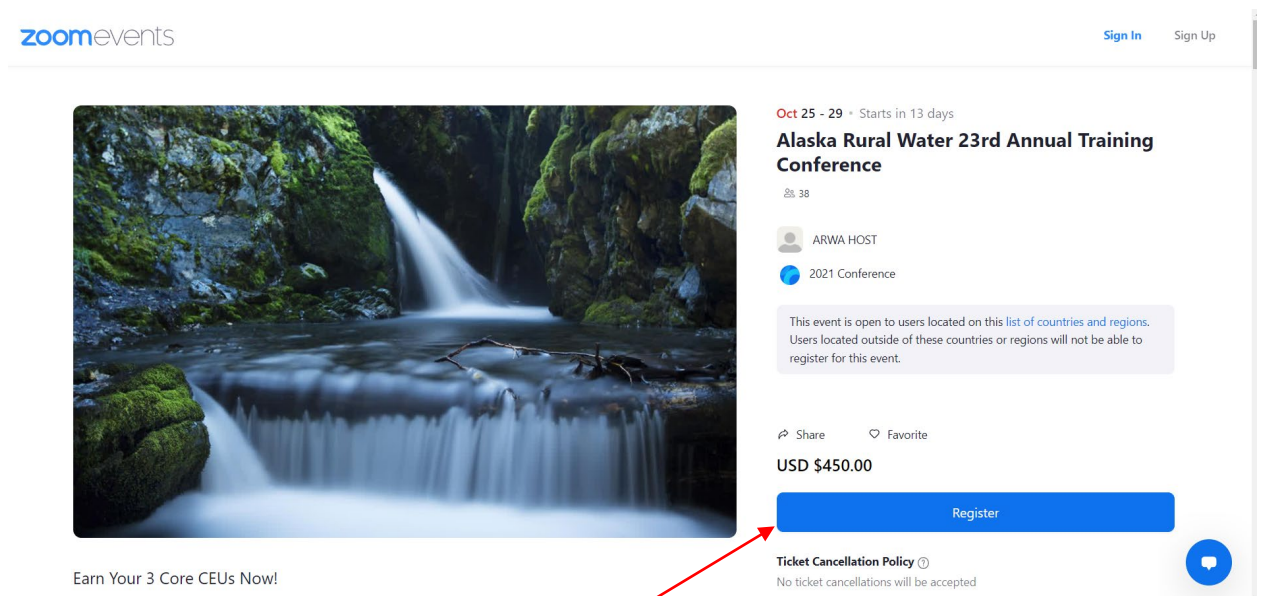**ARWA's 23rd Annual Training Conference** will be hosted on Zoom Events. Please familiarize yourself with the Zoom Events platform BEFORE the live conference begins to ensure you are able to log in and access the event. If you are unable to log in to Zoom Events, please contact kelly@arwa.org as soon as possible. (Please note, the pictures below may not look exactly the same as what you see, but the general information and links displayed should appear the same.)
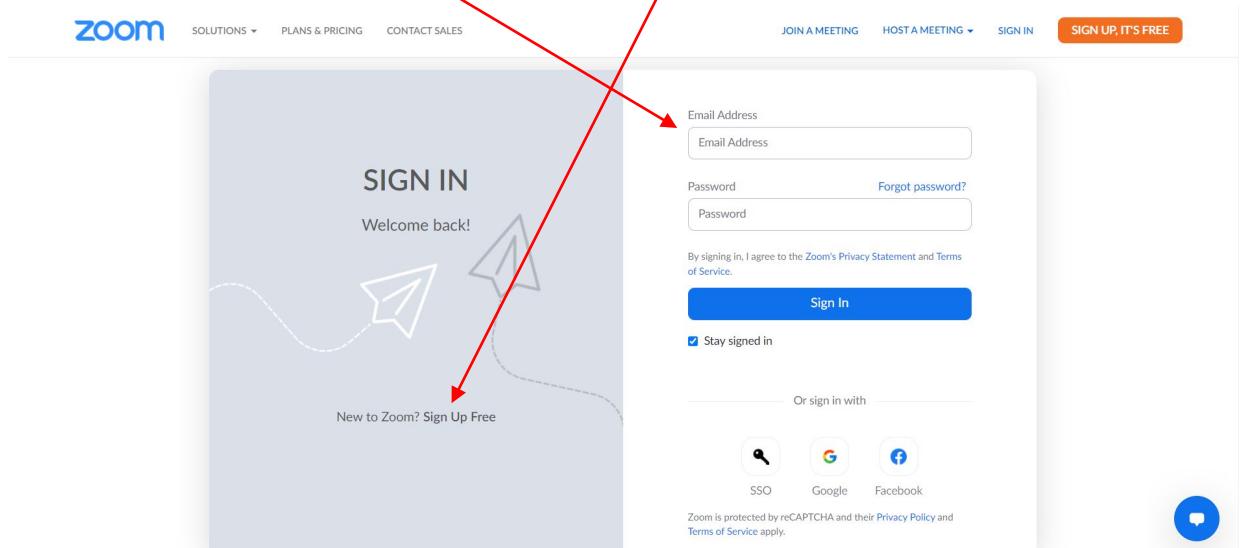
Registering for this event:

