

## National Children & Youth Garden Symposium

### Attendee Resource

#### Registration

You must register for the National Children & Youth Garden Symposium in order to view any of the live or prerecorded sessions. AHS members must log in to access the discounted registration rate. Upon successfully registering, you should see a confirmation screen online and, shortly thereafter, receive an email confirming your registration. If you are having difficulties or would prefer to register over the phone, please call 703-768-5700 x119.

#### Create a username and password

The links to access the recorded sessions will be centralized in a webpage viewable only to symposium registrants. In order to confirm your identity as a registrant, you must create a username and password for the American Horticultural Society website. As this is not an instantaneous process, please do this prior to Tuesday, July 7 for guaranteed access to all session links. Please retain your username and password as resetting your username or password is not instantaneous.

#### Accessing prerecorded sessions

[The links to all prerecorded sessions can be found here.](#) You will be prompted to log in to access this page. Find the title of the session that you wish to view and click on the link to the video. If the session presenter provided handout materials, those will be downloadable from the same website.

#### Accessing live sessions

Live sessions can be viewed by any device with a good internet connection. You do not need a webcam or microphone to participate. All live sessions will be conducted using the Zoom webinar platform. If you are new to Zoom, you may wish to visit their [website](#) for tutorials and thorough directions. You do not need a Zoom account to join webinars as an attendee.

[Joining a Zoom webinar:](#) If you are joining a Zoom webinar for the first time, simply click on the link (either on the NCYGS 2020 content library or in an email invitation) and you will be taken to a Zoom page. You will be prompted to download the Zoom software onto your computer or device. Once downloaded, you can access future Zoom webinars and meetings without this step. You may wish to download Zoom prior to the webinar so that you can join quickly. If you would rather not download Zoom software, click on the “Join from your browser” link. Using Zoom in this way may decrease the engagement opportunities.

Participating in a Zoom webinar: Once you have joined the Zoom webinar, you should see the host and/or speaker(s). Your video feed will be disabled and your microphone will be muted. In order to engage with the speaker(s), you can either use the [chat](#) feature or Q&A. Both options are found in your attendee control panel at the bottom of your screen. Clicking opens up a smaller window for either the chat or the question box. With the chat feature, you can communicate with other attendees or the host. Use the Q&A feature to ask a question of the speaker(s).

[Participating in a discussion session](#): Discussion groups will utilize the same Zoom platform. Click on the link to the discussion group that you wish to join. Several discussion groups will be meeting simultaneously. Upon entering the meeting, please indicate in the chat which session you would like to discuss. The large group will be divided into virtual breakout rooms where you will be able to discuss and ask questions of the session presenter. For these meetings, your microphone will be unmuted and your video feed will be enabled.

## Zoom Troubleshooting

The following are a few common issues attendees encounter with Zoom technology.

- My video/camera isn't working.

[Read tips on troubleshooting a camera that won't start or show video.](#)

- There is echo in my meeting.

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. Learn about common causes of audio echo.

- Audio isn't working on my mobile device.

[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)

If you are **still having technical issues**, please call Blue Cotton Tech at (571) 777-0910. A tech support representative is available for symposium registrants July 8-10 during the hours of 12:45 and 2:45pm EDT.

Please refer (AHS website) **log-in and/or lost link issues** to American Horticultural Society staff at (703) 768-5700 x119 or [education@ahsgardening.org](mailto:education@ahsgardening.org)