



Frequently Asked Questions

How do I sign in to the meeting?

You must first be [registered](#) and [signed in](#). Here is the link to sign in to GSA Connects Online <https://gsa2020.e-attend.com>. Click on the “Sign In” button, this will take you to the GSA Sign In page. Your sign in credentials are your GSA ID# and password. This is the same as what you use to sign in for the GSA membership community. Once you enter your GSA username and password and click “Sign In” you will be taken to the GSA 2020 Connects Online Great Hall.

I don't remember my GSA password/sign in information.

Go to the [GSA sign in page](#) and click on Forgot Username or Forgot Password. This will be the quickest way to resolve this challenge. You can also call GSA Sales & Service at 303-357-1000 between the hours of 8am - 5pm MDT or email: gsaservice@geosociety.org.

When can I access the platform?

The platform is available Mon.-Fri., 19-23 Oct. for pre-recorded presentations and Mon.-Fri., 26-30 Oct. for the live meeting. The platform is closed over the weekend, Sat.-Sun., 24-25 Oct.

What does my registration cover?

You can attend all events being held on the e-Attend platform. The only events that are not included are non-tech events being held on an Alternate Platform. Those events are not hosted on the GSA platform and might require a separate registration.

How do I get started?

We recommend signing into the platform before the start of the meeting. Once you sign in you should update your Profile since this is how you network with other attendees. If you have not already started your personal schedule, then creating your personal schedule is helpful. We encourage you to explore the various areas of the platform from the Great Hall. All areas of the meeting can be accessed from the Great Hall or the navigation bar at the top of your screen.

How do I update My Profile?

Once signed into the platform, on the top upper right corner of your screen you will see your name. Hover over your name and you will see a drop down menu next to your name, from there, click on MY PROFILE. From here you can update your information. Your first name, last name and email are pre-populated. We recommend you update all the fields that you are comfortable sharing in order to make your profile effective. There are two setting options on this page. They are: 1. Send me email communications and 2. Show my profile to other people. The default setting is to allow these but you can uncheck if you do not want to be contacted or want your profile information private.

How is My Profile used on the platform?

Your profile allows people to network with you, send you messages (private or public), and exchange contact information with you (Virtual business cards).

What if I do not want my profile information to be public or available for others to see?

Go to My Profile and change the settings. You will need to uncheck the box for ‘Show my profile to other attendees’. This check box is located at the bottom of the page on the left.



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How do I know if someone is trying to contact me or if I have messages?

On the top upper right corner of your screen you will see a Conversation Bubble icon. When you have a message it will be indicated here. It will have a number, which is the number of messages you have waiting. You can click on this and a pop out window will show you who you have messages from and you can reply from here.

Where do I find my personal schedule?

On the top upper right corner of your screen you will see your name. Hover over your name and you will see a drop down menu next to your name. From there, click on MY SCHEDULE.

What is My Briefcase and where is it located?

On the top upper right corner of your screen you will see your name. Hover over your name and you will see a drop down menu next to your name. From there, click on MY BRIEFCASE. If you download any handouts or other documents from sponsors, exhibitors or other areas on the platform the documents will be saved to My Briefcase. Once you have the documents in My Briefcase you can then download to your own files.

How do I find other attendees?

From the Great Hall you can access the Networking Lounge. Within the **Networking Lounge** is a link to **Find Colleagues and Connect**. This is where you will see a list of attendees. The list only includes attendees that have made their profile public. If an attendee has made their profile private they will not be on this list and you will not be able to send them a message through the platform. Since we do not provide a list of attendees, this is the best way to make connections and network with other attendees.

What is available in the Networking Lounge?

The Networking Lounge is where you can go to **Join the Conversation**, the general meeting chat area, **or Find Colleagues and Connect**, where you can search for other attendees. Once you find the attendee you are looking for you can click on their profile and get their Virtual business card. This is where you can also send them a private message.

How do I report a RISE issue or comment that I think is against GSA's policies?

Report concerns using any of these channels: ethics@geosociety.org; ethics hotline (+1-720-507-7523), RISE Liaisons, GSA Leadership. Each technical session should have a RISE Liaison in the session. You can identify the RISE Liaison by their profile name – they will have RISE before their first name.

