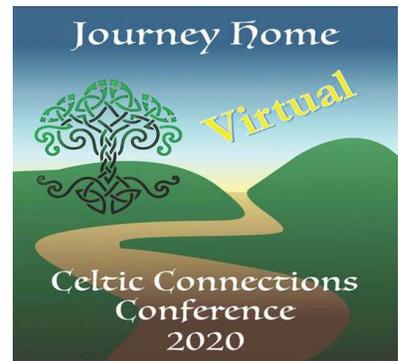


Frequently-Asked Questions

Virtual Celtic Connections Conference 2020



Below are some questions and answers that we hope will help you in preparation for the Conference. **More FAQ info will be available once you are signed in.**

Click on a topic below to go to that part of the FAQ

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CONFERENCE EMAIL

Q: Why did a Conference email file to my Junk folder?

A: Because there are hundreds of people registered for the Conference, your email provider may have highlighted the Conference as a sending of potential spam.

SIGNING IN AND PASSWORD HELP

Q: Which browser should I use?

A: We have had two reports of problems with Safari, so you encounter issues, please give Chrome or Firefox a try.

Q: I'm signed in. How do I sign out when I'm done?

A: Once you have entered the Virtual site by using the password, you will not need to sign out. Just close your browser (or browser window, if you have multiple browser windows open).

Q: Why is the password so tricky?

A: We needed to use a password that could not be easily guessed at – by either people or computers. If our password is easy to break, the Conference website could see heavy use by trolls or bots: automated attacks that would log in and use up services that need to be reserved for registrants' use.

Q: How do I copy and paste the password?

A: Select and highlight the text. On a PC, use Ctrl + C to copy, and Ctrl + V to paste the password into the provided field. On a Mac, use Cmd + C and Cmd + V.

Q: I was able to log in before, but now I can't. What caused this?

A: Here are some hints to help resolve this:

1. The logon user ID is **not** your email address.
2. The user ID is case sensitive. Check your password wallet (if you have one) to make sure it has not converted letters from upper to lower case.
3. The first two letters of the password are uppercase.
4. If these clues don't help, contact us via email: Conference@irishgenealogical.org. Please provide your name, city, and the email address you registered with, for verification purposes.

SYLLABUS

Q: What is in the Syllabus?

A: Most of the content is presentation material provided by the presenters. There is one section for each presentation. Additional contents include advertising from our sponsors, information about special offers, the chat schedule, and thank-yous to the many volunteers, presenters and sponsors who made the Virtual Celtic Connections Conference possible.

Q: How should I use the Syllabus?

A: That's a personal preference. You may want to print the Syllabus for ready access and to take notes while you are viewing presentation videos. For those who want hard copy without using up their color ink, a black & white version is provided.

Opening the Syllabus in a PDF viewer, such as Adobe Acrobat, will allow you to easily navigate the pages using Acrobat's bookmarks.

Q: Can I print the Syllabus?

Yes! If you want hard copy without using up their color ink, a black & white version is provided.

Q: How do I get to a specific page within the Syllabus?

A: There are several ways to do this, if you are using Adobe Acrobat:

Click the Bookmark link  to open the list of bookmarks, which lists the individual presentations. Click the presentation name to go to the appropriate page.

OR

Scroll to pages 3 – 4 of the Syllabus to look at the Table of Contents. Use the Up/Down arrows, or enter the page number of the presentation into the page number field provided.

 In this example, placing a cursor to the left of the slash and keying in "135" will bring up page 135 of the syllabus.

Q: My browser opened the Syllabus in a browser window; it did not open the Syllabus in Acrobat. I want to use the Acrobat bookmarks, but am having trouble finding them.

A: Download the Syllabus to your device, open it with Acrobat there. The bookmarks should be visible once you select  (See next FAQ regarding downloading the Syllabus)

Q: Can I download the Syllabus to my device?

A: Yes! We recommend you do so, as it can take a while to download or open. Your browser (depending on its settings) may offer to save the file when you open the Syllabus. Or you can open the Syllabus, then select File > Save As > and navigate to a save location. (A quick reminder: these materials are copyrighted and are for your use only.)

VIEWING RECORDINGS

Q: Do I need special software?

A: In general, no. The video recordings used for the Conference are stored on Vimeo, which is similar to YouTube. The video will display in your Internet browser. The browser must have Javascript enabled, and you may already have that set for other reasons. If your browser prompts you to allow Javascript to run when you launch the first recording, allow it to do so.

Q: What type of device should I use?

A: You can use a PC, laptop, mac, tablet or mobile device – anywhere an Internet browser can run.

Q: What type of Internet connection do I need?

A: You may see more delays (occasional wait time to load video while you are viewing recordings) if you are using a Wi-Fi connection, so you may want to plug your device physically into your internet connection (e.g., into a cable modem port).

Q: What do the icons on the video window mean?

A: You will have access to a pictorial guide of the controls once you're able to sign in. Controls will allow you to view the recordings full screen, press play, advance and rewind/replay.

Q: I see a circular icon when I start, and when I advance during a video. Is this normal?