1. Open your web browser and navigate to:
   https://events.zoom.us/ev/AP5ynKqpKYY54JZI8pRrGCJxK5TWKWA56i2mX9DIT5IkROoA2_ZJUk2KHnbbg5cqRuzxBWc

   It should appear as something like this:

zoomevents

Sign In   Sign Up

Oct 25 - 29 • Starts in 13 days

Alaska Rural Water 23rd Annual Training Conference

38

ARWA HOST

2021 Conference

This event is open to users located on this list of countries and regions. Users located outside of these countries or regions will not be able to register for this event.

Share   Favorite

USD $450.00

Register

Ticket Cancellation Policy
No ticket cancellations will be accepted

Earn Your 3 Core CEUs Now!

2. Click **"Register"** in the bottom right corner

3. Sign in with an <u>existing Zoom account</u> or <u>create a new one</u> with your email and a password.

4. If creating a new Zoom account, after you go through the "activation" step from your email account, re-click on the link in Step 1 above to get to the registration page. Now, click on **"Register"** in the bottom right corner and sign in with your newly created Zoom account email and password.

5. After clicking on **"Register,"** you should see a screen that looks like this:

Click **"Continue"** to start the payment process.

6. Fill out all information and click on **"Place Order"** at the bottom left.
7. Fill in address information and click **"Continue"** at the bottom left.
8. Select payment method and complete payment process.
9. On the confirmation page you can now add this event to your calendar (your confirmation page will reflect the amount you paid).

Thank You for Your Purchase!

Your order confirmation has been sent to █████████

Alaska Rural Water 23rd Annual Training Conference

🕐 Oct 25, 2021 8:00AM - Oct 29, 2021 4:30PM AKDT

👤 ARWA HOST

🎫 1 Ticket

> This event is open to users located on this list of countries and regions. Users located outside of these countries or regions will not be able to register for this event.

Add to Google | Yahoo | Outlook | iCal

| Comp / Pre-Paid Access to Conference	USD $0.00
Order Total	USD $0.00
Order Number	1448064970179219456
Order Time	Tue, Oct 12, 2021 03:16PM AKDT

🚀 How to join the conference? Get started as an Attendee

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[Join Lobby]

10. Click on **"Join Lobby"** to access the home page (lobby) of the conference.
11. You will need to download the Zoom App (also known as the "Desktop Client") and log into the App with the email you used to register in order to access the conference. The Zoom App can be found here: https://zoom.us/download#client_4meeting (select Zoom Client for Meetings). Click on "Download" and follow the prompts.

