

Troubleshooting FAQ's

CEU and Field Hours

For this Summit, we are CEU certified by NASW to offer 12 CEUs at 1 credit hour per session. However, Day 2 Civic Health session has been canceled due to speaker illness leaving 11 Eligible CEU hours. To receive CEU credit, the session must be attended live and the program evaluation immediately completed at the end of the session. Due to our new system we will email certificates after the system and they will be added to our system for download at a later date.

Students in field placement can earn up to 11 Field Placement Hours. To receive a certificate, all 11 sessions will need to be viewed either live or recorded. You will need to immediately complete a session evaluation for each session to receive credit. If you do not need all 11 hours, you can use the session evaluations emailed to you as proof to provide to your field placement for credit.

Am I Registered?

You can also go to <https://summit.swhelper.org/login> and crowdcast.io/sign-in and put in the email you registered with to request a password reset and/or request a magic link to get access to your account. To be registered, you would have need register via a signup link with your school or obtain a pass via our ticketing system.

Not Summit Emails?

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](#))

If you did not personally purchase a ticket or signup via your school registration link, 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 signup link. Sponsoring schools can register students up to March 31st.

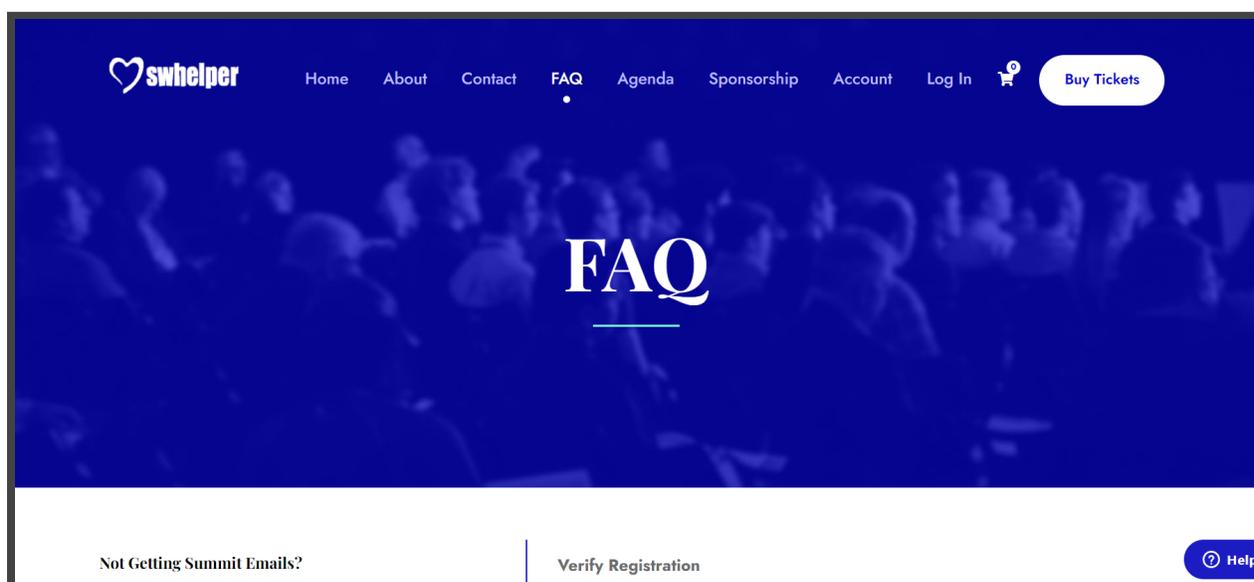
Accessing Summit Website and Crowdcast

You will need to be logged into the summit's website in order to complete session for an event certificate. 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://summit.swhelper.org>. 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.

You can reset your password if you can not remember how to log in.



Navigating Speaker Session from Summit Website

The agenda can be found by visiting the summit website at <https://summit.swhelper.org/agenda-2022/>. 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, scroll down and click join session to watch the live stream. You must be logged into both the Summit website and Crowdcast. (See below Picture)

Locating Speaker PowerPoints on Summit Website

Click on the Download PDF Button

(See picture below)

The screenshot shows a website header with the 'swhelper' logo and navigation links: Home, About, Contact, FAQ, Agenda, Sponsorship, Account, Log In, and a shopping cart icon. Below the header is a purple and blue banner with a yellow circle and a grid of dots. On the right, a profile for Zaria Davis, Entrepreneur and Business Consultant, is shown with a 'DOWNLOAD PDF' button. The main content area features the event title 'Silent Voices: The Undocumented Trauma of Mass Incarceration' and a 'DOWNLOAD PDF' button. The event description discusses the importance of hearing from impacted individuals and the trauma they experience. An 'Event Info' section lists the date as March 16, 2022, the time as 10:10 - 11:10 AM EST, and the platform as Live Stream via Crowdcast. A 'JOIN SESSION' button is located at the bottom right of the event details.

