Troubleshooting FAQ's

CEU and Field Hours

Students can earn 16 field hours...1 hour for each session viewed live or recorded. There are no CEU credits for this Summit. However, we expect to resume accreditation for our Spring Summit 2022.

Am I Registered?

If you purchased a ticket and have not received an invoice, please contact us via the contact us form or the help button on the website for assistance. You can also go to globalsocialwelfaresummit.com/login and crowdcast.io/sign-in and put in the email you registered with and request a magic link for verification.

Not Receiving Magic Links?

If you are using a work or school email address and you have checked your email and spam folders after multiple tries without receiving anything, your work or school IT department may be blocking those emails:

1. Contact IT for your work or school place and ask them to passlist emails for the Summit. (Provide this Letter)
2. Submit Request to have your registration email changed to a personal address prior to October 23, 2021. Requests after this time may not be honored.

If you did not personally purchase a ticket and did not receive an invoice from the Anti-Racism Virtual Summit, you are more than likely not registered and we do not have you in our systems. Check with your sponsoring institutions if you have one and they can provide you with their school access code.

How to Print out Certificates for Field Hours

We are not offering certificates for this Summit. Please, keep a copy of your session survey as proof of your attendance for your field instructors if needed. There is a replacement cost of $60 if we have to provide replacement copies of all your surveys and verify attendance.

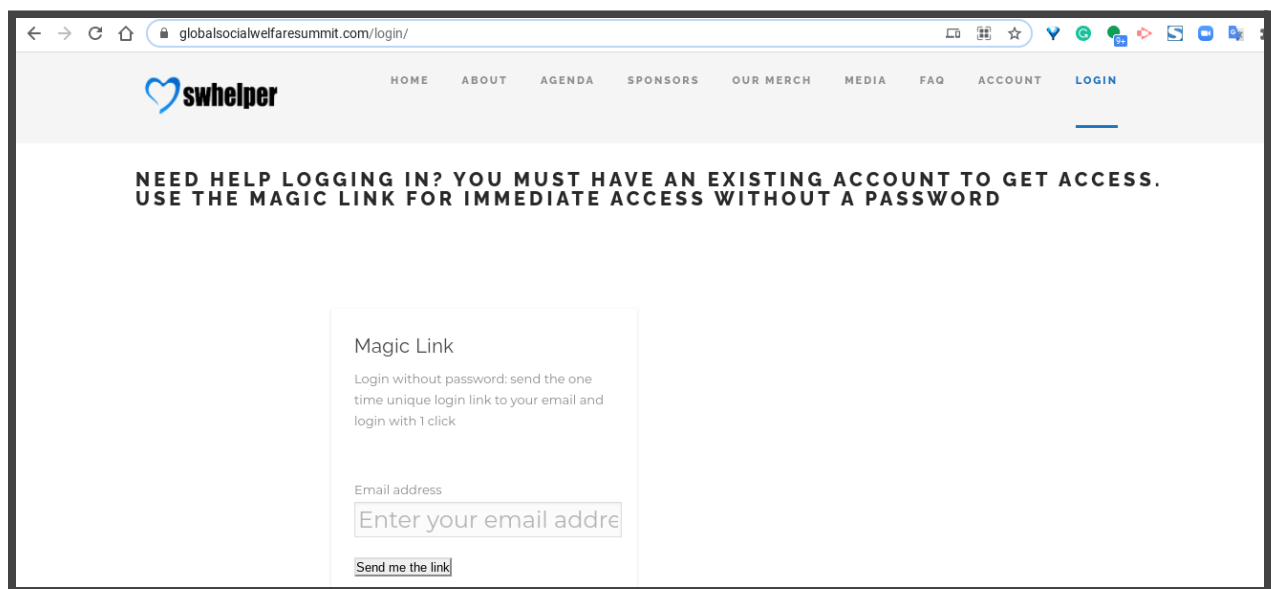## Accessing Summit Website and Crowdcast

You will need to be logged into the summit's website in order to complete your surveys for field hours. To login in follow the instructions below:

Logging in, Forgotten, or Incorrect Summit website Login Information

In order to login, you must navigate to the summit website: https://globalsocialwelfaresummit.com/login. In the upper right hand corner, locate the icon that says login. From here, you will be prompted to enter the email address that you registered with.

