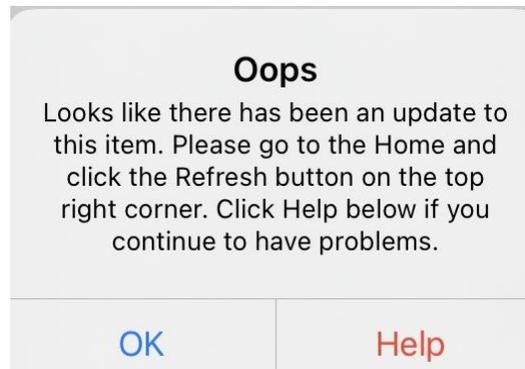

1. **First, make sure you have the newest version of the mobile app.** If you don't have your app settings to automatically update your apps, you will either need to go to your settings and allow for automatic downloads, or go to the app store and choose to update the FHConference app.
2. If you have the newest version of the app, try refreshing the app with the circular refresh button at the top right-hand corner of the screen:

When I click "Join Live Stream" on the web app, it says I need to use Chrome.

1. To watch the live-stream sessions on your computer or tablet, you will need to be using Google Chrome as your internet browser. *If the live streams still don't play, you may need to update to a newer version of Chrome.*
2. For more information on the web app, see this article: Using the Web App.

When I click the "Join Live Stream" link, it says "Stream isn't live now" on the web app, or I get an "Oops" notification in the mobile app.
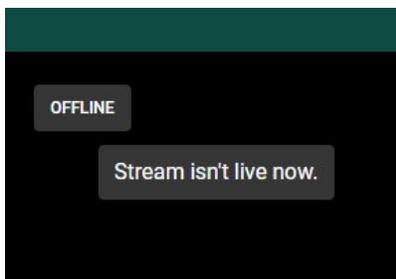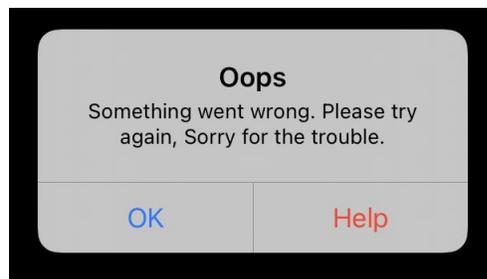
Web   Mobile

1. You may get this message if you joined the live stream *before* the session start time. This is not an issue on your end, it just means that the broadcast has not begun.
2. The green "Join Live Stream" link will "go live" 15 minutes before the start of the session, however, the session will start streaming

when the host and speakers are ready, which might not be until closer to the session start time.
3. If you get this message *during* the session, it means that there has been an interruption with the stream, and it will reset on its own.
4. If there are any technical issues, the Future Harvest team will put a message in the session chat to let attendees know.

I want to attend one of the breakout sessions or workshops held on Zoom, but I'm having trouble joining.

1. It is possible to join a Zoom session from your browser, without downloading Zoom to your computer, however, we highly recommend you download Zoom for ease of joining sessions.
2. Visit the Zoom Download Center to download to your computer, or visit the App Store /Google Play on your phone for the mobile app. You can always uninstall after the conference!
3. If you joined the meeting before the session start time, you might need to wait in "The Waiting Room" until the session begins, so hold tight!

What is the "Shake" feature in the mobile app?

Shake

This feature allows you to connect with other attendees who are attending the same session as you, without having to search through the attendees list. For example, if you are in a session and the host tells everyone to open the app and shake their phones at the same time, it will bring up a list of all the attendees in the session who are also shaking their phones to add to your connections. It is just as silly as it sounds, but have some fun and shake it up!

Why can I see the presentation on mobile but cannot hear?

If you are logged in and are successfully watching the presentation but cannot hear anything, try plugging in headphones or turning your phone's volume up.