



FAQ - online Training without Borders (TWB) Partner-Day, November 17th

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Platform – General Questions

I cannot log in to the event page. I get the message: “The e-mail address you entered is not permitted to access this event.”

Did you register for the TWB Partner-Day? If yes, please contact Malte Wohlers (Wohlers.Malte@dihk.de) PLEASE NOTE: When you log in for the first time, you need to enter a new password.

Is the life-program (including the workshops) going to be recorded?

No. Please make sure to not miss our program.

How long will I be able to access the event-platform?

At least until the end of the year 2020. You also can chat and reschedule meetings with our TWB-Coaches **after November 17th**.

Where can I find my booked workshop?

In the menu bar on the left side, it is called “My Workshop”.

I do not see my workshop.

Did you register for a workshop? If yes, please contact Sönke Brinker. (Brinker.Soenke@dihk.de) Please make sure to refresh your browser and empty your Cache-folder of your browser.

What is the Social Wall about?

The Social Wall is a mirror of all Social Media Posts posted during the event. If you post something on Twitter, Facebook, or Instagram while using the hashtag #TWB2020 or #TrainingWithoutBorders, we will feature your post on our Social Wall at our Event-page. Please try to mark @berufsbildungohne Grenzen (Facebook + Instagram) or @TWB_info (Twitter)

The event-platform does not work on my computer.

Please visit the event-platform with your tablet or smartphone.



My Profile

Where can I add my Instagram-channel?

Please access the event-page and click on the profile-button on the top right of the page or go to your “Register on Website and Edit your Profile!”-E-mail. Click on Edit Profile and place your Instagram-Link at “External Links”. If you cannot find this e-mail, please contact Nicole Sengstock (Sengstock.Nicole@dihk.de). We will send you a new one.

Where can I upload documents to my profile?

Please access the event-page and click on the profile-button on the top right of the page or go to your “Register on Website and Edit your Profile!”-E-mail. Click on Edit Profile and add under “Documents” your Document. Individual files should be DOC, DOCX, PPT, PPTX, XLS, XLSX, PDF, JPEG, or PNG and have a maximum size of 24MB. If you cannot find this e-mail, please contact Nicole Sengstock (Sengstock.Nicole@dihk.de). We will send you a new one.

Why is it not possible to change my e-mail address?

The e-mail address is an essential part of your profile. If you want to absolutely change your e-mail address, please contact Malte Wohlers (Wohlers.Malte@dihk.de).

I do not see my external links and documents in my profile?

Only other participants can see external links and documents. You cannot see your documents and links. If you want to change your links and documents, please access the event-page and click on the profile-button on the top right of the page or go to your “Register on Website and Edit your Profile!”-E-mail. Click on “Edit Profile” and change your documents and external links.

Communication

How do I get in contact with the Training-without-Borders-Coaches?

Click on TWB-Coaches and choose a chamber. They are categorized by countries, mobility-formats and branches. Every chamber has at least one representative whom you can contact. You can choose between “schedule a meeting” for a video-call or start to chat. The event feed will notify you about your chat activities.

Do I get notifications if someone tries to chat with me while I am offline?

Yes, you will get an E-mail. This is also useful in case someone wants to contact you after November 17th.

Can I organize video-chats with several participants?

No, this is unfortunately not possible. The event-platform only allows one-on-one chats.



Main Stage

I do not see the Life Stream on the Main Stage.

Maybe your browser is blocking the video. Please also check other browsers like Google Chrome or Firefox. Internet Explorer will not be supported.

I can't hear anything on the Main Stage (there is no sound).

Maybe you stopped the stream. Please refresh your page.

The Video or Audio is interrupted.

Please try to access the event with other browsers. Please also verify your internet connection. Try to sit close to your router or use a LAN-connection. Close other programs or pages that slow down your internet connection, too.

How do I communicate with the speakers on the Main Stage (Live-Stream)?

In general, you cannot communicate with the speakers on the Main Stage during the event. But there are going to be slots within the program, to ask questions by using Sli.do. The chat you find on the right side of the Life Stream is useful to chat with other participants and to simply say "hi". During the workshop-sessions we will offer direct communication with the workshop-speakers.

MS-Teams

I do not have any sound, or nobody can hear me.

Please click on the three dots at the top of the MS-Teams window. Please click on device settings (Geräteeinstellung) and check if your microphone and speakers are correctly installed.

My camera does not work.

Please click on the three dots at the top of the MS-Teams window. Please click on device settings (Geräteeinstellung) and check if the camera is correctly installed.

How do I open MS-Teams?

You either download and use the MS Teams application or enter MS-Teams with your browser (MS Edge, Google Chrome, or Safari [Mac]).

If you have any problems to go to the Eventpage, please contact:

Brinker.Soenke@dihk.de

+49 30 20308-6560

Wohlens.Malte@dihk.de

+49 30 20308-6561

Sengstock.Nicole@dihk.de

+49 30 20308-1197