12. If you already have the Zoom App installed on your computer, you will need the most current version. If you click on the underline dialog box that pops open in Step 10 above, it should automatically update it for you before it lets you in.
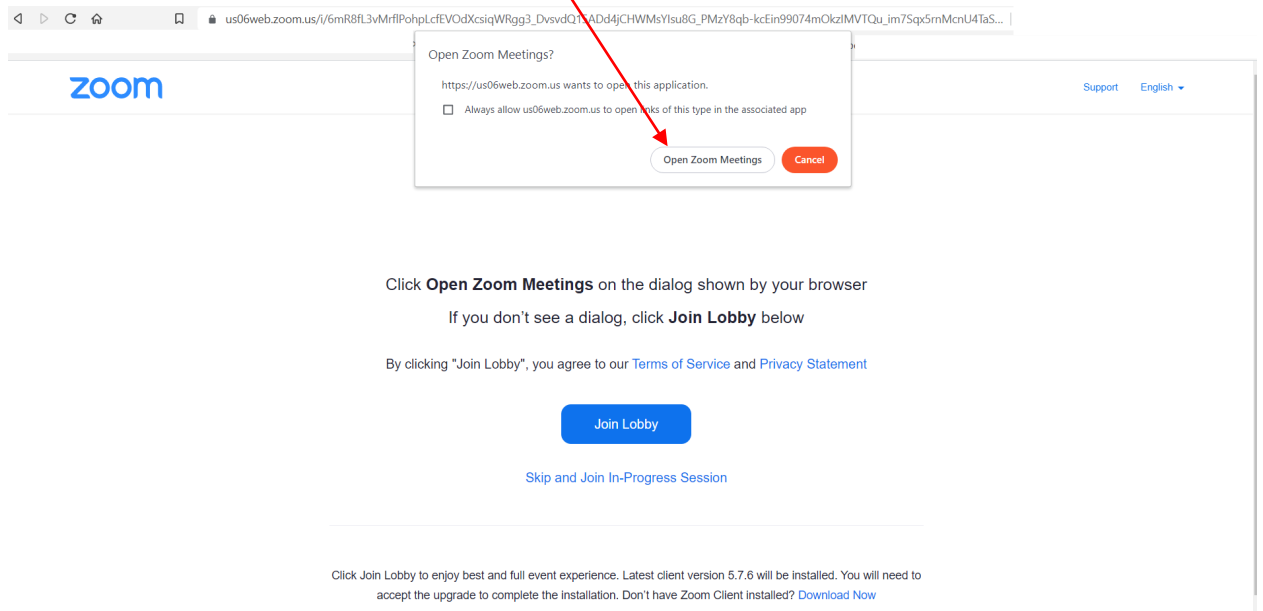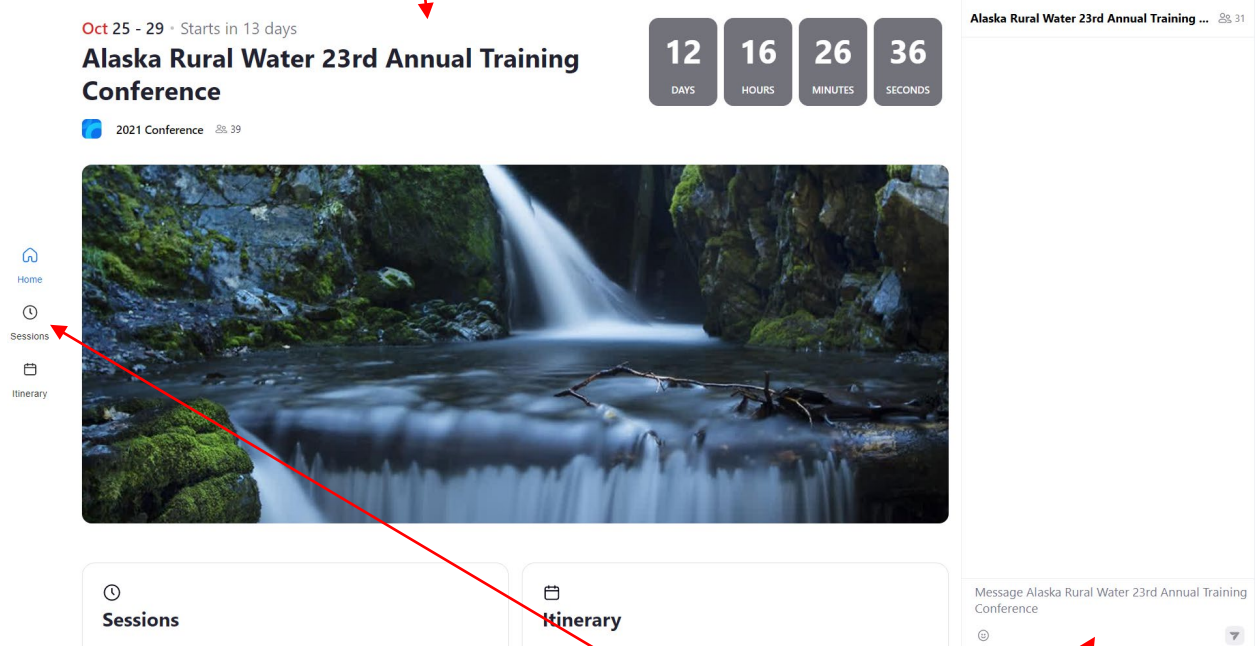

If the Zoom App goes into an automatic update, it might look something like this:
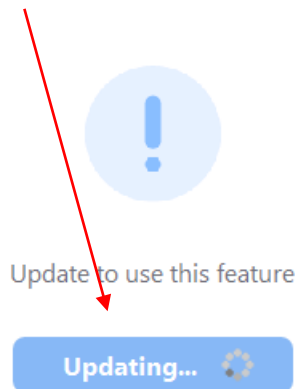
13. When it finishes updating, it <u>may</u> ask you to launch the Lobby again:

Please launch lobby again.