A magic link will be sent to your email which will allow you to login into the website without a password. The email will give you the choice to login in with a single link or by copying and pasting the link into your browser.
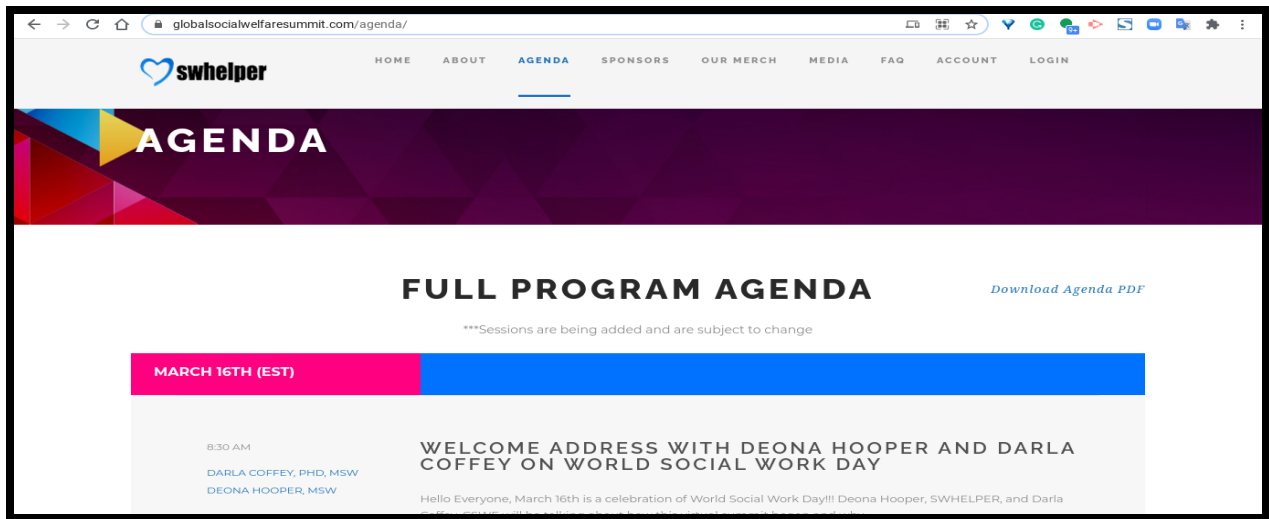

Navigating Speaker Session from Summit Website

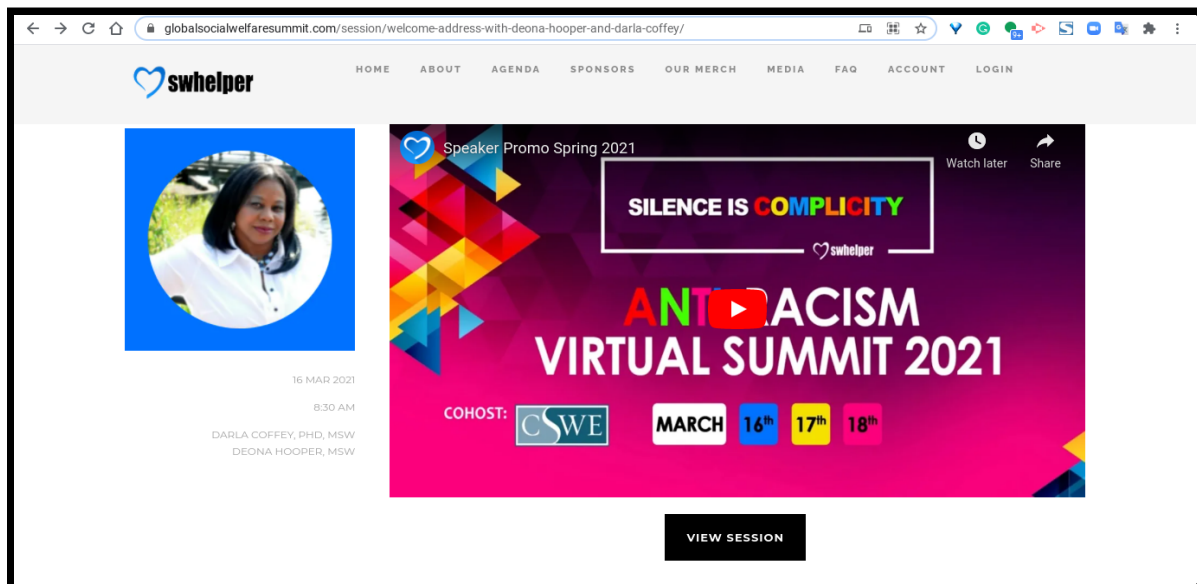The agenda can be found by visiting the summit website at https://globalsocialwelfaresummit.com/agenda/. At the top of the page there is an option to download the full agenda. All the sessions are listed, navigate to the session you want to view and click the title. Once the session description and information is displayed, click view to watch the live stream.

