

2025 PHIG Annual Recipient Convening Virtual Day



FREQUENTLY ASKED QUESTIONS

EVENT INFORMATION

ARC Virtual Day is a continuation of the in-person convening in August, offering another opportunity to engage in live sessions and explore new tools and ideas to strengthen community health, emergency response, and data use across your state or territory. Programming includes real-time discussions with peers focused on demonstrating impact, sustainability, and other priority topics for key PHIG staff, and connect virtually with colleagues and partners from across the country.

Thursday, November 13, 2025
1:00 – 7:00 p.m. ET
Online

REGISTRATION

Registration is required to access the event. Each participant should register individually to receive access the event platform. Registration is encouraged *before* the event date but will remain open through the entire event.

Register online prior to attempting to access the event platform: <https://cvent.me/EOLy3l>

RECORDINGS

PHIG ARC Virtual Day will have the opening and breakout sessions recorded. Access to the recordings will be made available at a later date on the same event platform. Registration will be required to access the event platform.

Recordings from the August in-person convening are currently accessible on the event platform. Registration will be required to access the event platform.

TROUBLESHOOTING

1. Can't log in to the event.
 - a. Use the **same** email address used when registering for the event. Fill out first name, last name and email address. An access code will be sent to the participant's mobile device and/or email address. If the problem persists, try clearing the browser cache or switching to a different browser (Google Chrome works best).
2. The link isn't working or there is an error message.
 - a. Links can be browser-sensitive. Try copying and pasting the event link: <https://cvent.me/YRd0gD>, directly into a new Google Chrome or Microsoft Edge browser window. If the issue continues, send a message to PHIG@astho.org.
3. Can't hear the presenters.
 - a. Check the device's volume and not muted. If using headphones, unplug and reconnect them or switch the audio output on the zoom window. If there is still no audio, refresh your browser window- that usually restores sound.
4. Can't see the slides.
 - a. Try refreshing the browser window. Make sure there is a strong internet connection, and close any extra tabs or apps running in the background.
5. It is asking for a verification code.
 - a. Check email inbox (and spam/junk folder) for a message from Cvent with the individual verification code. If it does not arrive, please email PHIG@astho.org for further assistance.
6. I got kicked out or the screen froze.
 - a. Try refreshing the page or log out and log back in using your event link: <https://cvent.me/YRd0gD>. If your internet connection is unstable, try reconnecting to a dedicated WI-FI or wired connection, if possible.
7. Where can I find the agenda or session links?
 - a. The most current agenda is available on the event platform. Click "Schedule" to see the sessions for Thursday, November 13. Then click on the session

title to view session details, click “join” to see the presentation. View the full agenda on the [PHIG Partners website](#).

8. Can I join from my phone or tablet?

- a. Yes! Join via a mobile browser or the Cvent Attendee Hub App. For the best experience we recommend using the latest version of Google Chrome or Safari on a mobile device.

9. Can't see the chat or Q&A.

- a. Chat panels can be hidden behind other windows. Try expanding or undocking the chat/Q&A tab on the screen. If that does not work, refresh the browser or log out and log back in.

10. Who to contact for help?

- a. Assistance logging into the Cvent platform: contact PHIG@astho.org.
- b. Technical assistance during a specific session: contact the technical support within the session.