

Virtual Events Help Page Guide

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Often attendees need a simpler way to find the answer they are looking for.

The FAQs in the Help Page are used to assist attendees in navigating efficiently within the event platform by providing relevant information and assistance. The page can also include a CTA leading to an external support chat or email.

Deliverables

Please provide FAQs text for the Help Page in all relevant languages, as well as support email or another method of "contact us" if applicable.

		Q Search	EN 👻
Help			
Troubleshooting			
What web browser should I use?	Can't find your answer?		
I have trouble with streaming	Contact Us		
Please try logging into the event through an incognito browser. We also recommend making sure your browser is up to date.	Need further help? Shoot us an email at		
I'm having trouble hearing the sessions I am watching.	event.support@kaltura.com		
Content / Sessions			
How do I join a session?			
Is reserved seating required for sessions?			
Are there capacity limits for any sessions?			
I missed a session. Will it be available later to watch on-demand?			
How can I see a list of the sessions I attended?			
Where do I fill out surveys for the sessions I attended?			