See picture below:

Locating Speaker PowerPoints on Summit Website

Now, find the specific session and speaker you are looking for. Click on the sessions title, and scroll down below the speaker's photos. Beneath it, there will be a link to the speaker's presentation if they chose to have one. Speaker presentations are optional.

To participate in the live session, the view session button connects you to the Crowdcast live stream.
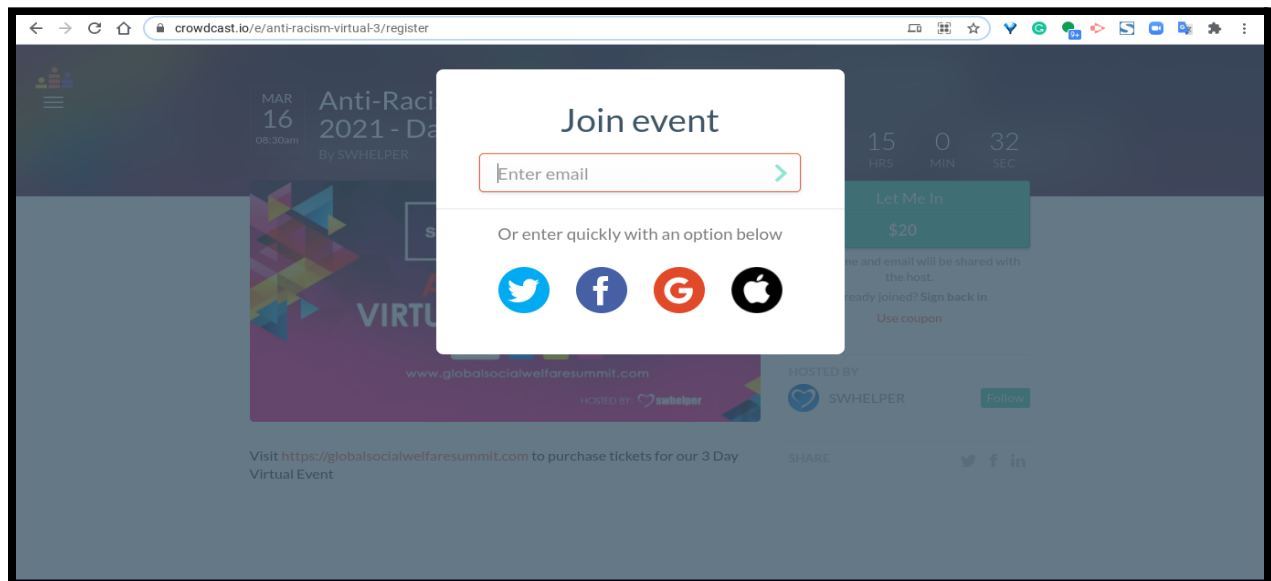
Accessing Sessions on Different Devices

You can access Summit Website and Crowdcast on laptops, tablets, and smartphones. The following browsers can be used: Chrome, Firefox, Safari, Opera, and Edge. You first need to make sure your browser has pop ups enabled for Summit Website and Crowdcast. Lastly, make sure you are logged in with the correct login credentials.

Logging in, Forgotten or Incorrect Crowdcast Login Information

When logging into Crowdcast, you are given several options to choose from. **You should enter your registration email address and request a magic link be sent to your email.** You have already been pre-registered for the event. The magic link sent to your email will allow you to use the single click feature or copying and pasting the url address into your browser.

