

Questions	Answers
<b>Questions about registration...</b>	
Where can I find my registration?	Your individual access link is sent to the email address provided when you registered. We have a dedicated team of registration assistants ready to assist you. Just click "Attendee Support" in the CAFE 2021 Portal for assistance.
If someone else registered me, where can I find my password or link to enter the conference?	You do not need a password—your individual access link allows you to enter the conference without a username or password. This link is for your use only and may not be shared. The person who registered you receives your access link via the email address provided during registration.
If one person registers a group of parents and uses his/her email for everyone's registration, do all parents then use the same registration and password?	No, each person will have their own registration. An email with the individual access links and instructions for each person in the group are sent to the person who submitted the registrations.
Once I receive my registration, do I need to register any place else in order to access the sessions?	No, your individual access link and instructions are emailed to you once you are registered. There is no need to register again and no need to click "Attendee Support."
Once I receive assistance with entering the conference or a specific session, do I need to return to registration assistance in order to go to the next workshop?	No, once you have access to the CAFE 2021 Portal using the individual access link in your registration email, you can navigate to and access all workshops and sessions. There is no need to return to registration assistance.
Can I register the same day of the event?	Registration closes March 14th, so don't delay! Register before this date to ensure access to the CAFE 2021 Portal.
Does CAFE offer Exhibit Hall-only registrations?	No, CAFE does not offer Exhibit Hall-only registrations. Conference registrations include access to general sessions, workshops, the Virtual Exhibitors Market Place, the Parent Center, and other events and services.
Do I need to register for individual sessions?	No, your registration gives you access to everything that CAFE 2021 provides, including general sessions, workshops, networking events, Virtual Exhibitor Market Place, and the Parent Center. A few events are limited to specific audiences and this is indicated in the event descriptions. Once you access the CAFE 2021 Portal, you can select the sessions you wish to attend.
If I can't attend, can I transfer my registration to someone else prior to the conference?	Prior to the conference, you can discuss this option with the registration team at <a href="mailto:cabe2021@gocabe.org">cabe2021@gocabe.org</a> or 866-814-2223. During and after the conference, registrations and individual access links to the CAFE 2021 Portal are non-transferrable and non-shareable.

Are all events included in my registration?	Your registration includes access to all general and closing sessions, workshops, the Virtual Exhibitors Market Place, most networking events, the Parent Center, a virtual conference Swag Bag, and more! A few events are limited to specific audiences and this is indicated in the event descriptions. You will have access to the CABE 2021 Portal and all session recordings shortly after the conference for a period of three weeks.
If I registered, but now cannot attend the conference, can I get a refund?	No, the deadline to cancel registrations and receive refunds was February 05, 2021.
If I can only attend some of the conference days, but would like a friend or colleague to attend the other days, can I share my registration with them?	No, registrations and individual access links are non-transferrable and non-shareable during and after the conference.
Do I have to preregister for the sessions I want to attend?	No, preregistration for individual sessions is not required. Your registration fee includes access to almost all sessions and workshops. A few events are limited to specific audiences and this is indicated in the event descriptions. The capacity for each session is 500 attendees. Please note that capacity is on a first-come, first-served basis.
<b>Questions about accessing and attending conference events...</b>	
Prior to the conference, can I view a list of the workshops offered?	Before and during the conference, the mini program is available online on the CABE 2021 Portal at <a href="http://www.CABE2021.org">www.CABE2021.org</a> and includes the schedules and descriptions of all sessions and workshops.
What platform do I use to attend sessions?	You will need a browser with internet access. The recommended browser is Chrome, but Edge, Safari, and Firefox can also be used.
Do I need to install any applications to access the CABE conference events?	Depending on the system you are using to connect to the conference. If you are using a computer, No, all of the conference, Sched, and Zoom links will play on your computer browser. If you are joining us from a smartphone you will need to download the Zoom app from your app store.
Can I attend the conference sessions on my smartphone or tablet?	Yes, you can use your smartphone and other devices to participate in all conference events.
Will I use the same link to access all sessions?	You can use the individual access link emailed to you after you registered to access the CABE 2021 Portal. Once there, each session will have its own link.
Will there be enough space for all attendees in every session?	The capacity for each session is 500 attendees. Please note that capacity is on a first-come, first-served basis.
If I enter a session late, will I be allowed to join?	Yes, you can join a session late, unless the capacity of 500 has been reached. Please note that capacity is on a first-come, first-served basis.

