

FAQs – CART 2022 Meeting

REGISTRATION QUESTIONS

I have registered for the meeting. Will I receive a confirmation message?

Yes, we will review the registration requests and send a confirmation email to eligible individuals via the email address that you entered at the time of registration.

I am a speaker; do I still need to register for the meeting?

Yes, the registration information would help the organizers in sorting out the breakout rooms and sending swag items to meeting presenters and attendees

How do I access my certificate and credits for attending the meeting?

If you require CME credit, email us after the meeting at cart.grac@ubc.ca with the sessions you attended and complete the meeting evaluation form

Specialists and Family physicians can claim self-learning credits for watching the recording. Information on how to claim self-learning credits can be found

here: ubccpd.ca/collaborate/solutions/accreditation/self-learning

Do I need to sign up for the specific breakout discussion I want to attend?

Yes, when you select your preference for the discussion topics that you are interested in, it allows the meeting organizers to pre-assign attendees to their breakout rooms during the meeting

Where can I find the meeting agenda?

Please [click here](#) to view the meeting agenda

How do I apply for the Dependent Care Scholarship?

Select the checkbox in the registration if you would like to apply for the Dependent Care Scholarship. We will email you a copy of the one-page application form after you register for the meeting.

TECHNOLOGY QUESTIONS

Can I access the meeting on my mobile device?

Yes, attendees can use their mobile devices (phones or tablets) to join the meeting. If you are using a mobile phone to attend the meeting, you may prefer to download the mobile app for Zoom. Click here to [download](#) Zoom

How do I use the different features on Zoom?

[Click here](#) for a guide on using Zoom. It provides an overview on how to:

- Mute/unmute: Share audio by clicking the microphone icon.
- Start Video / Stop Video: Turns your camera on or off.
- Chat: Through the chat window, you can message by text with everyone in the meeting, or with an individual.
- Reactions: Engage with other attendees giving basic reactions such as thumbs-up or applause.
- Participants: See who's currently in the meeting

What is the difference between viewing Zoom on my computer vs. on the mobile app?

Regardless of whether you use the Zoom mobile or desktop app, you'll still be able to view the meeting normally as they have similar features. You can download the [download](#) the Zoom desktop client (if you'll be joining from a computer) or the Zoom app on your mobile device. [See here for a comparison of the features.](#)

Can I use any browser?

Zoom meetings can be joined from a web browser such as **Google Chrome, Mozilla Firefox, or Apple Safari**, or Microsoft Edge. More information [here](#).

When attempting to log in to Zoom, it says that I am not registered for this event. How do I get access?

First, please make sure you are logging in with the email address you used during meeting registration. If you still cannot access the event, please contact us at [cart-grac.ca](#).

How do I ensure my computer system is ready for the session?

Information on testing your systems for Zoom can be found [here](#).

I don't want to miss anything; can I access and view recordings of any presentation from the meeting?

The meeting registration includes access to the live virtual presentations, all available materials, and access to selected post-event recordings. The recordings and meeting materials will be available within one week of the event at cart-grac.ca. Please note some activities will take place in breakout rooms, which will not be recorded, and we can only provide recordings and presentations we have received the speaker's approval for.

I don't want my profile to be shown to other participants. What do I do?

Please feel free to only use your first name when you join the meeting. You can also keep your camera off and microphone muted, if preferred.

You can temporarily rename yourself when in a Zoom meeting as host or participant:

1. Click the "Participants" icon in the Zoom toolbar
2. In the Participants window, next to your name click "More" and choose "Rename"
3. Enter a new name and click "Rename" to save it for that meeting

The display name update will only apply to the meeting in progress and will have to be set for each meeting.

Alternatively, if you would like to change your Zoom display name and add pronouns, please refer to the instructions below:

1. In a web browser, log into your Zoom account
 - a. Log in at <https://zoom.us/signin>
2. Once signed in, click "Profile" in the list on the left
3. To the right of your name click "Edit"
4. In the "Display Name" field, type in the name and pronouns you would like to show in all your Zoom meetings
5. Scroll down and click the "Save Changes" button below your information

NOTE: You may need to sign out of and back into the Zoom desktop and mobile apps for these changes to take effect.

Who do I contact if I need technical help during the meeting?

Please send an email to Ryan Jackson at ryan.jackson@ubc.ca. If you do not hear back after 5 minutes, reach out to UBC IT Service Centre Help Desk at Service Desk at service.helpdesk@ubc.ca, or give them a

call at 604.822.2008. UBC Tech support will be available to help you with your technical issues during the meeting.

The above questions do not address my issue. Who can I contact?

Please email us at cart.grac@ubc.ca if you have any questions/concerns.