

CPHA 2020 Virtual Annual Meeting FAQ

General Questions

What do Annual Meeting registration fees cover?

- Registration fees cover complete access to all 3 days of the 2020 CPHA Virtual Conference.

What platform is CPHA using to host the virtual conference?

- CPHA is using Hopin to host the virtual conference. Partners at the New England Public Health Training Center (NEPHTC) will be providing assistance to CPHA.

How can I get help during the virtual meeting?

- Within Hopin, you can visit the Help Desk at any time under the Session tab or you can send a direct message to Karla Todd. Locate her name by clicking on People in the upper right hand corner. Send a direct message by clicking on her image, and typing your question at the bottom of the screen.

If you need help accessing Hopin, email cpha@cpha.info.

How do I log in to the Hopin Platform?

- Starting about one week before the conference, CPHA will e-mail registrants a link to the Hopin website for the CPHA event. After clicking the link, you will be asked to create a Hopin profile with your name, email address, and a password. Hopin will e-mail a confirmation, calendar invitation and reminders with your personal join link. You must go to Hopin and provide your name, email address, and a password to get your ticket in order to access the event and get your personal join link. This process is similar to registering for a webinar. Note: There is no alternative way to access the event.

What browser should I use to access the virtual meeting?

- If you are viewing the conference on a desktop computer, the conference is best viewed using Google Chrome or Mozilla Firefox. If you are viewing the conference on a smartphone or tablet, Android users should use Google Chrome. iPhone/iOS users should use Safari.

How fast does my internet have to be to view the conference?

- You will be viewing live sessions during the conference, which requires substantial internet speed. It is suggested that your minimum internet speed be 30Mbps. You can test your internet connection here: <https://www.speedtest.net/>. If you have a slow internet connection, it is recommended you use Mozilla Firefox to connect to the conference.

Are there any other system requirements I should be aware of?

- It is recommended that you use a computer that is less than 3 years old, has a multiple core processor, and at least 8GB of RAM.

I'm still having trouble with Hopin. What can I do?

- Additional steps that may be required include turning off VPN, proxies, or firewalls. Sometimes, third-party extensions can impact your experience, so it is also recommended to view the conference in Incognito mode or a Private tab. If you would like to share your audio and video to take advantage of the networking options at the conference, make sure your browser has permission to access your microphone and camera. Detailed steps can be found here:

<https://support.hopin.to/en/articles/3351271-i-m-having-video-audio-problems>.

If you are still having problems, please contact us at cpha@cpha.info.

How do I find the sessions in the Hopin Platform?

- Attendees navigate Hopin using the left-hand toolbar. Keynote sessions will occur on the Stage. Breakout sessions are under Sessions. Student posters are available at the Expo. Alternatively, a schedule of events if available at the bottom of the reception area. For more detailed information, watch <https://www.youtube.com/watch?v=QRBVbUCNTTg> and <https://youtu.be/JqGV0lbOPUU>

I can't access a session. What do I do?

- Sessions are accessible starting 5 minutes before the start time. You can access an 11:00am session starting at 10:55am.

What opportunities are there for networking and engagement?

- There are several options to network during the conference. Using the Networking feature, you can have a 3 minute conversation with a randomly selected conference attendee. You can also have a video call with any conference attendee by locating their name in the People list and clicking Invite to Video Call.

Will sessions be recorded for on-demand viewing?

- Yes. All sessions will be recorded for viewing after the conference.

Will sessions be close captioned?

- No. The sessions will not be close captioned.

How can I get a certificate of attendance?

- A certificate of attendance will be emailed out to all conference attendees after the conference.

Can I see who is attending the meeting? And if so, can I message them?

- Yes! A list of conference attendees is available through Hopin. You can video chat and direct message attendees within the Hopin platform.

Can I get copies of PowerPoint slides?

- Copies of PowerPoint slides will be made available after the conference at www.cpha.info.

Presenter FAQs

How will I submit my presentation in this new virtual setting?

- Submit your presentation to your session moderator.

Where can I find information sent to presenters?

- If you have a question regarding your presentation, please contact us at cpha@cpha.info.

Do I have to register for the meeting?

- Yes. All presenters are required to register for the meeting at www.cpha.info.

Can someone substitute as my presenter?

- Yes. Be sure to discuss any changes with your moderator.

How do I contact the CPHA moderator for my presentation?

- The CPHA moderator should have reached out to you via email. If you have not been contacted by a moderator, please email cpha@cpha.info.

I'm having trouble logging into the Virtual Meeting Platform. What can I do?

- CPHA is using the Hopin platform for the conference. It is best accessed using Google Chrome or Mozilla Firefox. If you are viewing the conference on a smartphone or tablet, Android users should use Google Chrome. iPhone/iOS users should use Safari. Check that your internet speed is at least 30Mbps (<https://www.speedtest.net/>), and that your computer is less than 3 years old, has a multiple core processor, and at least 8GB of RAM.

What equipment will I need to participate as a presenter?

- You will need a computer that is less than 3 years old that is equipped with a microphone and a camera in order to present.

Registration FAQs

How do I register for the Annual Meeting?

- Register for the annual meeting at www.cpha.info. If your membership is active through November 2020, you can register for the discounted membership rate. Registration will remain open through Friday, 11/6.

Starting about one week before the conference, CPHA will e-mail registrants a link to the Hopin website for the CPHA event. After clicking the link, you will be asked to create a Hopin profile with your name, email address, and a password. Hopin will e-mail a confirmation, calendar invitation and reminders with your personal join link. You must go to Hopin and provide your name, email address, and a password to get your ticket in order to access the event and get your personal join link. This process is similar to registering for a webinar. Note: There is no alternative way to access the event.

Do I need to be a CPHA member in order to register?

- No. However, membership to CPHA and the member registration rate combined cost less than the non-member rate.

I am having trouble logging in to the CPHA registration process. What can I do?

- Please contact us at cpha@cpha.info for help with the registration process.

I am having trouble with the Hopin portion of the registration. What can I do?

- Please e-mail cpha@cpha.info for help registering with Hopin.

Continuing Education FAQs –

What CE credit types are available for the 2020 CPHA Annual Meeting?

- Continuing education contact hours (CECH) are available for Certified Health Education Specialists (CHES) and Master Certified Health Education Specialists (MCHES) and provided by NEPHTC and the Yale School of Public Health, Office of Public Health Practice.

How many CHES credits can I earn?

- You can earn up to 6 CHES/MCHES credits by attending the conference.

Which sessions are available for Continuing Education credits?

- The keynote and breakout sessions are available for continuing education credits. Attendance and payment for continuing education credits will be confirmed before reported to NCHEC.

I already registered for the meeting. How can I get CHES/MCHES?

- If you have already registered for the conference, please contact cpha@cpha.info for information on how to obtain continuing education credits.

How do I complete my evaluation(s)?

- Evaluations will be sent to conference attendees at the end of each day of the conference and will be anonymous. There will be a separate link within the evaluation to request CHES/MCHES for the sessions you attended.

What is the deadline to obtain my CHES/MCHES credits?

- By November 30th, 2020 you must complete the evaluation for the conference AND also the CHES/MCHES request form that is linked in the evaluation.

Can I get CHES credit for watching the recordings?

- No, the credits are for the live event only.

I am a certified health education specialist. Do I need to contact NCHEC to report my credits received during this meeting?

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- No, please complete the evaluation for the conference. In the evaluation you will be directed to a CHES/MCHES request form. Per NCHEC guidelines, credits will be reported quarterly and reflected in your account online during the month of January 2021.

I need assistance with CHES. What can I do?

- Email chandra.kelsey@yale.edu