



PARTNERSHIPS FOR PROGRESS

TECHNICAL GUIDANCE

Technical Requirements

- IBWSS will best be experienced on a desktop computer or laptop to access the conferencing software, Event Owl.
- Please ensure your desktop computer or laptop has working speakers.
- No internet browser requirements, but recommended are Chrome, Safari, IE, or Edge. Please make sure you are not running a VPN or firewall that may block the chat.
- All sessions are pre-recorded and will be embedded videos in Event Owl via Vimeo (please ensure Vimeo.com is accessible on your computer).

Frequently Asked Questions

1. Where can I find my login information from Event Owl?

Your login credentials were emailed to you by support@eventowl.net to the email address you used when registering for IBWSS. Please check your inbox and spam folder. If you cannot find it, please email IBWSS@safeboatingcouncil.org.

2. Where do I login?

Using the login credentials emailed to you from support@eventowl.net, you may login at <https://ibwss.eventowl.net/>. Please log on prior to the event in the case of technical issues with login.

3. Why do I need to login early to Event Owl?

Please login prior to the conference dates AND please login at least 45 minutes prior to 1 pm EDT on each conference day. Due to the high number of attendees, we are trying to avoid any delays with all attendees logging in at the same time.

4. How do I customize my attendee profile in Event Owl?

Login to Event Owl and click on your name in the upper right corner and select **Edit Profile**. You can update the spelling of your first and last name if needed, your company, and upload an avatar or photo. This avatar or photo will be visible when you chat with others throughout the conference.



5. How do I view the agenda?

While logged into Event Owl, click on **Agenda** in the left menu. Here you may browse sessions on the agenda.

6. Are there scheduled breaks on the agenda during the conference?

There are no scheduled breaks on the conference agenda, hour each session will finish a bit early before the next scheduled session. All sessions have been recorded and will be available to watch at any time after their scheduled time on the agenda.

7. How can I plan my IBWSS experience?

You can browse each session on the agenda and plan your IBWSS experience to make sure you don't miss a session – or set a reminder to log back in and watch a session at a later time. Do this by selecting **Add to Favorites** on any session on the agenda. You'll now see a check mark next to the sessions you have added to your favorites.

8. Will I be on camera in a live virtual meeting during the conference?

No, all sessions have been recorded. You can participate live by typing in the chat box in each session on the **Agenda**.

The live chat is moderated by the IBWSS Concierge. Any inappropriate, unprofessional, or duplicate and spam chats will be deleted at the discretion of the IBWSS staff.

9. How do I view details about a session and watch the session video?

While logged into Event Owl, click on **Agenda** in the left menu. Here you may browse sessions on the agenda. Click on any session name. To the right you'll see details for the session, an image or video, speakers for this session, the chat box, and a menu. Make sure you have selected **Agenda Details** in the menu to the far right to view the session details and watch the video. Be sure to click on the play icon to watch the video.

10. How can I review speaker bios to help plan which sessions I want to attend?

In the left menu, click **Speakers**. Or, when browsing individual sessions, you can click directly on their picture to read their profile.



11. Can I watch a session after its scheduled time?

All sessions have been recorded and will be available to watch at any time after their scheduled time on the agenda.

12. Can I watch a session in full screen?

Yes, you can watch a session in full screen, however, you will not have access to the chat box. To enter full screen, select the icon ENTER FULL SCREEN in the Vimeo playbox. To exit full screen at the end of the video, press the ESC key.

13. How do I earn points during IBWSS?

There are five ways to earn points.

- 1) For each session you watch and participate in, a redeem code will be revealed at the end of the video. Click **Checkout** to enter the code.
- 2) After you have redeemed the session code, this unlocks the survey. Click on **Survey** to take a two-question survey to earn more points.
- 3) Click on **Exhibitors** in the left menu and visit each exhibit booth. Redeem the **Exhibitor Code** for each booth by clicking on **Exhibitor Code** in the right menu.
- 4) Find the IBWSS Scavenger Hunt code hidden in each exhibit booth. Once found, click on **Exhibitor Code** in the booth and redeem the code.
- 5) Click on **Bonus Points** in the left menu and answer the trivia questions each day of the conference.

