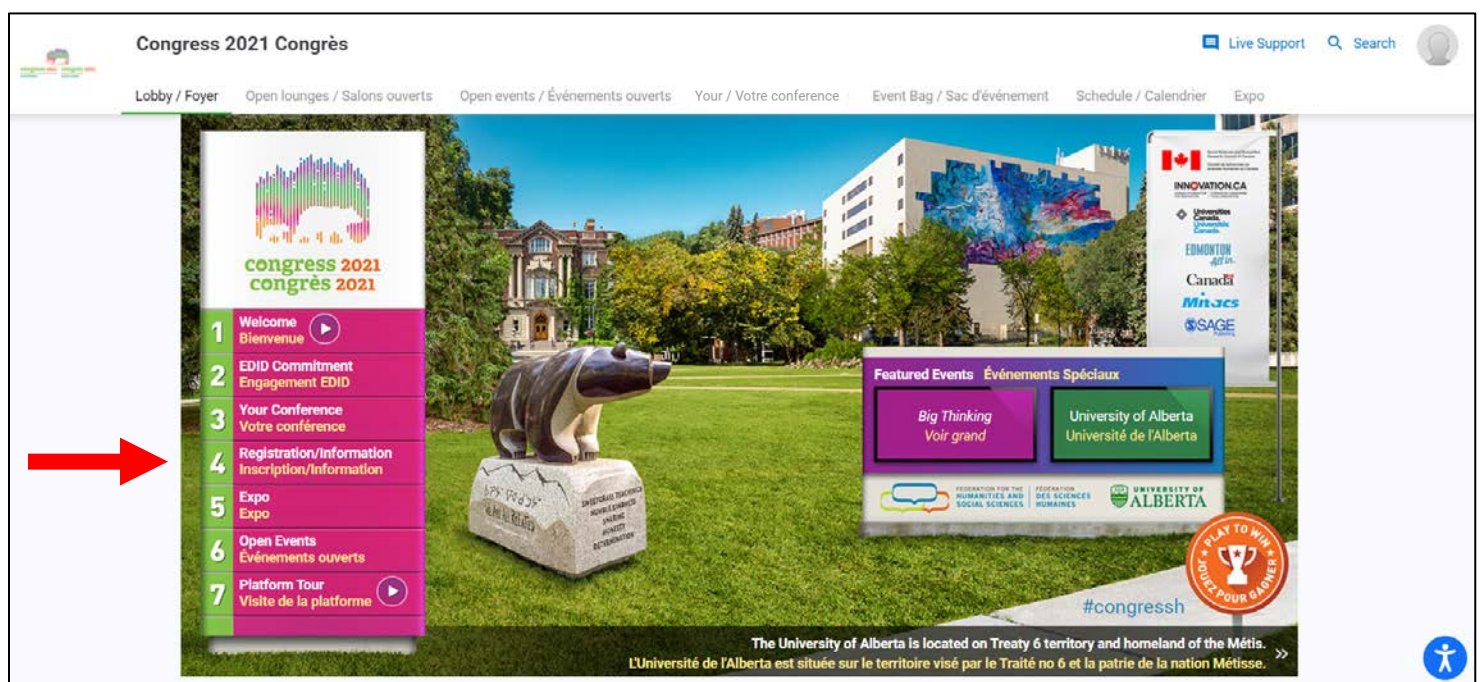


## Help and support during Congress

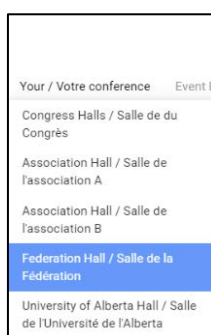
Whether you require assistance accessing the platform, have a question about an upcoming session, or need help troubleshooting Zoom, we are here to ensure you have a positive Congress experience! Explore the various support options below.

## Registration/Information booth

Staffed by the Federation team, the Registration/Information booth is the place to go for all your registration inquiries and general association conference questions. You can locate the booth from the main lobby (see image below).



You can also locate the Registration/Information booth by clicking on “Federation Hall” from the “Your / Votre Conférence” tab of the top navigation bar. It will be the first booth on the page (see images below).



