

Technical support during Congress

Federation staff

Event Technicians

An Event Technician (ET) will be assigned to every live session(s). This individual will complete your sound and audio check during your green room time and advise on any questions that you may have before your session begins. Your ET will support you in your live Zoom meeting or webinar session. They will also remain in your virtual room for the duration of the session to provide continued support.

Customer Service Representatives

If you have a question about finding your session, navigating the platform, or registering to attend another association conference in your free time, a Customer Service Representative (CSR) will be online to assist you. The team of CSRs will be monitoring the Registration/Information desk and Congress help lines between the hours of 11:00 to 19:00 ET from May 12 to May 20, 2022.

Forj live support

How to access Forj's live support

Follow these steps to access Forj's live support within the virtual event platform:

1. Locate and click the **"Live Support"** button on the top right of your webpage.
2. Enter your name, email and inquiry and click **"Submit"**.
3. You can attach documents for reference by clicking on the paperclip icon. Note: audio call, video call and screen share are all available within the live support.

You can access the Forj live support between **10:00 to 19:00 ET from May 20 to June 3, 2022**.

After-hours support

If you're looking for assistance after hours:

1. Send an inquiry through Forj's live support for next day assistance.
2. Leave a message on the Congress help line (1-613-238-6112 ext. 320) for a response during the next morning.
3. Email congress@federationhss.ca. Emails will be responded to within 24 hours.