14. Can I earn CEUs during the International Boating and Water Safety Summit?

Yes, you can! IBWSS offers the opportunity to earn continuing education units. The National Safe Boating Council, host of the International Boating and Water Safety Summit, is a Certified Recreational Boating Professional (CRBP) Approved Course Provider, supporting the voluntary credential for recreational boating professionals developed by NASBLA. [Learn more about CRBP.](#)

Here's how to earn CEUs: Once each session has ended, a redeem code will be revealed at the end of the video. Click **Checkout** to enter the code. This unlocks the survey. Click on **Survey** and take the two-question survey and earn more points!

15. How do I download a certificate or documentation of CEUs earned?

Following the conference, login to Event Owl, click on your name in the upper right



corner, and select **Certificate**. A letter and transcript of sessions attended will be available to download.

16. How do I earn points and CEUs for each session?

Once each session has ended, a redeem code will be revealed at the end of the video. Click **Checkout** to enter the code. This unlocks the survey. Click on **Survey** and take the two-question survey and earn more points! If you want to quickly earn more points, click on **Bonus Points** in the left menu for trivia questions.

17. What exhibitors will be represented at IBWSS?

In the left menu, click **Exhibitors** to browse a list of exhibitors.

18. What do I do during the Virtual Exhibit Hall hours on the agenda?

During the Virtual Exhibit Hall Hours noted on the agenda, you'll select **Exhibitors** in the left menu and visit each exhibit booth. You can scroll down the alphabetical list of exhibitors, or search by typing in their name. Here are steps you can take to make the most of the Virtual Exhibit Hall:

- 1) When you visit each virtual exhibit booth, redeem the Exhibitor Code for each booth by clicking on **Exhibitor Code** in the right menu.
- 2) Read about each virtual exhibit booth to learn more about boating and water safety.
- 3) While browsing each booth, search for the IBWSS Scavenger Hunt code hidden in each exhibit booth. Once found, click on **Exhibitor Code** in the right menu in the booth to redeem the code.
- 4) Chat with exhibitors by clicking on Exhibitor Chat in the left menu (i.e., schedule a demo, ask for an IBWSS Scavenger Hunt clue, ask a question).

19. What is the Exhibitor Code in each exhibit booth?

In each Exhibit booth, you'll see an **Exhibitor Code** at the top of their booth. Redeem this code to earn points! Select **Exhibitor Code** in the right menu and enter the code to redeem it.

20. How does the IBWSS Scavenger Hunt work?

As you're exploring each virtual exhibit booth, be on the lookout for another code to redeem in each booth – an IBWSS Scavenger Hunt code! This could be hidden in a



video, link, or file download somewhere in the virtual exhibit booth. Once you find the code, select **Exhibitor Code** in the right menu of the booth to redeem it.

21. Have a question for an exhibitor, or looking for a hint to find the IBWSS Scavenger Hunt code?

Go to the left menu and select **Exhibitor Chat**. Scroll to find the exhibitor you'd like to chat with.

22. How can I check my progress for the Scavenger Hunt?

In the left menu, click on **Leaderboard**. This is where a point tally is kept for all attendees during the conference. Each code entered from individual sessions and exhibit booths will be included in your personal tally. During each day and following the conference, winners will be selected. Even if you're not among the top on the Leaderboard, there's still a chance to win a prize! We'll randomly draw numbers, and if your point value is close to the number, you win!

23. How can I chat with other conference attendees?

In the left menu, click **User Chat**. Here you'll see a list of conference attendees. You can chat with attendees 1-on-1 in the User Chat, or as a group during any session during its scheduled time.

24. Who is sponsoring IBWSS?

In the left menu, click **Sponsors**. Thank you to the U.S. Coast Guard, Kalkomey, and other sponsors for your support!

25. Who do I contact with additional questions?

If you have any questions about Event Owl throughout the conference, please go to the agenda session, **IBWSS FAQs and Technical Tips**. If you still can't find your answer, please email ibwss@safeboatingcouncil.org. Please include a detailed description in your email and your contact information.