

9/9/2020

LEAN CONFERENCE FAQS

How will this virtual conference look?

We decided deliver the conference in a fully virtual conference delivered via Zoom. Rather than being a two-day in-person conference, this year's event will be held over several days between October 20 and 29. There will be 3-4 live sessions on each of the six days which allows you to customize your learning by signing up for sessions that fit with your schedule.

What do I need to attend the virtual conference?

To attend the virtual conference, you need a good internet connection, your device or computer, and a valid registration. You will receive login details with your Outlook calendar invite after registration.

How do I register?

The biggest change with the virtual conference is that you will need to sign up for every individual session. First step is to click on the 2020 Program to view the available sessions. The sessions and dates are listed and to the right is a "register" button. We've produced a short tutorial video that you can view [here](#). For more information on visit the Zoom Help Center.

What is the password?

Lean2020

Is there a cost to attend?

Admission is still free. In past years we asked attendees to bring a canned food item for donation. This year we encourage you to give back through the [Combined Fund Drive](#), either via the general fund or your favorite member charity.

How many people can attend?

We are delivering the conference via Zoom Webinar and Zoom Meeting. Each session has a maximum of 3,000 attendees for those delivered via Zoom Webinar. For Zoom Meeting the maximum is 300.

Can I ask questions at the virtual conference?

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Many of the sessions will have live Q&A or an activated chat feature for you to interact with the presenters and Results Washington staff.

What if I need special accommodations?

During registration, there is an option to let us know you have accessibility needs. Once you've registered, a Results Washington team member will follow-up with you directly.

I've registered, but I'm unable to attend. How do I cancel?

Your registration confirmation will include instructions on how to cancel at the bottom of the email. In addition, you can email us at results@gov.wa.gov. Results Washington will provide instruction on how you can cancel your registration.

Will the sessions be recorded for future viewing?

Yes! The content will be posted to our website within a week of the live sessions. You can find the videos and session materials on our [2020 Conference Materials Webpage](#).

I'm having trouble with Zoom – what do I do?

We suggest you visit the [Zoom Help Center](#) for all troubleshooting support. Watch this video to learn about how to join a Zoom [Meeting](#).

I've volunteered at past conferences; can I volunteer this year?

At this time, we are not asking for volunteers.

Are there sponsorship opportunities?

We are not offering sponsorship opportunities this year, but check back for future years.

Who do I contact for other questions?

If you have any questions, please email us at results@gov.wa.gov.