

# Virtual Conference FAQs

## Do I need to download any software?

- If using a desktop or laptop computer:

No, you will be able to attend the conference through the web browser of your choice. Microsoft Edge or Google Chrome are great choices.

- If using a cell phone or tablet:

Yes, you will need to download the Microsoft Teams app (free). Simply download the app, tap the meeting link again, and select "**Join as guest**" without ever signing in or paying for anything.

## Who do I contact for tech support?

- If you have trouble joining the conference, conference leadership will share their mobile phone numbers and will be available to assist you.
- If it is during a breakout session, send a message in the chat so the session moderator can try to troubleshoot.
- There will be IT staff on call if problems persist.

## How will I get into the conference?

Every attendee will be emailed a conference itinerary 10 days prior including the links to the main session and their selected workshops. This will be sent to the email address used during registration.

## I don't remember what I registered for. How will I find the links to the sessions?

Every attendee will be emailed a conference itinerary including the links to their selected sessions.

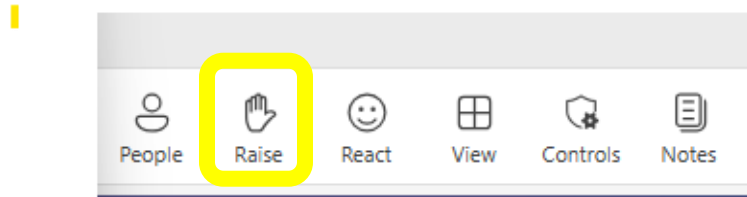
If you did not receive/can't find/accidentally delete an email, reach out to the conference co-chairs and they will look up your sessions.

- Emily: emilyschwartz@ccc-nj.org/609-212-4954
- Alison: alisonchevrier@ccc-nj.org/609-989-9348

In addition to your personalized itinerary, links to each session will be provided in the chat at the conclusion of the prior session.

### **How do I ask a question during a session?**

Use the chat box or “raise your hand”



### **Will the sessions be recorded?**

No, the sessions will not be recorded.

### **How do I get my certificate of attendance?**

You will receive credit directly in NJCCIS. No physical certificates will be provided.

### **What is included in the conference ticket?**

A ticket includes three hours of high-quality professional development, entry into several raffles, networking opportunities, guided meditation and a discount to the 2027 in-person conference.

### **How do I register and pay?**

Visit the conference page on our website (to pay by credit card), scan the QR code or fill out the physical registration form and mail it with payment to:

Child Care Connection

1001 Spruce Street, Suite 201

Trenton, NJ 08638

**Is this a full day event?**

The conference takes place 9 a.m.-1:00 p.m. We encourage everyone to log in early (virtual doors open at 8:30 a.m.) to get settled and stay on after the final workshop to participate in the other activities (raffles, guided meditation, details on the in-person 2027 conference).

**Why does my camera need to be on?**

Having your camera on enhances the experience for yourself, the other participants, and the presenter. The moderators will be checking to see who is actively engaging in the session. Off camera attendees who are also not contributing to the conversation by unmuting or using the chat may be removed.

**If I win a raffle, how will I receive it?**

Depending on your location, your prize will either be mailed or hand delivered to your work address.

**Is there a post event survey?**

Yes, a link to the survey will be provided during the conference wrap-up and will be emailed to all participants.

**Will Child Care Connection be hosting an in-person conference again?**

Yes! Our next in-person professional development conference is scheduled for March 2027! More details to come and as noted above, anyone who attends the virtual conference will receive a discount to the in-person event.