



How to Access the Attendify Platform

Step 1 – Go to Event URL

To access the CAP Utah Virtual Conference platform, please go to:

https://ve.attendify.com/index/zje0xx/s_zje0xx/

Please use the latest version of one of the recommended browsers for the best attendee experience:



Chrome



Firefox



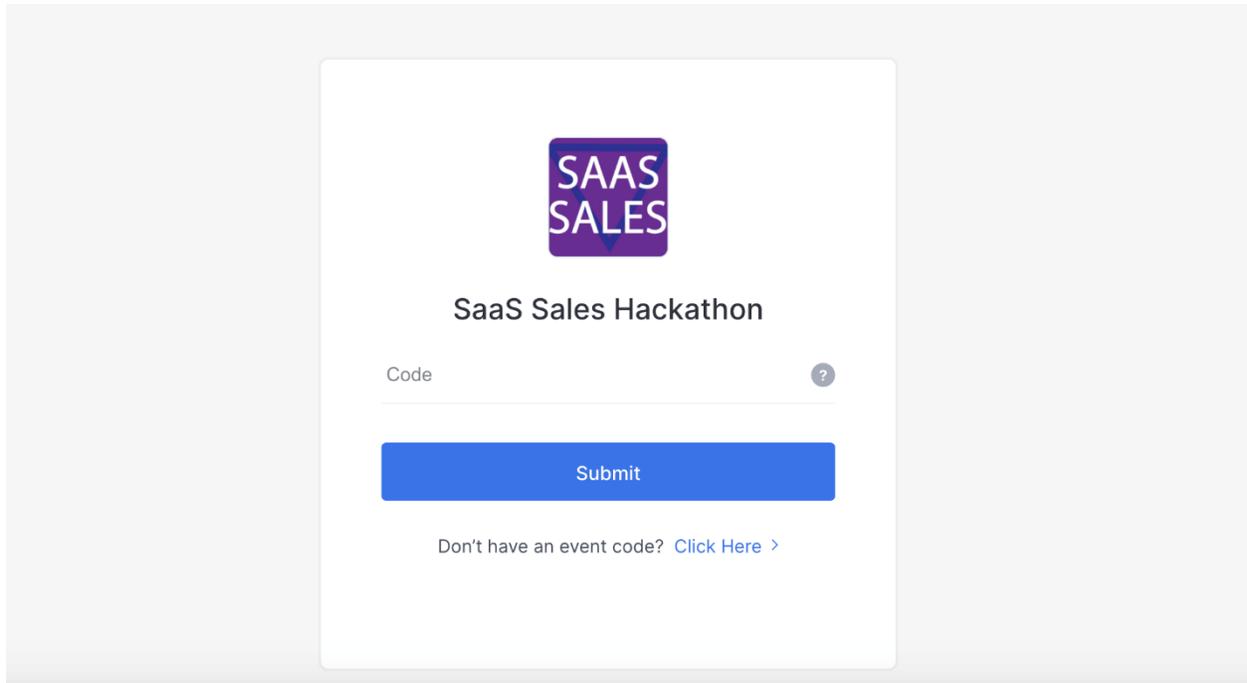
Edge



Safari

Step 2. Enter the Event Code:

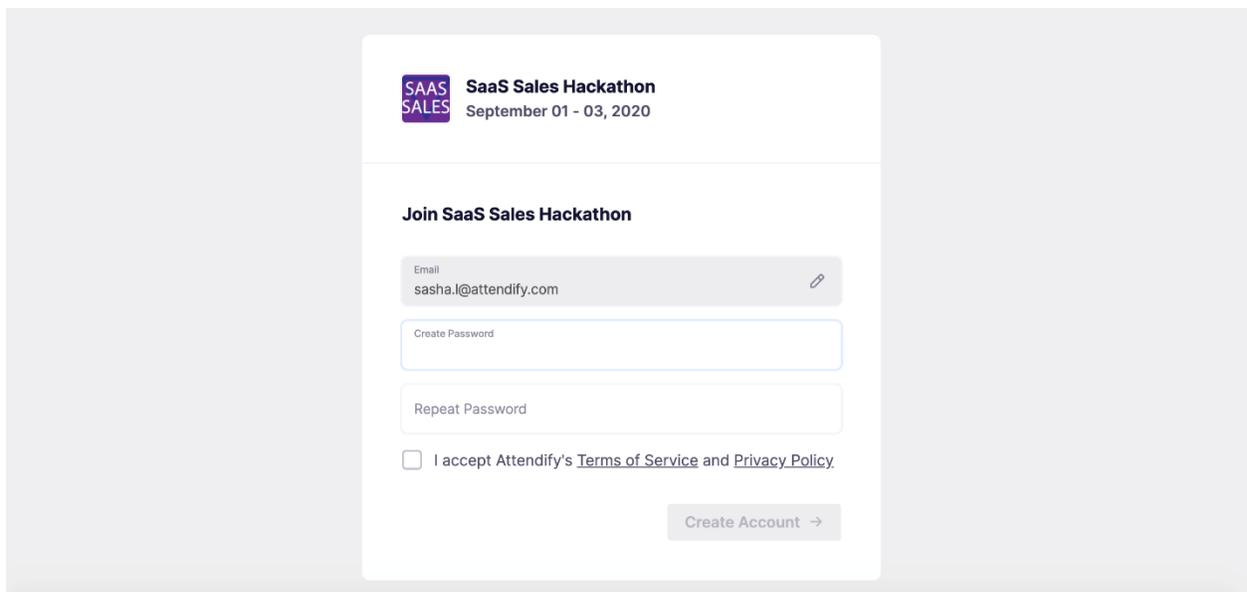
The code for attendees who have registered is: **C@pConf21**



If you are unable to access the site, please email events@caputah.org.

