

Frequently Asked Questions

Please contact blueprintinfo@calhounisd.org for additional assistance

Q: I can't hear the presentation.

A1: Check the speaker setting by clicking on the microphone icon and making sure you have the correct speaker selected.

A2: Click on your device sound icon and make sure you are not muted and the correct speaker is selected.

Q: Where can I find the resources/handouts?

A1: Go to **Presentations** on the Virtual Institute Dashboard, click on the name of the presentation and look for the document in the Documents section under the session description.

Q: Will a recording of this presentation be available?

A: Participants will be notified when and if recordings of the sessions are available.

Q: How do I get SCECHs?

A: Participants must attend complete sessions to earn credit. Complete the form and return it via Mail with \$5.00 payment per instructions. Payment and original form (that was sent in your conference reminder email) must be received by mail by Tuesday, August 11.

Send form and payment to:
Danielle Miller
17111 G Drive N
Marshall, MI 49068

Please submit any additional questions to millerdn@calhounisd.org

Q: Are there SCECHs available for this session?

A: Yes, every session in the institute qualifies for SCECHs if you are in the entire session. Participants can receive up to 8 hours.

Q: How long will the resources be available in the dashboard?

A: Resources are available on the dashboard for one year.

Q: I can't login to Attendify

A1: Go to: <https://ve.attendify.com/index/cndaat/defmpg8/login>

1. Enter the email address you've used to register.
2. Enter a password in the Create Password box (password must be at least 6 characters)
3. Repeat the password in the Repeat Password box
4. Check the box to accept the Attendify's Terms and Privacy
5. Click Create Account
6. Enter at minimum your First and Last name, we also recommend Position and Company to speed up Zoom registration.
7. Click Save.

A2: Reset your Password

1. Go to: <https://ve.attendify.com/index/cndaat/defmpg8/login>
2. Enter the email address you've used to register.
3. Click the Forgot Password link in the lower left corner
4. Click Reset Password on the next screen
5. Click Reset Password in the email
6. Enter your new password
7. Repeat to confirm the new password
8. You will get the message "Your password has been reset, please return to the app to log in."
9. Return to <https://ve.attendify.com/index/cndaat/defmpg8/login> and login with your new password.

Troubleshooting Tips

- *Please note that the reset link we send to your email only stays active for thirty minutes from the time requested.*
- *If you have requested the link multiple times please make sure that you are using the most recent one sent to you, using an older one will invalidate all links.*
- *In some cases you may find that you are not getting a password reset email. In this scenario, please make sure that it has not ended up in your spam folder. If you can't find it there, please contact your IT department to have the support@attendify.com email address added to your email's domain server. This generally only happens for emails with corporate domains.*