2021 Conference F.A.Q's

Conference Weekend Questions

Help! I can’t access my conference account on the weekend of the conference. What should I do?
If you are having an issue logging into your conference account, please go to our website here and request a password reset. If you do not receive an email within a few minutes, please contact our helpline. If it is during conference hours, someone will be able to chat with you live. If it is outside conference hours, you will be directed to email the office.

The conference website is not loading - what do I do?
Please clear your cache and cookies and make certain that you are connected to WiFi before reloading the site.

For a guide on how to clear your cache/cookies, depending on your browser, navigate to the correct option below:

- Chrome
- Firefox
- Safari

I am having trouble with my video/audio as I am trying to attend a session.
If you are having difficulty with the Zoom platform during the conference, please see the Zoom site for Troubleshooting suggestions here.

I want to attend a session, but I can’t due to scheduling conflicts. Can I watch the session at a later date?
No, unfortunately, we are not recording presentations. Some special events - hosted by the NWSA - will be made available at a later date. Also, some presenters have chosen to upload a pre-recorded session instead of presenting live. You can contact those presenters and ask what their plans are.

I want to re-watch a session that I enjoyed at the conference. Do you have the sessions available?
No, unfortunately, we are not recording individual breakout sessions. The NWSA plenaries, keynotes, and other special events will be recorded and released at a later date.

Can I leave one session and join another one late?
Yes, you can enter and exit the Zoom session at any time. Please reduce the amount of ‘travel’ between sessions, though, as the entrance and exit of participants can be distracting or disruptive for presenters. You may have to sit in a waiting room until the presenters let you in as well.

Can anyone see or hear me as a participant?
If your video is off and your audio is muted, you will not be able to be seen or heard during a meeting style session. For information on how to turn off your video and your audio, please see this guide. If you are participating in an NWSA special event that is in a webinar style, you will automatically not be seen or heard.
How does the Exhibit Hall work?
The Exhibit Hall can be accessed from this page. If you would like to navigate there manually, find the menus on the left side of the main conference page. Go to the menu titled “Information Menu” and click on the “Virtual Exhibit Hall”. On that page, you will see a list of all exhibitors and you can click on each individual exhibit.

From 3PM - 4PM EST on the Saturdays of the conference (September 18th, October 16th, and November 20th) many of our exhibitors will be available for a live chat hour. To chat with an exhibitor, read the instructions on their page - many will provide a Zoom link or instructions on how to contact them. Exhibitors have also posted their live hours on their portal in the exhibit hall. Check there for times you can interact with representatives from the presses and publishers outside of the exhibit hall hour on Saturdays.

How does the MA/PhD Reception Work?
Our MA/PhD Reception Booths will be accessible as breakout rooms. To access the reception, travel to the Zoom Link that is provided on the conference website for the Virtual MA/Ph.D. Programs Reception event. Once in that Zoom, click on the participants button, and choose which breakout room you would like to enter, based on the name of the booth. For more info on how to navigate breakout rooms, see this article.

How do Poster Sessions Work?
The 2021 Poster Presenters will all make their presentation on Saturday, October 16, from 12:30 to 1:45pm EST. Each presenter will have a breakout room assigned to them and participants can move from room to room to chat with each presenter about their research. To access the Poster Session, travel to the Zoom Link that is provided on the conference website for the Poster Session event. Once in that Zoom, click on the participants button, and choose which breakout room you would like to enter, based on the poster presenter. For more info on how to navigate breakout rooms, see this article.

How do NWSA Special Events (like the keynote, plenaries, or other general conference events) work?
NWSA Special Events will be in webinar format, allowing us to host a large number of participants! To access these events, be sure to search for which one you would like on our conference site (add it to your personal schedule to keep track of it) and click on the provided Zoom link. For more information on how webinars work, explore this guide.

General Attendee Questions

Where is the conference site?
The conference site is a separate site from the NWSA website. To visit the conference site, please go to this link.

How do I log into the conference site?
Please visit the conference website at this link. For a walkthrough of how to log into the website, please download this document.

If I’m not registered, can I still access the conference?
No, only those who have registered for the conference can attend the conference and conference sessions.
Can I register late?
Non-Member attendees can register up to 48 hours before the start of each conference weekend. NWSA member attendees can register at any time.

How can I download access copies?
See the accessibility page on the NWSA website.

Where can I find the Zoom link for sessions/events that I want to attend?
See the image below. You will find the Zoom Link on the session or event page.

How do I keep track of sessions/events that I want to attend?
You can do this by creating a personal schedule in your conference account. When browsing sessions in the schedule, click the “Add to Personal Schedule” button. Select “Personal Schedule” under Navigation Menu to see all sessions you have added to your schedule, and sessions you are scheduled for as a presenter or moderator. A walkthrough for this can be found here.

How do I reset my password for the conference site?
NWSA members can go to the NWSA reset password page. Follow the directions to send a password reset email to your registered email. Once your password is reset for your NWSA member account, your conference account password will reset as well. During peak conference times, it may take up to 30 minutes for your conference login info to reset. Please plan accordingly.

General Presenter Questions

I'm a presenter - how do I get onto my Zoom panel?
Your session organizer, or a member of your created session, was required to upload a Zoom
meeting link to the conference website prior to the start of the conference. Please contact your
group or session organizer for your Zoom link or check on the conference website account for
the public link - the NWSA did not provide individual Zoom links for panels or paper sessions.

How do I add a Zoom Link to my panel?
Only session submitters can add a Zoom Link to a panel. If you are a part of a paper session,
the NWSA will do this for you. For more information, see accessibility page on the NWSA
website.

What should I know about adding a Zoom link for my panel?
- You should enable closed captioning for your Zoom session ahead of time.
- Cohosting issues: session organizers should designate a person as the co-host on your
  session in case the host is kicked out of the Zoom due to WiFi issues, etc.
- NWSA recommends using the waiting room feature in Zoom as well. Someone should
  monitor the waiting room throughout the entire session to allow attendees to join at
different times.

How do I upload my access copies?
Please see the accessibility page on the NWSA website.

Account and Registration Issues

- If you are having trouble accessing your conference account or your NWSA account,
  please note the following: the NWSA account is separate from the conference
  account. Having a conference account does not necessarily mean you have an
  NWSA account, and vice versa.
- NWSA membership can be created or renewed here.
- Conference registration can be purchased here. Registration for the conference is
  always open to members, even during the conference. Non-members will be able to
  register until 48 hours prior to the start of each conference weekend.
- The conference website can be accessed here.
- If you cannot access your conference site login or your NWSA login, please chat with us
  on our FAQ page (find the chat button on the bottom right hand of the screen).
- If you login to the conference site and cannot view your conference sessions, please
  chat with us on our FAQ page (find the chat button on the bottom right hand of the
  screen). You probably created multiple accounts on the conference site and we will need
to merge those accounts.

DURING CONFERENCE HOURS ONLY: Still have questions? Click the “Chat Now” button at
the bottom right hand corner of the screen. If you are contacting us during conference hours,
someone will assist you soon!