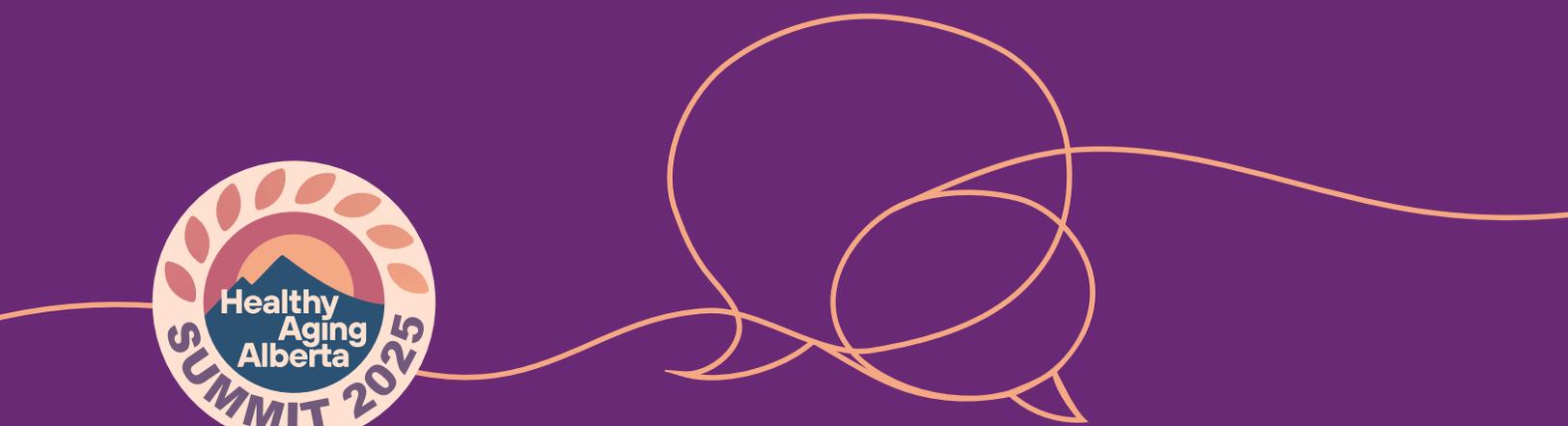


The Tapestry of Aging

Threads of
Connection
& Well-being

Virtual Attendee
FAQs





VIRTUAL FAQS

Healthy Aging Alberta, in partnership with The Alberta Association of Gerontology and the Alberta Elder Abuse Awareness Council, are pleased to have you join us as a valued contributor.

The provincial, hybrid Summit is an opportunity for seniors-serving organizations and other sectors to connect, collaborate, and exchange ideas—working together to make Alberta one of the best places to grow older.

About the Summit Theme:

The Tapestry of Aging: Threads of Connection and Well-being celebrates our shared vision of well-being for older adults, weaving together the vibrant stories, experiences, and collective efforts that define Alberta's seniors-serving sector and the communities we support. The Tapestry metaphor emphasizes these key elements we hope to reflect throughout the event:

- A Tapestry of Connection
- Honoring Diversity in Aging
- Collaboration as Craftsmanship
- Equity and Inclusion in Focus
- Well-Being as a Shared Vision
- Stories Woven Together

GENERAL EVENT FAQS

How do I navigate the Summit?

- You can login to the virtual event platform via our [main event website](#).

How do I change my password?

- Before you sign in, you can enter your email and click forgot password*.
*Passwords for the app and the browser are the same.

How do I change my picture?

- In the top right corner of the web browser, you will see your name. When you hover over this, you will see an option to update your picture.
- In the Vfairs app, you can click the menu on the bottom right. At the top of the screen, is your profile. When you view your profile, this will also allow you to edit your contact card.

HYBRID EVENT EXPERIENCE

Where can I find the Sponsors?

- You can find them in the **Sponsors Hub** with information and links to their websites. Please make sure to check them out!

How can I talk to Exhibitors?

- In both the Vfairs browser and app, you will notice an **Exhibit Hall**. When you enter this space, there are various exhibitors and sponsors. Each digital booth will have resources you can add to your Digital Swag Bag, and an option to talk to booth representatives. Not all booths will have a representative for conversations for the whole conference. If digital booth reps are away from the booth, they will post their active hours in the chat.

What is the Leaderboard?

- You can get points for visiting certain places at the Summit, attending sessions, downloading resources and more! Top points for in-person attendees and virtual attendees will get prizes!

How do I get points?

- You can get points for attending sessions, interacting with others, checking out resources, completing surveys, etc. Visit the **Leaderboard** to see the detailed points list and where you fall under Leaderboard.

Where can I find my sessions?

- Visit **Sessions** and click on the screen to open the sessions list. When a session is coming up, there will be a countdown. Once a session is live, you can join with the available button.

What if I missed a session?

- We are recording all sessions and will post them after the event. We will send an email to attendees when the session recordings are ready to be viewed.

How long do I have to access this content?

- This Vfairs event will remain active three months after the conference. Please make sure to watch your sessions and download content before it is deactivated. We will send a reminder email closer to the end date.





VIRTUAL FAQS

What is a Digital Swag Bag?

- When you visit digital exhibitor booths in the browser, app system or the resources section, you will have the option to add content to your Digital Swag Bag. You can email this Swag Bag to yourself at the end of the day or conference.

Where can I find additional info?

- The Info Desk has resources to support your journey through the Summit. If you experience tech issues, there are Vfairs representatives available for support.

What is the Lounge?

- Join the **Chat** in the lounge to network with other sector attendees and discuss your favourite sessions or topics!

What is the Poster Hall?

- Sector partners have created posters of their research to share with you. These are showcased in the virtual **Poster Hall**.

What is the Photobooth?

- Have some fun at home. Take a photo of yourself in the **Photobooth** and add some of our stickers. These photos will go into the **Event Gallery** with other virtual and in-person attendees! You can access the Photobooth from the event web browser and the vFairs app.

My system is not working! Help!

- Live tech support will be in the virtual Info Desk during the event. You can click on that and be connected to a person who will help you troubleshoot.

Questions? Email us at Summit@healthyagingalberta.ca

HAVE A WONDERFUL VIRTUAL EXPERIENCE!