

WE20 Virtual Conference Attendee FAQs

Q: Where do I sign in to the virtual platform?

A: You will sign in to we20.vfairs.com and will see a log-in for your email. You will use the email that you registered with - no password is required for attendees.

Q: I cannot login to the virtual platform/I never got an email with my username to the virtual platform?

A: No password will be required. Please email conferencemanager@swe.org with any questions.

Q: Who can I contact if I have an issue with the virtual platform?

A: Once you are logged into the conference, you can visit the virtual Help Desk centrally located within the lobby. The Help Desk will be staffed from 9 am - 5 pm ct for the duration of the conference, November 2 - 13, 2020.

Q: Is there a way to verify my membership during registration on vFairs?

A: All individuals receive the member level pricing for the registration hosted on vFairs after 11/2/2020. There is no need to verify your membership status.

Q: I signed-up to get membership during conference registration. When will I get my SWE membership?

A: After WE20 has concluded, you will receive an email the week of November 23rd with a code to become a SWE member.

Q: I want a refund on my registration?

A: It is our policy to not allow refunds on WE20 registration after 8/31/2020. Content will be available for a year after the event, so even if you are not able to attend the conference live you still will have access to over 200 sessions.

Q: When will I receive a refund for my volunteer support.

A: Refunds will be processed within 60 days after WE20 has concluded.

Q: I am hosting a virtual networking session in the networking rooms and there is no option for video chat?

A: SWE has scheduled chat-based networking sessions but all hosts must set up their own Zoom, GoToMeeting, GoogleMeet, etc. session and share it with networking attendees during their session time via chat if they want to conduct a live, video based session. You can video chat with 1:1 direct messages, but not in the main group chat.

Q: What is the best browser to use for the virtual platform?

A: We recommend using the latest versions of Microsoft Edge, Google Chrome and Mozilla Firefox to ensure you have access to all features.

Q: When will WE20 sessions be available for download/viewing on-demand?

A: SWE will be posting all live sessions as on-demand content before the end of each day. Morning sessions will be available by mid-day following their broadcast and afternoon sessions will be available by the end of each day.

Q: Once I'm logged in, what are the main entrances to events off the lobby?

A: There are many entrances off the WE20 Lobby and can also be found in the navigation bar near the top of the page.

- A. Auditorium** - Special Events, Keynotes, Mega Sessions, Tech Talks, Information Sessions, Breakout Sessions (Live, Semi-Live, and On-Demand), Tech Talks
- B. Networking Lounges** - All member special interest lounges and meet-ups
- C. Career Fair Floors** - CPC, Academic and Corporate and Government Booths
- D. Sponsored Hospitality Suites** - available only on November 4, 5-6 pm ct
- E. SwagBag** - PDF's from provided sponsors; additional items can be added to your SwagBag and emailed to you for later reference.
- F. Leaderboard** - Point system and tracker for visiting and engaging in various areas of the conference. Prizes for top 5.
- G. Scavenger Hunt** - Various icons hidden throughout platform; prizes for top 3
- H. Awards Hall** - Videos and Photos of WE20 Award Recipients, you can leave a congratulatory message for them on this site.
- I. Virtual Photobooth** - Photobooth with backgrounds and stickers shared through SWE's social media accounts and for your own use.

Q: Where do I upload my resume/CV?

A: All attendees should upload their resume to [SWE's Career Center](#) and also to their user profile within the virtual environment. To do so, login to the platform, choose the drop down under your username in the upper right hand corner, and then select edit profile. Here you can upload your current resume/CV.

Q: How do I schedule an interview with an organization I am interested in?

A: If organizations participating in the career fair are offering interviews, you can view their "chatslot" tab within their booth navigation to reserve a time to speak with a recruiter.

Q: Do I need to have my camera on when attending sessions or visiting the career fair?

A: It is not required, however, some organizations in the career fair will be conducting video interviews. There is also a virtual photo booth to participate in. It is encouraged to appear and interact in a professional manner.

Q: When I enter the career fair and visit a booth, can you explain the process?

Will I need to wait in line?

A: After locating an exhibitor, click on Chat located on the exhibitors navigation bar. This will open a new tab, and you will be directed to the exhibitor group chat with your name in the chat. Please go ahead and introduce yourself, check out their job postings and other documents and videos they have in their booth lobby.

- 1. Booth Group Chat:** Each exhibitor has its own booth group chat and it's text chat only. Booth group chats function like most chat rooms or group texts do - all attendees in the booth (and recruiters) will be able to see this chatlog and can engage without invitation.
- 2. 1:1 Direct Messages:** Recruiters can also invite attendees they are interested in by inviting the attendee into a direct message. This will appear on the left hand panel of the main group chat. Here, you can video and audio chat in addition to text chat.

NOTE: As a courtesy to other attendees, close chat windows and exit the booth lobby by clicking the red x of the direct chat if you are not actively chatting or in a specific booth or lounge. These will appear on the left hand panel of the chatrooms.

Q: What is the difference between the 3 career fair floors?

A: CPC Career Fair Floor: This floor is for the SWE Corporate Partnership Council (CPC) members. These are organizations that work with SWE year-round to advance our mission. **Academic Floor:** This floor is for exhibitors with academic institutions. A great place to check out opportunities for advanced degrees, certificates and additional education/professional development. **General Career Fair Floor:** This floor is for all non-CPC, non-academic exhibitors. You can click on the lobby banner to see the current CPC members or visit [here](#).