



Village Citizenship Celebration

Frequently Asked Questions

1. Do I need to download or install any software to be able to attend?

No. You do not need to download or install any software to participate in this virtual event. You only need to have access to the Internet.

2. Where will the event be held?

This is an online event. You do not have to travel to any specific location to become a part of the event. You can participate from anywhere you have Internet access. The event is accessible from desktop, mobile and tablet devices.

3. Will I receive an email confirmation when I register?

Yes, you should receive a registration confirmation email as soon as you register which would contain your login and event details

4. Is there pre-work?

Other than reviewing this document, No pre-work is required for this program.

5. How do I log in on the day of the event?

We are using Single-Sign-On for this event. That means when the event opens, you can click the “log in” button on the vFairs landing page. Then you will be re-directed and prompted to enter your DaVita Username and Password. Once you enter those, you will be logged into vFairs.

6. Is a microphone required?

You will need to use the microphone on your computer or phone during the breakouts. Please make sure that they work so you do not encounter any issues the day of the program.

7. Is a webcam required?

It is not a requirement to participate. However, you have the option to use your camera during the breakouts.

8. Will the sessions be recorded?

Yes but only for training purposes. We will not send the recording out to teammates.



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9. What if I can't make the live session?

If you are unable to attend, you will be marked as a no-show and will need to re-register for another session. You will receive an email (if applicable) with information on how to do this.

10. Which device should I login from to experience the virtual event?

You can use your laptop, desktop or any mobile device to login to the event as the platform is all devices compatible. However, we recommend you use your laptop or desktop to get the most out of the platform.

11. What are the hours of the event?

Event timings are mentioned on the Landing Page.

12. Can I leave the show for a while and come back later?

No, you must stay the entire webinar to get credit.

13. What is the preferred browser?

Google Chrome.

14. Is there any way to test my browser compatibility for better user experience?

Yes, please visit <https://start.vfairs.com/en/check-browser> to test your browser compatibility.

15. How can I ask questions at the event?

- **If you have a general or technical question** and are in vFairs (before the webinar begins or during breakouts): you can visit the Information Desk located in the main show lobby or chat vFairs Tech Support directly. You can also chat with us at DVU through the vFairs platform BEFORE the webinar begins or during your breakouts.
- **During the Webinar:** Use the chat function in zoom to chat with the presenter or hosts with questions.
- **During the Breakouts:** If you cannot access the breakouts, please chat with us in the zoom webinar. To do this, re-join the zoom webinar through the Auditorium.

16. My audio/video is not working. What could be wrong?

Kindly go to your browser's settings and check Sound and Camera options there. Make sure to select the correct device on your system. Sometimes, these settings are using default devices that aren't compatible so it's a good idea to select the appropriate mic and camera.



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17. Will my registration data be used for any marketing or advertisements?

vFairs is SOC2 compliant, which means your data is secure with us. We do not use your registration details for any marketing or advertisement purposes.

18. Will my office server/firewall block any content?

This depends on the kind of protocols or restrictions your office network is on. Just make sure that you are logged into the VPN.