

FREQUENTLY ASKED QUESTIONS

Technology and the Virtual Event Experience

GIRLS ON THE RUN

25!
BIRTHDAY

♥ WHAT IS A VIRTUAL EVENT?

A virtual event is a digital experience that can be shared from the comfort of your own home, office, on the go, or any place you can consume content on your phone, tablet, computer, or laptop.

♥ HOW WILL I RECEIVE THE LINK FOR ATTENDING THE VIRTUAL EVENT?

GOTR is working diligently to create a unique experience for our attendees. You will be provided a link for the event via the email address you used to register for the event.

♥ CAN MY COMPUTER OR MOBILE DEVICE HANDLE THE VIRTUAL EVENT?

Most up to date computers and mobile devices such as laptops, desktops, and handheld tablets are capable of running the virtual event for you.

♥ WHAT DO I NEED TO DO ON THE DAY OF THE VIRTUAL EVENT?

On the day of the event, you will receive a reminder that will look a lot like the initial email that you will have received a couple of weeks prior to the event. This will also contain a link that will automatically prompt you to join the event.

♥ DO I HAVE TO DOWNLOAD ANYTHING?

No. The link provided to you will allow you to login and view the event without having to download any software.

♥ CAN I SHARE THE EVENT INFORMATION WITH OTHERS?

We ask each attendee to register with their email address. This allows us to get an accurate count for the amount of digital space we need for the event.

♥ WHAT IF I HAVE TECHNICAL ISSUES?

The link provided to you will be a full access link. If you experience technical issues during the event, please check your internet connection, reception, sound settings, or restart your own device. Any major technical issues on behalf of the event will be addressed in a chat box, live on the screen, or emailed to all attendees if there is a major technical difficulty.

♥ DO I HAVE TO HAVE MY VIDEO AND/OR AUDIO ON?

No. You will simply be joining to attend the event, and do not have to have your video or audio on. Simply make sure the audio option of your choosing is selected when logging in (usually 'use computer audio'), and that will allow you to hear the event along with the videos on the screen.