Watching Live Stream on Crowdcast

Accessing Sessions on Different Devices

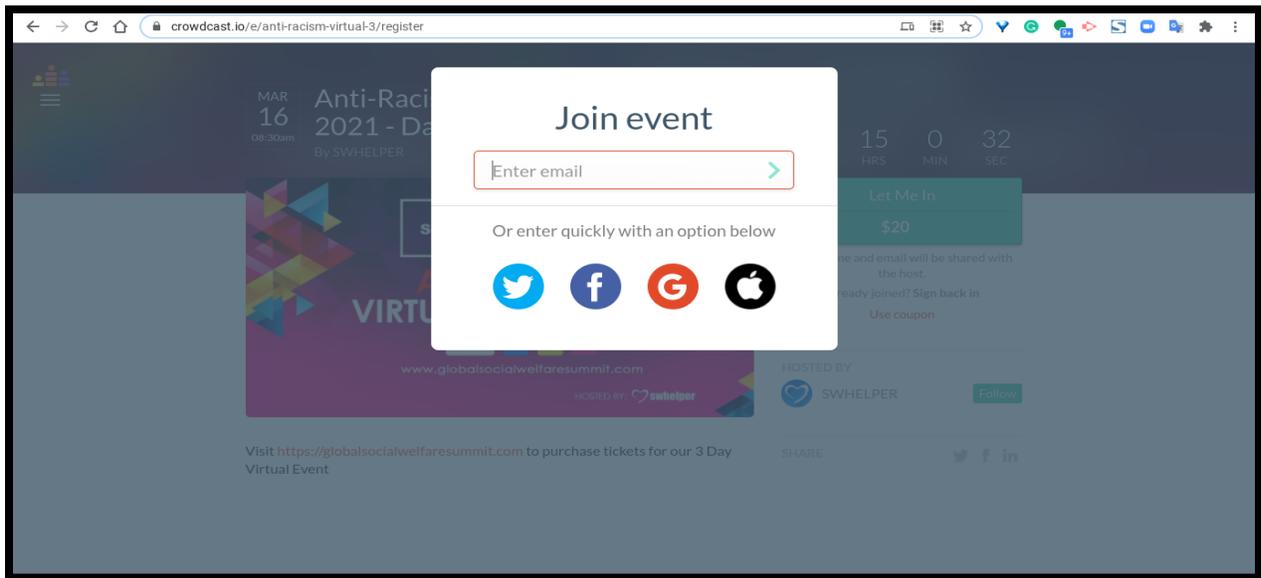
You can access Summit Website and Crowdcast on laptops, tablets, and smartphones. The following browsers can be used: Chrome, Firefox, Safari, Opera, and Edge. You first need to make sure your browser has pop ups enabled for Summit Website and Crowdcast. Lastly, make sure you are logged in with the correct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

*****Caution:** Choosing the login option via social media accounts will default to your social media account email address which may not match your registration email. It will prompt you to pay to get access for the summit.

See image below:



