

## **NPA Virtual Winter Conference FAQs**

### **How do I create an NPA Online account?**

NPA members can register for the conference using the same NPA Online account they use to access member-only content on the NPA website. If you forget your username or need to reset their password, visit the [NPA website](#), select Login in the top navigation bar, and select Forgot Username or Forgot Password. If you do not have an NPA Online account and need to create one, visit the [NPA website](#), select Sign In in the top navigation bar, click on Create a New Account, and complete the form. Select the name of your organization from the drop-down menu of options, and use the email address associated with your NPA member organization. Click on Save at the bottom of the page. Most account requests are approved automatically. If your account needs to be verified by NPA, it may take one to two days to receive confirmation. For assistance with your NPA Online account, contact [Jessica Chan](#).

### **What do I need to attend the conference?**

The virtual winter conference is being offered entirely online through an event site. All you need is a paid registration, reliable internet connection and browser. [Click here](#) to test your internet connection.

### **How do I access the online conference?**

Prior to the start of the virtual conference, NPA will email you with a direct link to the event site. Once you are on the event site, click on Sign Up Here if you don't have an account yet and fill in your email and create a password. If you have attended an event using the Whova app before, enter the same email and password you previously used.

### **Can I share my login and access with my colleagues?**

Your NPA Online username and password are unique to you. Never share them with anyone else. To register someone else from your organization for this event, click on the event registration tab and select Register Someone Else. Each attendee must have a unique registration for this event.

### **After I register, how do I access the sessions?**

Event content will be made available on the event site beginning Monday, Feb. 10. You will receive an email with a link to the event site, as well as instructions on how to access the site when the event site is available.

### **How long will content be available on the event site?**

The NPA Virtual Winter Conference will be held online Feb. 10-14, with live sessions, on demand sessions, and networking opportunities. All event materials, including resources, handouts and all recorded sessions, will be available on the event site through March 21, 2025.

### **What do I do if I get disconnected from a live session?**

If you must leave or are disconnected from a live session, log into the Whova platform again, click on the session name, and click on the link to enter the live session.

## **Can I view a recording of a live session I am unable to attend?**

All live sessions will be recorded, and the recordings will be posted on the site a few days after the conclusion of the session. If you miss a live session, please check the event site later to access the recording.

## **How do I ask a question of a panelist or speaker?**

You can ask a question during the live sessions. If you are not able to participate in a live session and would like to reach out to a speaker, you will find the presenter's contact information in the presentation slides, which will also be made available.

## **How do I get help registering for the conference?**

For assistance with your registration or payment, email Jessica Chan, manager of Association Services, at [info@npaonline.org](mailto:info@npaonline.org).

## **How do I receive CEU credit for this online event?**

The NPA Virtual Winter Conference has been preapproved for CME/CNE credit as well as CEU's for Social Workers. Paid event registrants can claim credits commensurate with their participation. A Learner Notification Document will be provided before the conclusion of the conference, at which time you can access the site to obtain your certificate.

## **For More Information**

If you have a question that was not answered in these FAQs, please email your inquiry to [education@npaonline.org](mailto:education@npaonline.org).