Organized by  
Organisé par :

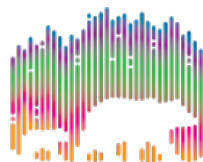


FEDERATION FOR THE  
HUMANITIES AND  
SOCIAL SCIENCES

FÉDÉRATION  
DES SCIENCES  
HUMAINES

In partnership with  
En partenariat avec :





Once you're at the Registration/Information booth, you can connect with a representative via the chat feature at the bottom of the webpage. Before asking your question, look at the booth panels to see if the answer to your question has already been answered!


## Hours of operation

The booth will be staffed between the hours of 8:00 to 16:00 MT from May 27<sup>th</sup> to June 3<sup>rd</sup>, and 8:00 to 15:00 MT on June 4<sup>th</sup>, the last day of Congress. If you have a registration question on May 25<sup>th</sup> or May 26<sup>th</sup> when you receive access to the platform, you can email [congress@ideas-idees.ca](mailto:congress@ideas-idees.ca) or connect with VEP Live Support (details below). Due to a high volume of emails during Congress, we highly recommend that you connect with us via the Registration/Information booth during Congress.

## VEP Live Support

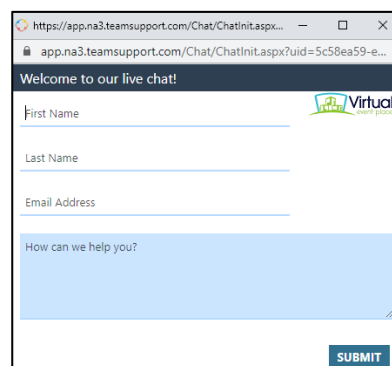
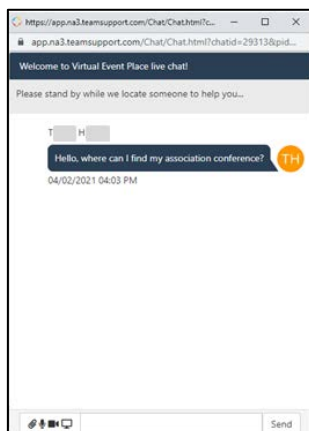
You can contact the team behind the platform, Virtual Event Place (VEP), with your technical questions, wayfinding, and general inquiries.

Follow these steps to access the VEP Helpdesk within the virtual event platform:

1. Locate and click the **"Live Support"** button on the top of your webpage.
2. Enter your name, email and inquiry and click **"Submit"**.
3. You can attach documents for reference by clicking on the paperclip icon. 



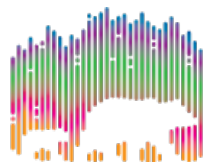
**Note:** audio call, video call and screen share are all available within the Helpdesk.



## Hours of operation

VEP support staff will be ready to assist you from May 25<sup>th</sup> to June 4<sup>th</sup> between the hours of 7:00 ET / 5:00 MT to 21:00 ET / 19:00 MT. The virtual platform will still be accessible to attendees from June 5<sup>th</sup> to June 30<sup>th</sup> and VEP support staff will be available from 7:00 to 15:00 MT.





## Email us

If email is your preferred method of communication, you can send registration inquiries to [congress@ideas-idees.ca](mailto:congress@ideas-idees.ca) and all other general inquiries to [info.congress21@gmail.com](mailto:info.congress21@gmail.com). A Federation representative will be available to respond to your emails from May 27<sup>th</sup> to June 3<sup>rd</sup> between the hours of 8:00 to 16:00 MT, and on June 4<sup>th</sup> from 8:00 to 15:00 MT. Please allow 24 to 48 hours for a response but will do our best to respond sooner than that!

Due to a high volume of emails received during Congress, for immediate assistance, please access the VEP Live Support or connect with us at the Registration/Information booth.

## Direct attendee help line

Prefer the phone? No problem! You can call the Congress hotline at 1-613-238-6112 ext. 307 for any inquiries. If the line is busy or we don't pick up, please leave a message and a Federation representative will get back to you as soon as possible!

## Hours of operation

Phone lines will be monitored from May 27<sup>th</sup> to June 3<sup>rd</sup> between the hours of 8:00 and 16:00 MT, and on June 4<sup>th</sup> between the hours of 8:00 and 15:00 MT.