Step 3. Create a profile:

If this is your first time joining the particular event, as well as an event on Attendify experience, you will need to create a profile by entering your email and creating a password.



If you have already joined the event from a mobile app or have used Attendify for other events, you will need to log in with the same password as before. In case you forgot the password, you will need to request a password reset link. For more guidance on the password reset, please refer to [this article](#).

Frequently Asked Questions and Troubleshooting

Q1: How to join the event from a tablet or phone?

A: To join the event from a mobile device or tablet, you will need to download [the mobile app](#). Virtual Experience is not designed for mobile and tablet screens.

Q2: I cannot bypass the event code screen, the webpage reloads, and asks

for the event code again. What should I do?

A: In that case, your browser, firewall, VPN, or an adblocker prevents you from moving forward. The below troubleshooting tips must help:

please make sure you use the latest version of one of the following browsers: Chrome, Safari, Edge, Firefox

please disable any adblockers, firewalls and VPNs. They can be installed as browser extensions or desktop apps. Ad blockers can also be a part of your antivirus software - make sure the program has a web shield disabled.

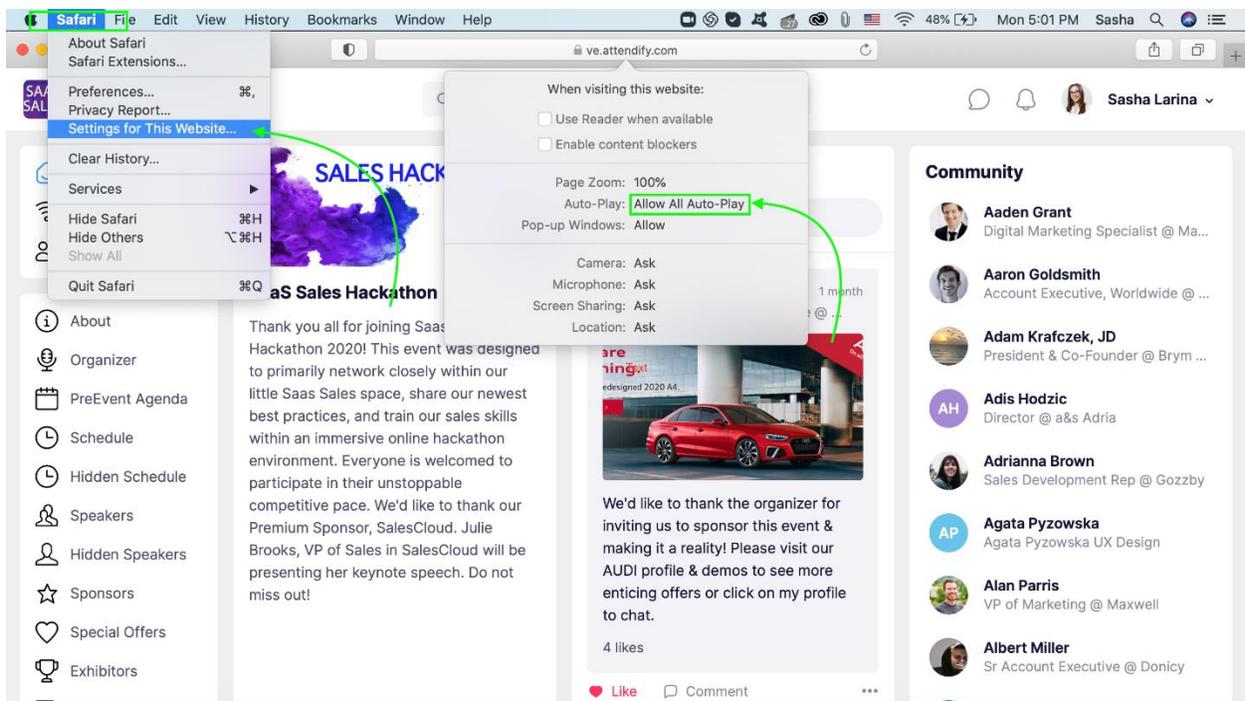
as an extra step, you can switch to the Incognito window and try to connect through another non-corporate network.

Q3: Every time I am trying to get into the desktop version, I am getting kicked out of the event. Why?

A: For security reasons, you can't be logged in on two separate browsers or two different machines at the same time. Please make sure to close the event link on other browsers and/or computers.

Q4: I am using Safari and have no audio when watching sessions.

A: By default, Safari blocks the auto-play for audio content. In order to change the auto-play settings on Safari, please select *Allow Auto-Play* under *Settings for this Website* in your browser as shown below:



Have further questions about using the platform? Reach out to us at support@attendify.com or chat with us on any Attendify web page.