How do I go back to the workshop options?	The CABE 2021 Portal works just like a website. You can navigate your way through the portal just as you would on any website. You can use the "Back to Home Portal" link to return from any page in the portal.
How do I know whether a session is live or in a recorded webinar format?	All general sessions, closing sessions, and workshops are presented live. Recordings will be available shortly after the conference on the CABE 2021 Portal for a period of three weeks.
How can I provide feedback on sessions?	During each session, a CABE support member will share an evaluation link in the chat box.
How can I get back into my session if I am logged off or disconnected?	To return to your session, go back to the CABE 2021 Portal, navigate to the workshop listing, and rejoin the session.
Can I access the conference from multiple devices? (For example, first by smartphone while driving and then by computer when I get home?)	You can only use your access link on one device at a time. For example, if you start a session on your smartphone, you must log off before logging in to your computer, and vice versa.
<b>Questions about accessing information...</b>	
Where can I find presenter contact information?	Please contact Vanessa Ruiz at <a href="mailto:vanessa@gocabe.org">vanessa@gocabe.org</a> .
How can I get the session speaker's presentation?	Handouts and/or presentation slides are available for download at the discretion of the presenter. If the presenter has opted to provide handouts, the download link is available on the same page as the presentation.
Will speaker presentation slides be available after the event?	Yes, slides can be viewed via the session/workshop recordings available shortly after the conference for a period of three weeks. Paid attendees can access recordings using their individual access links. If the presenter has opted to provide handouts and/or slide deck files, the download link is available on the CABE 2021 Portal on the same page as the presentation.
I understand that an exhibitor has a promo code, but I missed it. How can I get that?	Please contact the exhibitor directly. Contact information can be found in the exhibitor listing.
If I'm interested in becoming a presenter, how can I do that?	We are no longer accepting proposals for CABE 2021, but the CABE 2022 workshop proposal form will be available the week after the conference on <a href="http://www.gocabe.org">www.gocabe.org</a> .
How can I access my certificate of participation?	A link to a fillable PDF participation certificate is available on the CABE 2021 Portal.
How can I get university credit for attending CABE 2021?	For information, click here: <a href="https://cabe2021.gocabe.org/wp-content/uploads/2021/02/LMU-CABE-2021-University-Credit.pdf">https://cabe2021.gocabe.org/wp-content/uploads/2021/02/LMU-CABE-2021-University-Credit.pdf</a>
If I have merchandise to sell, how can I become an exhibitor?	You can sign up to be an exhibitor at <a href="http://www.cabe2021.org">www.cabe2021.org</a> .

Are handouts provided?	Yes, handouts are available for download at the discretion of the presenter. If the presenter has opted to provide handouts, the download link is available on the same page as the presentation.
If I'm interested in listening to a specific speaker and don't want to miss their workshop/session, how can I find out when and where they are presenting?	If you go to the CAFE 2021 Portal and click on "Schedule and Workshops," you can search by the presenter's name.
If I loved a session and want to share it with my colleagues, how can I do that?	Video recordings of sessions are for your use only via the individual access link assigned to you and cannot be shared.
Will all sessions be recorded and if so, how long will they be available?	Yes, all sessions are recorded, and the recordings will be available in the CAFE 2021 Portal shortly after the conference for a period of three weeks.
How can we access the handouts for each presentation?	Handouts available at the present's discretion. If the presenter has opted to provide handouts, there is download link on the same page as the presentation.
<b>Questions about interpretation and user accessibility...</b>	
I'm visually impaired; will the conference be accessible to me?	Since the conference is completely online, we recommend using the adaptive tools on your computer or device to make the conference experience more accessible.
Will recordings be closed captioned or include transcripts?	Closed captioning is available in the English-language workshops. Transcripts of the sessions/workshops will be part of the recording once it has been uploaded.
If I registered a group of parents who do not speak English and need translation services for all sessions, how can I set this up?	Interpretation from English to Spanish is available at all General and Closing Sessions. Once the participants have accessed the session/workshop, they can click on "Interpretation" to activate that feature—if it is available for that session. Then they can select the desired language. Please note that only a few workshops offer interpretation; however, many workshops are offered in Spanish.
I'm deaf and would like a transcript of sessions/workshops.	Transcripts of sessions and workshops will be part of the recording once the session/workshop recording is uploaded.
I love that the session recordings are available after the conference, but can I listen to them in another language?	No, however, there is a diverse offering of presentations in English and Spanish.
Will sessions be closed captioned?	Yes, closed captioning is available in the English-language workshops and an ASL interpreter is provided for the General Sessions.
Who can I contact if I need ASL interpretation?	On the CAFE 2021 Portal, click "Attendee Support" to speak with a live CAFE support member. The translation team may be able to provide ASL interpreters.
<b>Questions about assistance and troubleshooting...</b>	

<p>If I have a question, is there someone that can help me?</p>	<p>Yes, a live CABE support member is available to assist with general and technical questions. Simply click "Attendee Support" on the CABE 2021 Portal. If you are using a smartphone, you may be asked to provide your phone number in order to receive a link via text. (Text charges may apply.)</p>
<p>Is there a video that I can watch to guide me through how to get into sessions at the conference?</p>	<p>Yes, you can access the orientation video here: <a href="https://youtu.be/ICUNhrmbbLU">https://youtu.be/ICUNhrmbbLU</a></p>
<p>Is there a video in my language of choice that I can watch to guide me through how to get into sessions at the conference?</p>	<p>Yes, you can access the orientation video in various languages here: English: <a href="https://youtu.be/ICUNhrmbbLU">https://youtu.be/ICUNhrmbbLU</a> Spanish: <a href="https://youtu.be/HZcicJfKpZ4">https://youtu.be/HZcicJfKpZ4</a></p>
<p>Is there a number I can call if I can't access the "Attendee Support" link?</p>	<p>Yes, please call (866) 814-2223 for assistance.</p>
<p>If my internet stops working and I can't log back in, can I get a refund?</p>	<p>We recommend that you have a back-up internet source, such as tethering to your phone's hot spot feature. But if you do experience any technical difficulties, there will be recordings of all presentations available on the CABE 2021 Portal shortly after the conference for a period of three weeks. Refunds are not available during or after the conference and the deadline for refunds prior to the conference was February 5, 2021.</p>
<p>Who can I talk to if I have a complaint?</p>	<p>On CABE 2021 Portal, click on "Attendee Support" to speak with a live CABE support staff member.</p>
<p>What can I do if I lose internet service, can't log back, and don't know when internet service will resume?</p>	<p>Sessions and workshops are recorded. You can log back in at a later date to watch what you missed. Recordings are available shortly after the conference for a period of three weeks.</p>
<p>What can I do if my computer doesn't allow me to download the Zoom app?</p>	<p>You do not need to download Zoom to view the sessions and workshops. They will play directly on the Sched page if you are using a computer. But if you are using a smartphone you will need to download the zoom app.</p>