



THE WORLD FOOD PRIZE

2020 Norman E. Borlaug International Symposium

Breaking New Ground: *Building Resilience Today for Improved Global Food Systems Tomorrow*

Frequently Asked Technological Questions

- Whova won't let me in!
 - You must use the email if you registered with. If the issue persists, please email register@worldfoodprize.org with screenshots of the error message.
- The Whova mobile app is asking me to input an event code.
 - You are receiving this notice because the email you have entered does not match the email you registered with. If the issue persists, please email register@worldfoodprize.org.
- I cannot see the video / Video won't play!
 - Please refresh your browser to reload the video. If the live stream still does not play it may be an internet connectivity problem. Try moving closer to your WiFi router, using an ethernet cable connection, or disconnecting from wifi from other devices.
- The video keeps buffering / The sound isn't clear!
 - This may be due to a poor internet connection. Try moving closer to your WiFi router, using an ethernet cable connection, or disconnecting from wifi from other devices.
- I cannot hear the video / the volume is low!
 - Please ensure the volume is turned up on the live stream video as well as on your computer microphone. Check the volume bar in the lower right-hand corner of the video. Beyond these two measures, using headphones or external speakers may help as well.
- I can't sign in to Whova!
 - On the website www.worldfoodprize.org/Whova you will have to enter your email (the one used at registration) and password to login to your Whova account. If you are not able to login, try clicking 'Forgot Password' to reset your password.
- I can't find the agenda!
 - When you login to Whova, you should be able to see a navigation bar on the left-hand side of the welcome screen. The **Agenda** tab is located right below the **Home** tab.
- I can't find the Resource Hub in Whova!
 - When you login to Whova, you should be able to see a navigation bar on the left-hand side of the welcome screen. All the resources being posted can be found in the **Community** tab which is located right below the **Attendees** tab.



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- In the Community section you can share your reflections, resources and ideas. You can also see a thread of Organizer Announcements to keep track of exclusive opportunities for Borlaug Dialogue registrants.
- How do I ask a Question?
 - Every session on the Whova agenda has a chatbox on the right of the screen. You can connect with other attendees and post questions there!
- How do I organize a Meet-Up in Whova?
 - A separate thread called **'Meet-ups & Virtual Meets'** can be found in the **Community** tab which is located right below the **Attendees** tab of the Whova platform.
 - In this thread, you may click the blue button at the top that says **'Suggest a Meet'**. You will then receive prompts to enter details about your meet including the time and virtual connection link, and then your Meet-up will be scheduled! .
- Will recordings of the sessions be available after the event?
 - Yes! A recording of each session will be available for playback in its respective agenda page.
 - The recordings of a limited number of Borlaug Dialogue sessions will be uploaded to the World Food Prize Foundation Youtube page after the event.

Please email register@worldfoodprize.org with any further questions.