

# Utilities UGC2020

Virtual • July 14-16, 2020



CGI

## UGC2020 Virtual Conference FAQs

### What software or platform is this being hosted on?

CGI's UGC2020 Virtual Conference will be hosted by BlueSky elearn using the Adobe Connect platform.

### Do I need to download anything?

No, you will not need to download anything in order to access the online event. It is encouraged to test the system prior to the conference beginning to ensure your computer can access the platform. The audio for the event will be VOIP. Participants should be able to listen through their speakers in their computers.

To ensure your computer is compatible for the live event, please perform a system check by clicking on the link [www.livewebcast.net/test](http://www.livewebcast.net/test) or by typing it into your internet browser. Please perform the system check on the same computer you will use for the live event.

If your computer is compatible, you will receive a confirmation message on your screen and hear music. Otherwise, please contact the Help Desk to resolve any issues.

**Help Desk** Live event help desk is staffed from 8 am to 8pm ET (M-F), as well as one hour prior to start of event through completion. Call **1-888-364-8804** for assistance. You can also email [support@blueskyelearn.com](mailto:support@blueskyelearn.com).

### How will I login in during the event?

You will be sent a follow up email prior to the event with a link to join the virtual conference. Each day will have a unique link. Click on the link to join and add your name, email address and company to be brought into the event.

### Will you email me information about logging in and who can help me if I have issues?

If you have technical issues, please contact BlueSky eLearn Help Desk 1-888-364-8804 or email [support@blueskyelearn.com](mailto:support@blueskyelearn.com)

You can always contact the [CGI Utilities Planning team](#) if you have issues not related to the Adobe Connect Platform.

### What if I cannot attend the sessions live? Am I able to watch later?

All sessions will be recorded and available on-demand to all registered attendees a few days following the event. An email will be sent to all attendees once these recordings are made available.

### What if my institution or company doesn't allow me to access the platform?

Please test ahead of time to ensure you can join the virtual event. Below are the preferred requirements to give you the best experience.

### System Requirements

## Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows 7, Windows 8 or Windows 8.1
- Windows 10, 8.1 (32-bit/64-bit), 8.0 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 512MB of RAM (1GB recommended) for Windows 7 or Windows 8
- Microsoft Internet Explorer 8 or later; Windows Edge browser; Mozilla Firefox; Google Chrome

## Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.8, 10.9, 10.10
- Mozilla Firefox; Apple Safari; Google Chrome

## Additional requirements

Bandwidth: 512Kbps for participants, meeting attendees, and end users of Adobe Connect applications.

## Will I be able to ask questions during the live event?

Yes, you can ask questions via a Q&A dialog box. We encourage you to engage with the presenters using this feature. All questions will be asked via a moderator and we will do our best to answer every questions during the sessions. All questions will be recorded and we will respond to any question not answered live.

## Will I be able to speak with the other attendees? Will other attendees be able to see me?

You can connect with attendees during the sessions using the chat feature. You will have the option to chat with all attendees and private chat between another individual attendee.

No, other attendees will not be able to see you during the sessions. Adobe Connect Platform is a one-to-many platform. You will be able to see the speakers and panelists, but they will not be able to see you.