A: Yes, it's normal. The image you are seeing when you start or skip forward within a recording is indicating that portions of the video file are downloading to your device. If loading delays increase in frequency, performance might improve if you re-boot your device.

Q: How can I make the videos larger?

A: Use the icon in the far lower right of the video controls (it looks like four arrows pointing outward from their corners) to open the video full screen. There is an example showing this at the top of the videos page, which you can view once you are logged in.

Q: On my PC or mac, how can I increase the size of text on the web pages?

A: On a PC, use keyboard commands Ctrl + (Control and Plus sign) to expand the size of the page. On a mac, use Cmd + (Command). Continue to press the + key while holding the Ctrl or Cmd key until the contents are a comfortable size. Likewise, use the “-“ (minus) key with Ctrl or Cmd to shrink page content.

PARTICIPATING IN CHAT SESSIONS

Preparing for a chat

Q: Why do I have to register for each chat?

A: For security reasons; to avoid unauthorized to access the sessions. Unauthorized users could interfere with or fill up spaces in the session and prevent access to Conference registrants. For the same reason, you can't use your unique link from two devices at the same time. E.g., if you switch from tablet to laptop, the tablet session will close automatically when you open the laptop session.

Q: Will I receive reminders about my registration?

A: You will receive a confirmation for each chat registration, and reminders one day, and again one hour, prior to the chat. Each chat session has a unique link, which you will need to access that chat session.

Q: Do I need special software for the chat sessions?

A: The Conference is using GoToWebinar, which will prompt you to install software on your device if it is needed. See <https://support.goto.com/webinar/help/download-now-g2w010002> for more information and download files. According to GoToWebinar's help info:

"If you are joining a webinar that you were invited to by someone else, you may not need to download the desktop application at all (depending on your operating system and the webinar type). To give you the best experience, GoToWebinar will automatically detect the optimal join method for you at the time of your session. See [How to Join a Webinar](#) for more information." (<https://support.goto.com/webinar/how-to-join-attendees>)

Q: What type of Internet connection do I need?

A: You will be assured of the best results if you can plug your device physically into your internet connection (e.g., into a cable modem port), but your Wi-Fi may work well. If you see an image freeze on your screen or the sound getting interrupted, your Wi-Fi signal strength may not be adequate; switch to a wired connection.

Q: Should I reboot my device prior to the chat session?

A: Yes! Especially if it is an older device and it has had a lot of activity since the last time you re-booted.

Q: Can I install GoToWebinar ahead of the chat session?

A: Yes! Starting July 31, you can register for any or all of the chats. After you register, a link will be provided in the chat confirmation, allowing you to download the software. You can get the software installed in advance of when you'll need it!

Accessing live chat sessions

Q: How do I access a chat session?

A: You will click on the link provided in the chat registration confirmation email or one of the reminder emails FOR THAT SPECIFIC CHAT, which will open a GoToWebinar window in your browser.

Q: Will I be on camera during the chat, like I am on a Zoom call?

A: No, the only people on camera during chats will be the presenters and moderators.

Q: What if I am not available to participate in the live chat?

A: We will record and post the recordings on the website within a few days, so you can come back to view them later (until end of day September 30).

Q: What if my connection drops during the chat?

A: The link in the original email is still live until the chat has ended. You can close the GoToWebinar window and click the link in the email to re-connect.

Q: I can see the speaker but I can't hear anything. What should I do?

A: Make sure your computer audio isn't on mute and the volume is turned up. If that doesn't resolve the problem, try another browser (e.g., use Chrome instead of Firefox).

Q: I can hear people talking but am not seeing the video. Now what?

A: Make sure your browser has the correct window open (up) as the primary window

Accessing Chat Recordings

Q: I missed a chat session. Where is the recording?

A: Go to the Chat page. You will find the entry for the chat(s) you want to view and the recording will be below on that page. The recording will be posted within a few days of the Live Chat event.

Note: Chat recordings use the same technology as the presentations. See Viewing Recordings section for further information.

ABOUT THE CONFERENCE AND ITS CO-SPONSORING ORGANIZATIONS

Q: What is the history of the Conference?

A: Back in 2012, some members of The Irish American Research Association (TIARA) and the Irish Genealogical Society International (IGSI) got together over dinner. TIARA members had the idea to collaborate in sponsoring a major conference. IGSI quickly signed on. The first Celtic Connections Conference was held in Waltham, Massachusetts (near Boston) in 2014. The second Conference was in St. Louis Park, Minnesota (near Minneapolis) in 2016, the third in the Boston area in 2018. Leadership for the Conference has alternated between our organizations, with TIARA leading in 2014 and 2018, and IGSI in 2016 and 2020.

Q: Was this Conference planned as a virtual conference?

A: No! We had hoped to gather in Wheeling, Illinois (near Chicago), and had over 100 people registered to attend when COVID-19 caused us to regroup and convert to a virtual event.

Q: How can I learn more about IGSI and TIARA?

A: Both are non-profit, membership organizations. You can visit these websites for more information or to join:

- www.irishgenealogical.org
- www.tiara.ie