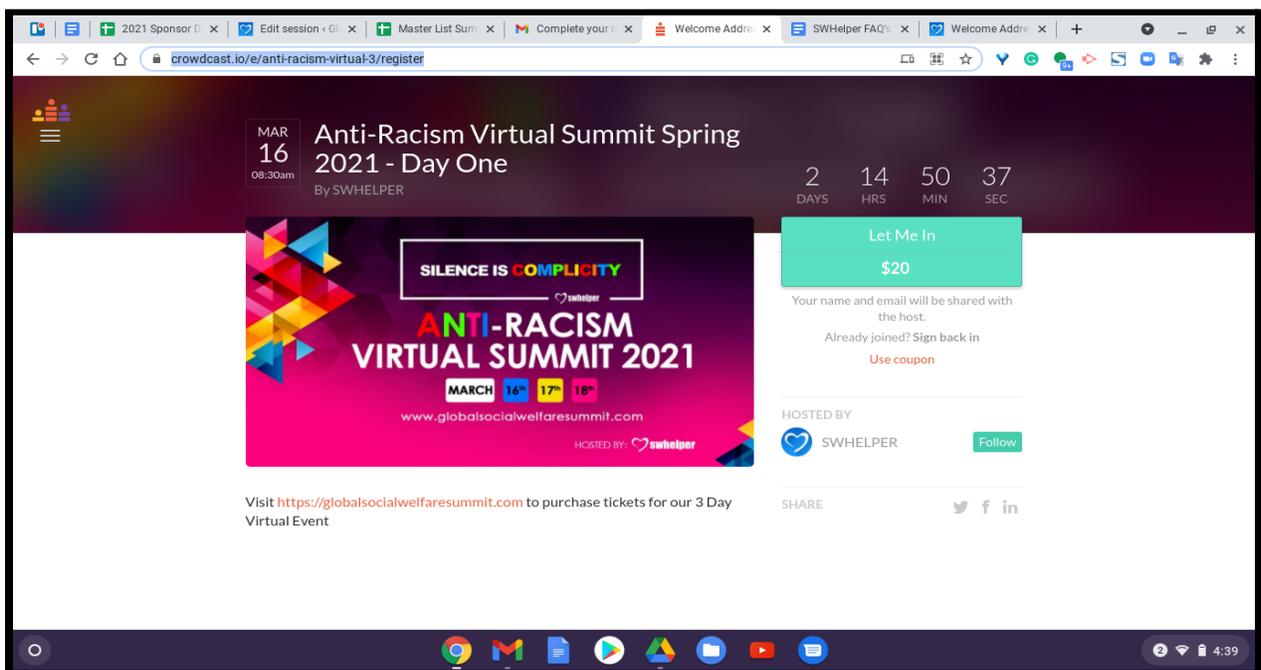
Logging into Crowdcaster and Prompted to Pay

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

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 Crowdcaster 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 Crowdcaster 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.

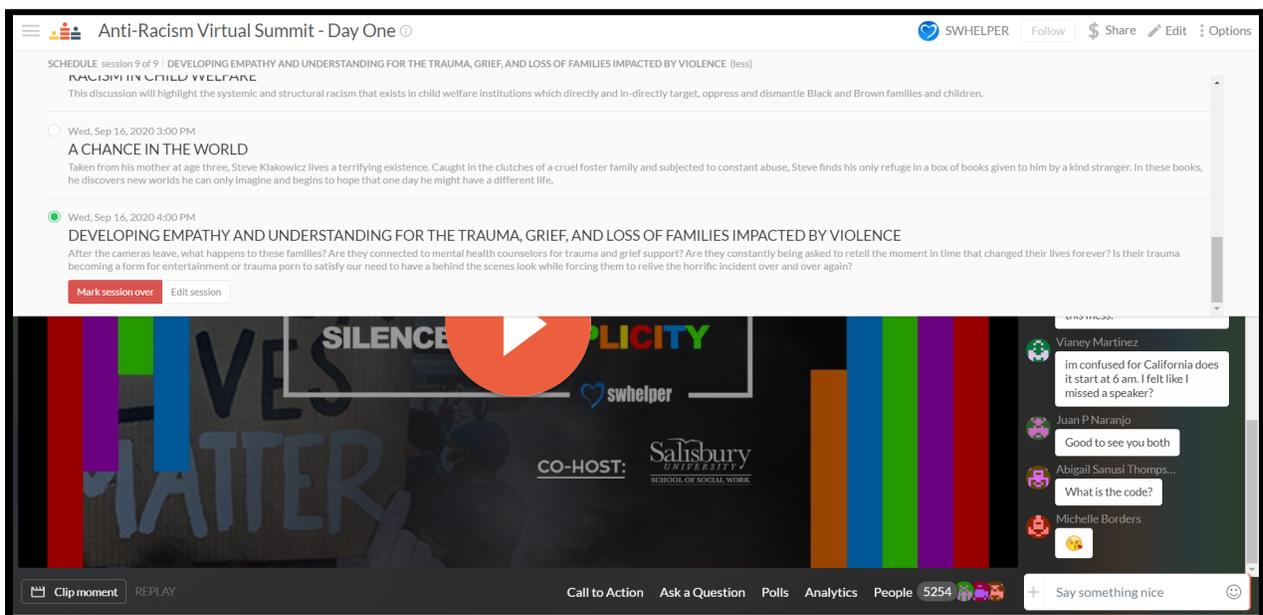
Troubleshooting solution 1: Go into your settings, enable popups for the Crowdcast website, and then refresh your screen. If that doesn't resolve the issue, try a different browser or device.

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:



Locating Speaker PowerPoints and Evaluations 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.

Green Highlighted Button

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.

