

TROUBLESHOOTING FOR WHOVA FAQs

Please search the below guide for solutions to any technical difficulties you may experience with Whova. If you are still unable to resolve your issue, please email the events inbox at events@britishecologicalsociety.org with the subject line **Whova Access**.

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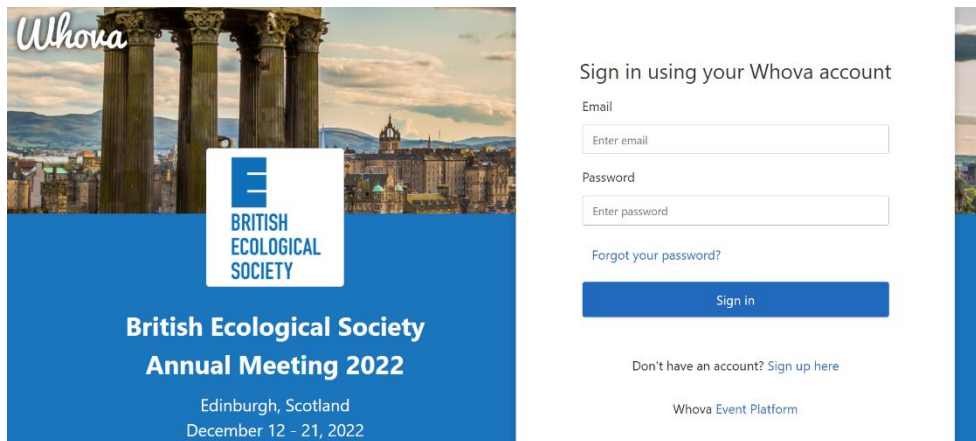
General questions about Whova?

- Go to <https://whova.com/pages/whova-app-user-guide/>
- Many general issues are solved by using the **latest Chrome browser** rather than any other browser, which can be downloaded here: <https://www.google.com/chrome/>

How do I register?

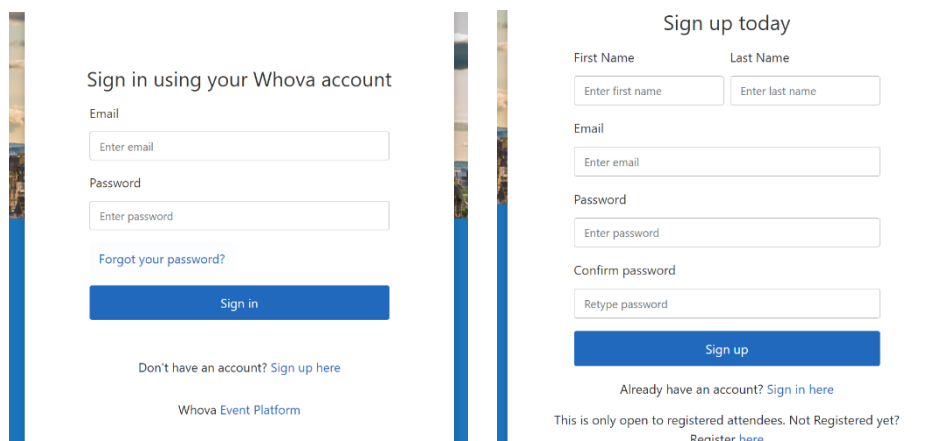
Desktop

- Only registered delegates will be able to access the Whova app. You can access the Whova login page following this [link](#) which will bring you to the page below.



The screenshot shows a desktop view of the Whova login page. On the left, there is a promotional banner for the 'British Ecological Society Annual Meeting 2022' in Edinburgh, Scotland, from December 12-21, 2022. The banner features the Whova logo and the British Ecological Society logo. On the right, the login form is titled 'Sign in using your Whova account'. It includes fields for 'Email' and 'Password', a 'Forgot your password?' link, a blue 'Sign in' button, and a link for 'Don't have an account? Sign up here'. At the bottom, it says 'Whova Event Platform'.

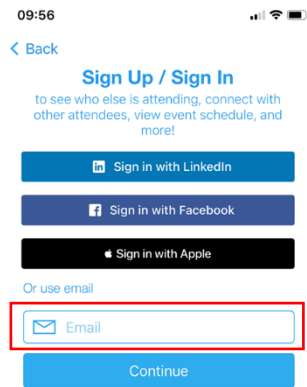
- You will then need to sign up and make an account. **You must sign up with the email you used when registering for the event.** Signing up with your registration email will grant you instant access to the event main page.



The screenshot shows a desktop view of the Whova sign-up page. The form is titled 'Sign up today' and includes fields for 'First Name', 'Last Name', 'Email', 'Password', and 'Confirm password'. There is a blue 'Sign up' button. Below the button, there is a link for 'Already have an account? Sign in here' and a note: 'This is only open to registered attendees. Not Registered yet? Register here'.

