



## Children's Aid

### Virtual Benefit

October 22, 2020

## FAQs for Guests Seated at Tables

#### Q: What is the event schedule?

The Pre-Show will run from 6:30 to 7:00 PM in order for everyone to “find their seats” and get settled and the program will begin at 7:00 PM and run for no longer than 45 minutes.

#### Q: What device should I use for logging in?

It is highly recommended to log-on to the event from a desktop computer, laptop, or iPad. Please note, your Wi-Fi connection should be as strong as possible.

#### Q: When will I receive my table information and how will I join the event?

24 hours before the event, you will receive a unique link, personalized pin, and table assignment to the email address you've provided. The evening of the event, you will click the link and insert your name and pin when prompted, as well as agreeing to the site's terms. Should you have any questions there will be a help button and access to live tech support.

#### Q: How do I get to my table?

Please click “**Find My Table**” followed by clicking “**Join Table**” on your assigned table on the next screen. Please note, once you join the table, you will need to provide permissions to utilize camera and microphone so you can converse with your tablemates. If for some reason your camera and microphone are not identified, you may have other applications cached that hinder this process. Please clear your cache file. Live tech support is also available.

#### Q: I'm hosting a table—what do I need to do?

Follow the same instructions as a guest—you do not need to open the room or log-in differently.

#### Q: How are virtual tables going to work?

Just as you would for an in-person event, you will be “seated” at a virtual table with your friends/guests and will be able to talk and watch the pre-show programming together virtually. You will be able to see, talk and chat with your tablemates. Please adjust your volume controls as needed.

#### Q: How long will we be at tables and can we talk?

##### Will people see me?

We ask that all table guests log-on at 6:30 pm where you'll be able to talk to and see tablemates directly just as you would be able to in a Zoom meeting until the main program begins at 7:00pm.

##### Q: What should we do?

Chat, connect, network, give a toast to Children's Aid, or play games. Have fun and relax with your friends and colleagues.

##### Q: Will we view the whole program together?

All guests will view the program away from their tables. Two minutes prior to the start of the program a countdown clock will begin. At that time, we ask you to click the “**Program**” button at the bottom of your screen to join the broadcast. During the program, you will not be seen by any other guests. When the program ends, we welcome you to click the “**Find My Table**” button and navigate back to your table for more time to socialize and network with your tablemates.

##### Q: Will there be a fundraising component the evening of the event?

Yes, our auctioneer, Lucas Hunt, will be conducting a virtual paddle raise during the broadcast. At that time, or at any point, you can click on the “**Donate Now**” button and be brought to a payment page while still being able to view the broadcast, which will pop-out to a smaller size. Once payment is complete, simply click the “**Program**” button to return to the program at its original size.

##### Q: What should I wear?

Classy Couch Attire—since you'll be enjoying the event from the comfort of your own home, the choice is yours!

##### Q: If I'm tuning in with my household, how many devices will we need?

We recommend using one device per household. If using multiple devices in the same home, we recommend logging on from different rooms to avoid overlapping microphones.