Choosing the login in via social media accounts means will default to your social media account email address which may not match your registration email.
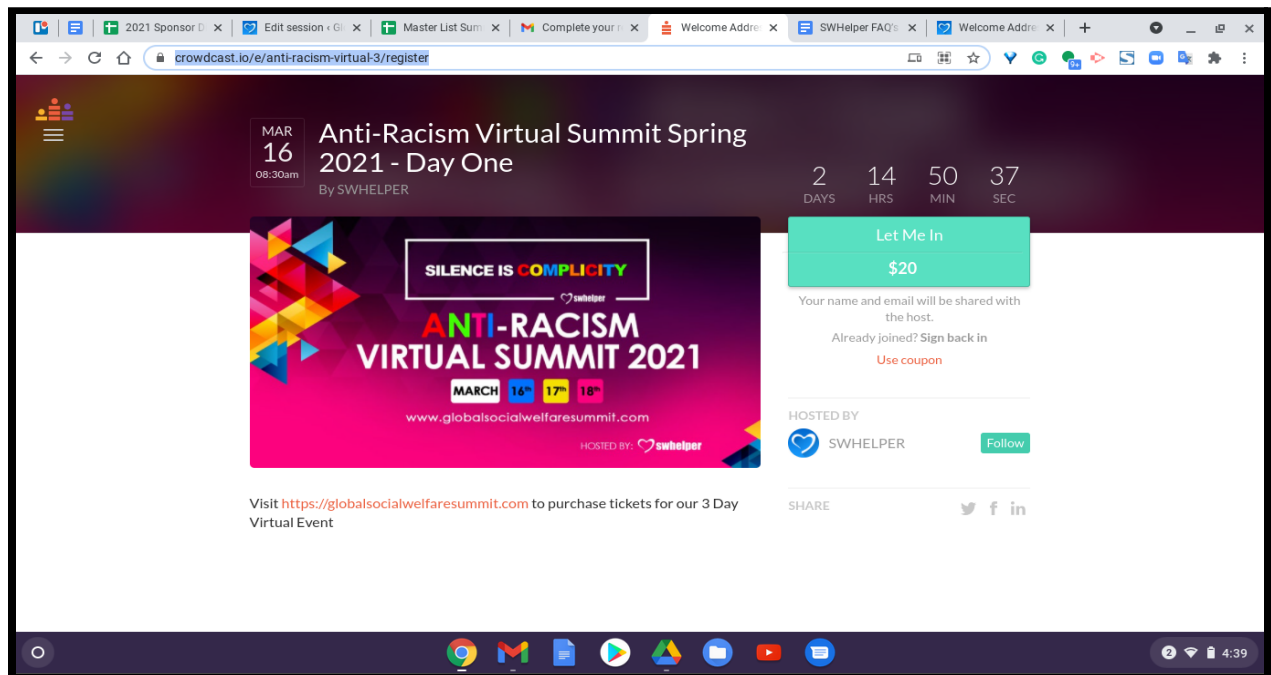

Logging into Crowdcast and Prompted to Pay

The following are troubleshooting fixes if you are prompted to pay when logging into Crowdcast:

Troubleshooting 1: Make sure it is the correct email address that you registered with. This might also occur if you are trying to login into Crowdcast using social media accounts.

Troubleshooting 2: If you are logged into other email accounts on your device it might be overriding your ability to login in with a different email. This can be fixed by either logging out of other accounts or by using an incognito browser.

See below: You may get this screen if you are trying to log into Crowdcast using a different email than what was registered.
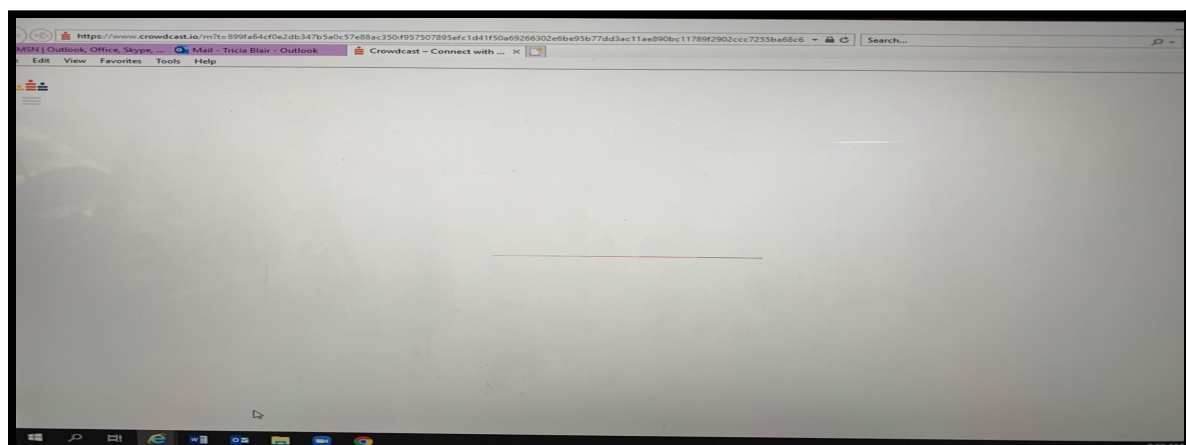

White Screen on Crowdcast (There is a problem on your end)

If your computer screen is white when trying to access Crowdcast, this most likely means your browser is blocking the website.