When is the Session Chair Training?

Wed., 21 Oct., 12-12:45pm EDT

Sun., 25 Oct., 1-1:45 pm EDT

Mon.-Fri., 26-30 Oct., 8-8:45am EDT

How do I access all the oral and poster sessions (Technical Sessions)?

From the Great Hall click on Meeting Rooms. This will take you to the schedule of technical sessions. If you have saved specific sessions to My Schedule, your personal schedule, you can also access the session from your schedule.



Frequently Asked Questions

Why are all the technical sessions pre-recorded?

Sessions are pre-recorded to reduce the chance of disruptions due to technical errors, power or internet outages, and to keep all events on schedule. For most sessions, presenters and moderators will be “live” for the question and answer portion.

Are there any live events/presentations?

Most live events are taking place in the Auditorium. There are also some non-tech events/social events that will be live.

Will I be able to use my camera and microphone during the technical sessions?

No, for all attendees your camera and microphone will not be active. Only the session moderator and the presenters will have access to their microphones.

Will I be able to use my camera and microphone in non-tech/social events?

The camera/microphone settings vary for each non-tech event. There is not a standard setting. Each event host determined if they wanted participants to have live cameras/microphones.

How will I be able to ask questions in a tech session?

You will use the Chat feature to ask questions. If you want to have a private chat with other attendees you will need to go to the Networking Lounge.

I am a presenter, how do I answer questions in my session?

Your presentation will play automatically (or if you are in one of the watch early sessions, attendees will have viewed your presentation already), and when it's time for you to answer questions or participate in the discussion, the session chair will read questions to you aloud, and your microphone will be turned on so that you may respond. There will not be a video component to the Q&A.

During the technical sessions will everyone see my Chat question/comment?

Yes the questions in the Chat will be visible to everyone in the technical session. Remember RISE and show respect for others while on the platform.

Are all sessions recorded?

The technical sessions are all being recorded as well as most of the GeoCareers events. The recording settings vary for the non-tech/social events. It depends on what the host of the event requested.

Where is the Schedule of Events?

You can access the schedule by clicking on the Event Schedule in the top navigation bar to pull up the agenda for the meeting. You can also access the meeting app at <https://gsa.confex.com/gsa/2020AM/meetingapp.cgi/Home/0>. The Session Program Calendar is available as a PDF on [this page](#).



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How do I access all the non technical events/social events?

From the Great Hall click on Connect and Learn room. This will take you to the schedule of non-tech/social events. Please note that some non-tech events are held on an Alternate Platform.

What does it mean if an event is listed as being on an Alternate Platform?

We have several non-tech events that are being held on a virtual platform other than the e-Attend platform. The events are included on the schedule as a convenience to you and to provide you with one location to find information on events taking place around GSA Connects Online. Please check the links for these events in advance. **Some events require a separate registration**, some events have links or emails where you can get additional information, and some events provide a direct link to the live event.

How do I attend a GeoCareers event?

Access the GeoCareers Center from the Great Hall. On the Information Desk in the GeoCareers Center click on "Enter Career Events Here"

Where do I go to meet my mentor?

Access the GeoCareers Center from the Great Hall. On the Information Desk in the GeoCarers Center click on "Enter Career Events Here".

Can I still sign up for a mentor?

No, all spots were reserved prior to the meeting.

Can I post a job at this meeting?

No, only jobs posted on GSA's GeoScience Job Board are listed. Contact Ann Crawford (acrawford@geosociety.org) if you are interested in posting a job.

What is the Resource & Innovation Center? Is there an Exhibit Hall?

The GSA Exhibit Hall has been re-named the Resource and Innovation Center. The hours are Tues.-Thurs., 11 a.m.-3 p.m. EDT. You can go outside of these hours but staff will not be available at the booth to chat or ask questions.

Where can I get tech support?

If you are having a technical question about navigating the platform/site, go to the Info Desk and click on Live Tech Help to chat with e-Attend™ attendee support. You may also use the Twitter hashtag: #GSA2020help.

My video and/or audio is not working, what do I do?

Double check that you are in a supported web browser. Most modern web browsers work, but we recommend Chrome, Firefox, Safari or Microsoft Edge. For audio you should also check your settings (computer speakers vs. headphones).