



Technical support during Congress

Whether you need assistance before, during, or after your session, our virtual Congress team will be online for technical support.

Federation staff

The Federation has recruited more than 100 paid short-term contractors to support the delivery of virtual Congress.

Event Technicians

An Event Technician (ET) will be assigned to your session(s). This individual will complete your sound and audio check during your green room time, and advise on any questions that you may have before your session begins. Your ET, with the help of the Room Monitor, will support you in your live or simu-live Zoom meeting or webinar session. Your ET, the Room Monitor, or both, will remain in your virtual room for the duration of the presentation to provide continued support.

Customer Service Representatives

If you have a question about finding your session, navigating the platform, or registering to attend an open event in your free time, a Customer Service Representative (CSR) will be online to assist you. The team of CSRs will be monitoring the Registration/Information desk and Congress help lines between the hours of 8:00 to 17:00 MT from May 27 to June 4.

Volunteers

More than 400 volunteers will support the operations of Congress 2021.

Room Monitors

A Room Monitor will be assigned to your session(s) and support your presentation by assisting with slideshow coordination, setting up your pre-recorded videos (if applicable), etc.

VEP help desk

There are many avenues of support available within the virtual event platform. In addition to the Congress help line and virtual help desk, you can contact the team behind the platform, Virtual Event Place (VEP), with your technical questions, wayfinding, and general inquiries.

How to use VEP help desk

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

1. Locate and click the **“Helpdesk”** 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.

VEP help desk hours

You can access the VEP help desk between **8:00 to 17:00 MT from May 27 to June 30.**

After-hours support

If you're looking for assistance after hours, here are your options:

1. Send an inquiry through the VEP help desk for next day assistance.
2. Leave a message on the Congress help line (*coming soon*) for a response during the next morning.
3. Email congress@ideas-idees.ca. Emails will be responded to within 24 hours.

Questions?

Do you have questions about your presentation or your chair/moderator duties? Direct these inquiries to your association.



Organized by
Organisé par :



FEDERATION FOR THE
HUMANITIES AND
SOCIAL SCIENCES

FÉDÉRATION
DES SCIENCES
HUMAINES

In partnership with
En partenariat avec :