Troubleshooting solution 1: Go into your settings, enable popups for the Crowdcast website, and then refresh your screen. If that doesn't resolve the issue, try a different browser or device.
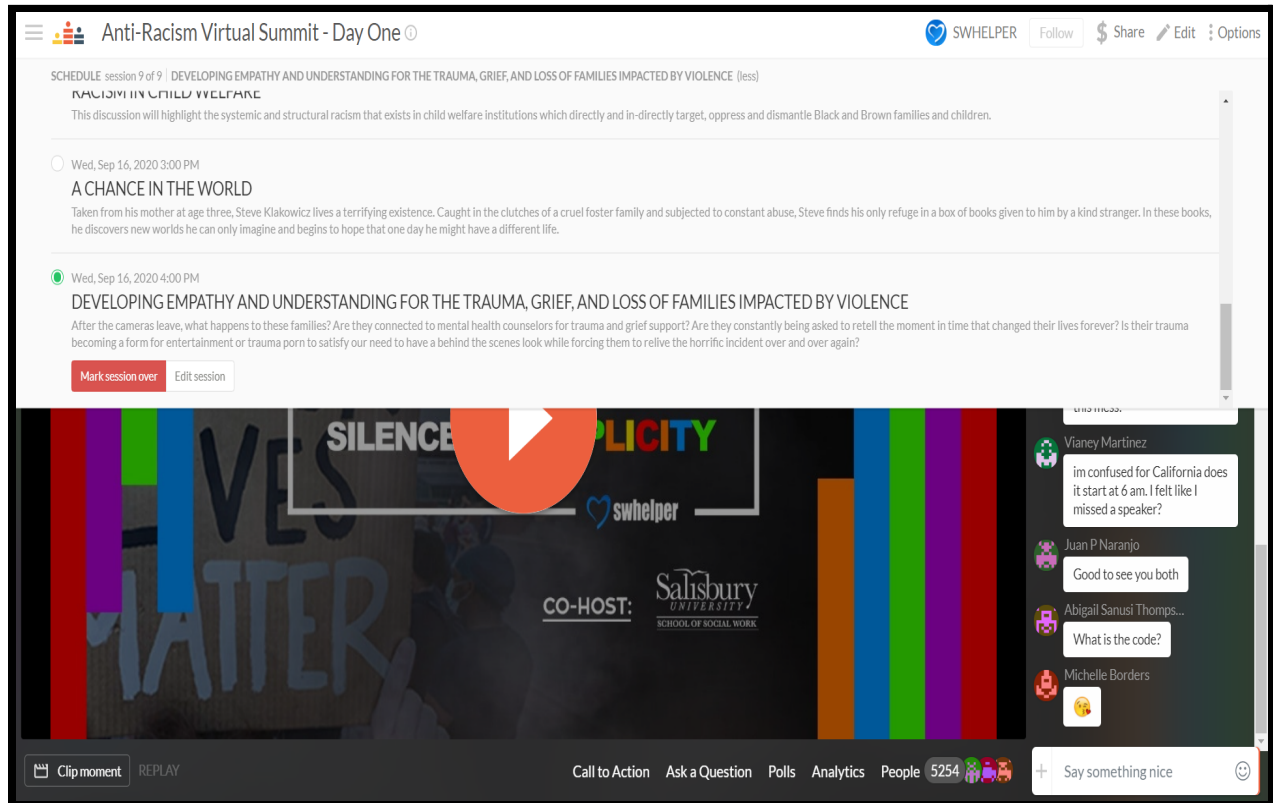
Troubleshooting solution 2: If updating the settings in the browser did not work for you, IT may be blocking Crowdcast access on your employer or school network.

Navigating Sessions in Crowdcast

You will also receive a notification from Crowdcast regarding your summit registration. Also, you can access session within Crowdcast by accessing the drop down menu as depicted in the picture below:

Web Browser Look

Locating Speaker PowerPoints on Crowdcast

At the bottom of the live stream, there is a clickable button labeled: **View Powerpoint and Complete Session Evaluation.** This button will take you to a google document with the presentation, the session evaluation, along with other important information regarding the speaker and the summit. This can be found for each of the sessions.

Accessing the Evaluation

Using the Call to Action button beneath the live stream, there will be a link that will take you to a PDF document. This document will have the Session name, speaker

presentation, and the evaluation link. Click the evaluation link. If it asks you to login, use your registration email and it will send a link there. After you have logged in, return to the PDF document, and reclick the evaluation link. Now you will be able to complete the evaluation. You must be logged into the Summit website at https://globalsocialwelfaresummit.com/login in order to get access to the session evaluation links. If you are not logged in, it will prompt you to login.