Launch Lobby
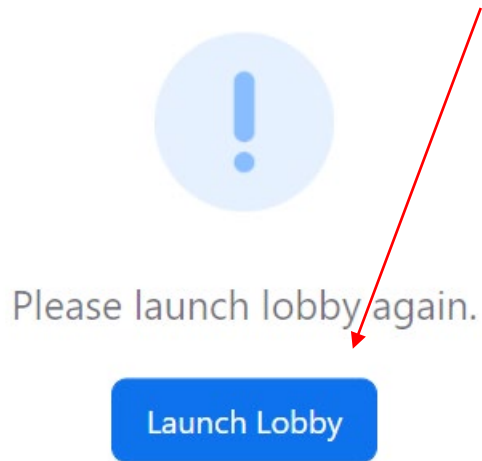
14. Once you are in the <u>Lobby</u>, you are now where you need to be to access the training sessions!

In the Lobby, you can take a look at the <u>agenda</u>, or even send ARWA a <u>chat</u>, if you have any questions.

PLEASE BE AWARE, the times noted <u>ABOVE</u> the title of the session is NOT correct.
The correct session times are noted to the ***right*** of the session name.

Once the conference starts, the sessions will begin at the times noted. In order to receive CEUs, you must attend each session in their entirety. During each session, there will be TWO random questions posted at random times by ARWA staff in the chat box. You _**MUST**_ answer BOTH questions to earn CEUs. **NO PARTIAL CEU CREDIT WILL BE AWARDED**. If both questions are not answered, no CEU credit will be given. These questions will be simple and easy to answer with no right or wrong, e.g., What is your favorite color?