Mobile Access

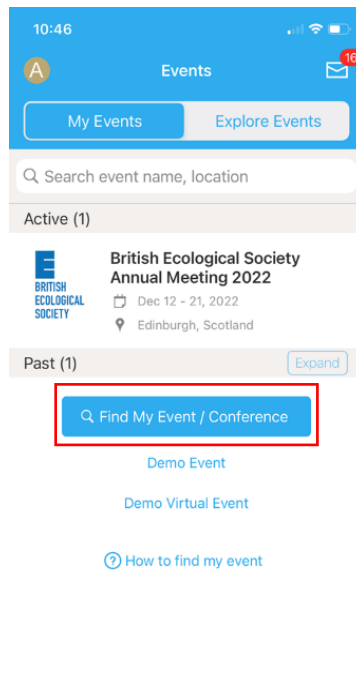
- Search “Whova” in the [App Store](#) on your iPhone or in [Google Play](#) on your Android phone and download the app.



- Enter your email into the box highlighted. **You must use the same email address you used to register for the event to access the event page.** Continue and enter your sign-up details.

I can't find the event page after signing in.

- Please check your registration email and ensure that you have used the same email to sign up to Whova. This is the email address you received your booking confirmation and joining instructions to.
- If you are still unable to find the event, click on the search bar and type in the name of the event.

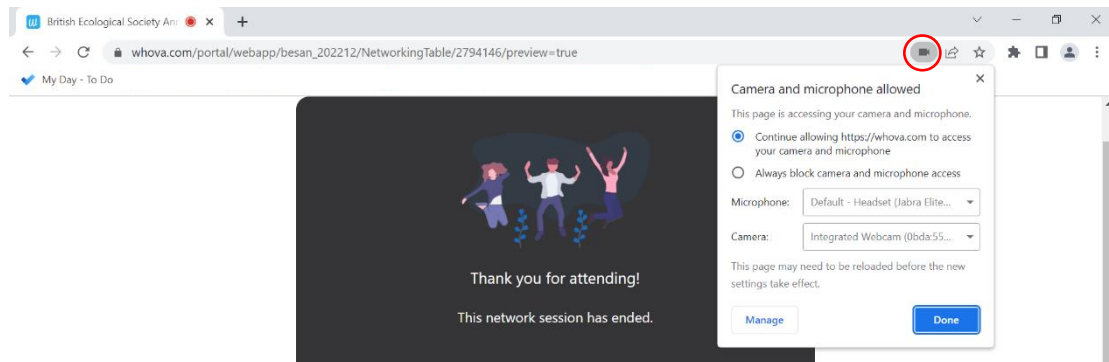


I have an invalid Username / Email Address or I have forgotten my Password.

- Attendees must log in using the same email address they used to register. This is the email address you received your booking confirmation and joining instructions to.
- To retrieve a lost password, you need to go to the “forgot password” section of the sign in screen in the Whova app. Once you click on that Whova will email you a verification code that you need to type in. Once that is done you will be able to create a new password.

My camera and mic won't connect in a Speed Networking session.

1. Make sure you click “Join with audio” when it appears on the screen. When you join a meeting in Whova, there will either be a blue button in the middle of the video player or an option in the lower left of the video player (with headphones icon) which allows you to join with computer audio.
2. Check whether the Whova site is muted in your browser.