To open the chat box, click on **"Chat"** on the bottom of the video screen.
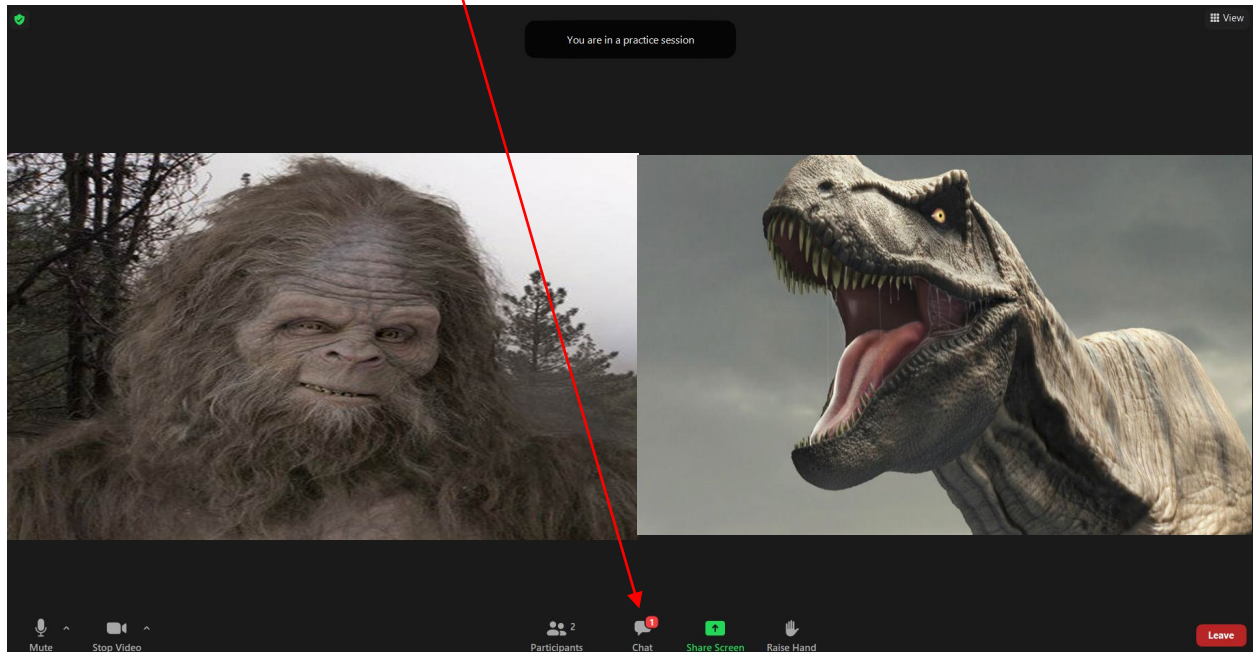
The Chat box will appear on the right, and you will post your answers (or any questions you may have for the Presenter) by typing them in the "Type Message Here" box at the bottom.
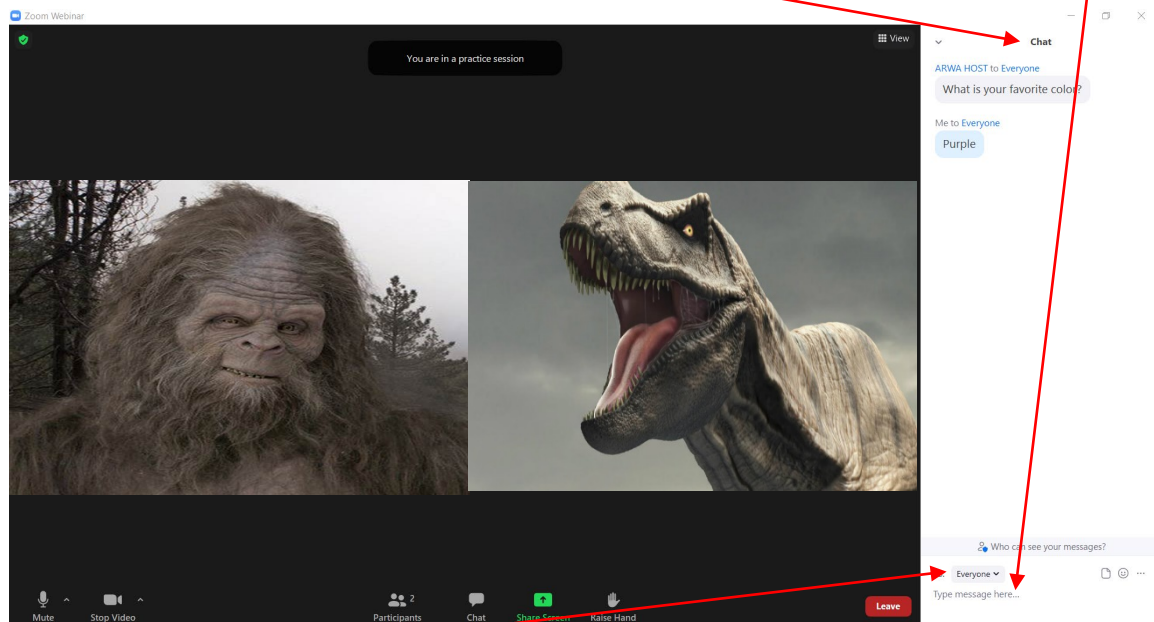
Change the "To" option to "Everyone" before posting. This will allow everyone to engage with each other.

Troubleshooting:

1. **Unable to Join Lobby**
   - ○ This is most likely due to a mismatch between the Zoom account you registered with and the Zoom account you are currently using.
   - ○ **Solution:** Open your Zoom Desktop Client and Log Out. Log back in with the Zoom email you used to register with.

   Another reason may be that you are not logged into the Zoom App/Desktop Client. Log into the App. You will **NOT** see the Lobby link appear in the Desktop Client after you log in. Click on the same link found in Step 1 of these Instructions (**https://events.zoom.us/ev/AP5ynKqpKYY54JZI8pRrGCJxK5TWKWA56i2mX9DIT5IkR OoA2_ZJUk2KHnbbg5cqRuzxBWc**). Sign in with the same email/password using the "Sign In" link in the top right of your screen. Click "Join Lobby," then go to your Desktop Client. You should now be in the Lobby.

2. **Update Required**
   - ○ **Solution:** Click the "Update" button and Zoom will automatically update the Desktop Client and relaunch.

If you have paid with a check or PO, please contact kelly@arwa.org so you can get added to the conference on the back end and get sent a link to register. You will still need a Zoom account and the Zoom Desktop Client downloaded to your computer to attend.

If you have ANY problems, please do not hesitate to reach out and we will gladly assist!