3. Check your device sound is on.

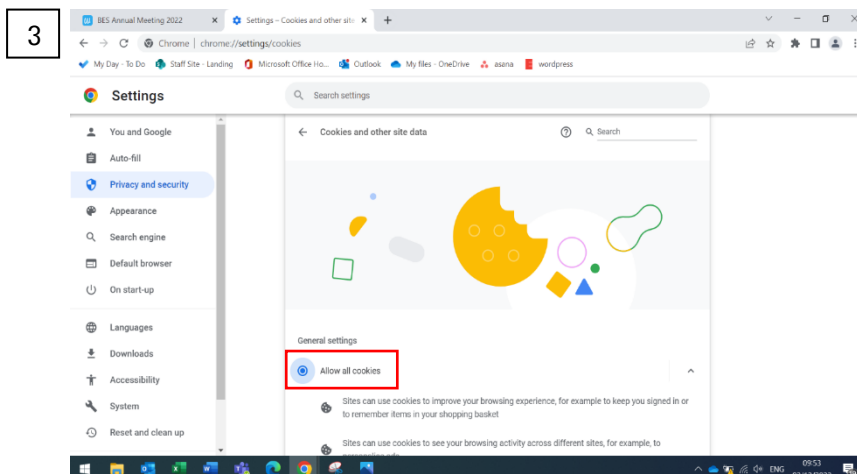
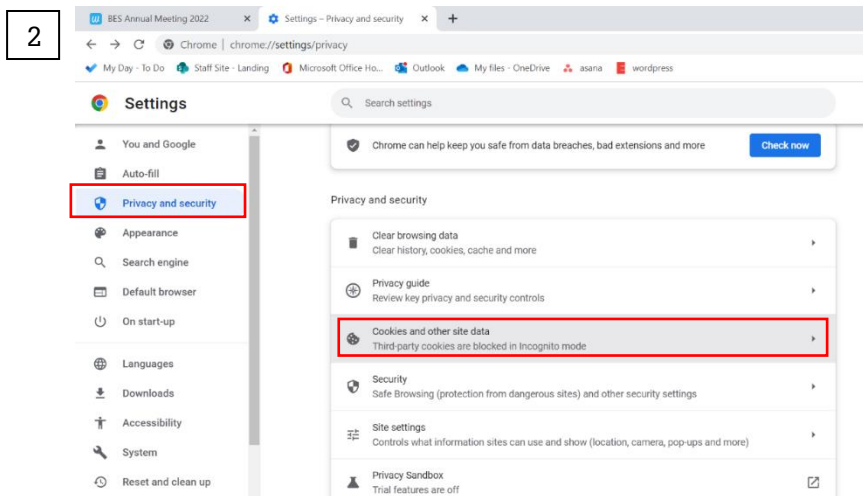
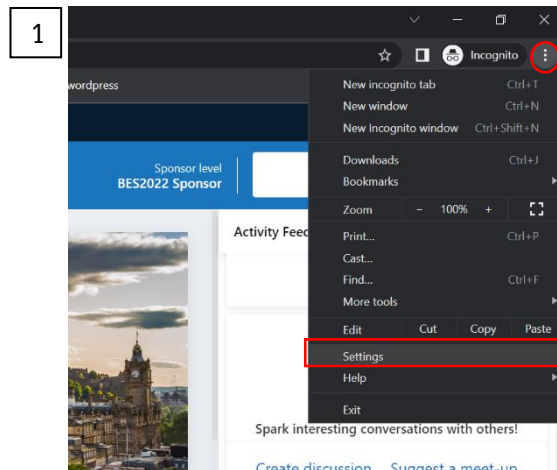


4. If you are still having issues, please check that your browser is allowing camera and microphone access to the site, and that the computer is allowing camera and microphone access to the browser. If the browser is blocking access, follow the instructions [here](#) to grant access.
5. If you receive a device warning issue, typically this error will appear if the user is logged into the event/session on two browsers (even on the same device). Therefore, please make sure that you **are logged out of all browsers** before trying to login again.

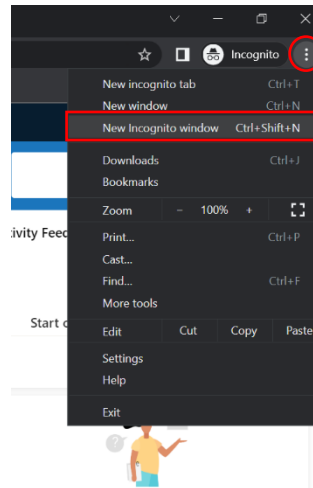
Please note, when you open the camera and microphone under settings in the speed networking session, your video and sound will turn off for all others on the call. Closing settings and returning to the speed networking session should return your camera and microphone function.

Why can't I watch the session live stream and recordings?

1. A common error message may be 'there was an error fetching the embed code from Vimeo'. If you are experiencing this, please make sure you are using Google Chrome browser – Internet Explore and other browsers are not recommended for Whova. You can download Google Chrome at <https://www.google.com/chrome/>
2. Please also ensure cookies are enabled on your browser.



3. If you have joined/re-joined a session and don't see the speaker/video, leave the session, refresh the Whova desktop link or restart Whova app, and try to join the session again. Make sure you are only logged in on **one browser**.
4. If you are still experiencing this message in Google, close down any browser tabs open on the Whova page and try opening an incognito window or private browser by clicking on the three dots in the upper-right corner and selecting open new incognito window.



How can I change my notification settings?

Notification settings are only available on the mobile app. To change your notification settings:

- Go to the home screen at the bottom of the app.
- Click the profile icon that has your profile image on it, which will pull up a left menu bar.
- Click the Settings button and under notifications click Notification Settings.
- You can toggle on or off each notification type for the event, community board, and topics.

Please note, if you have asked a question about a poster or talk you will need to check back on it manually as unfortunately the platform doesn't create an alert for this.