Frequently Asked Questions (FAQs)

What do I need to have installed to view conference sessions?
For the best experience, we recommend that you download the free Microsoft Teams app on your computer or mobile device. You also have the option of joining directly from your browser.

Will I be able to visit the sponsors/exhibitors?
Within the conference portal experience, all attendees will have access to learn more about our sponsors by selecting the *Exhibit Hall* sign on the conference portal landing page. Connect with our conference partners and participate in raffles.

Do I need a Microsoft Teams account to join a meeting?
You will not need a Microsoft Teams account to participate in a session as a speaker or attendee. However, we do recommend downloading the Microsoft Teams app in advance for easy access.

I am new to the virtual conference experience, where can I find help?
For technical assistance, visit the *Help Center* to submit a ticket.

What is the Resource Center?
Visit the conferences Resource Center to access presenter PowerPoints, digital handouts and other bonus material.

Will I need to use my computer speakers for audio?
The KyLEAD virtual experience will allow you to stream audio through your computer speakers or headphones (wired or wireless).

Does my video need to be on to join a session?
Participant's video and audio will be *auto-disabled* for all sessions. Participants will have the option to ask questions during the appropriate times. Please type the word QUESTION before your inquiry so our moderators can easily locate your question within the Live Event Q&A section.

How is accessibility handled within a session?
The Microsoft Teams software allows all attendees to ENABLE or DISABLE closed captioning in multiple languages throughout the conference.

Will sessions be recorded and archived for later viewing?
All conference sessions will be recorded and stored within the conference portal for a limited time following the event. These can be assessed by selecting the corresponding session link.

Is VPN (Virtual Private Network) or Global Protect required to use Teams / Teams Live Events?
No, just WIFI.

What web browsers are supported for an attendee to join a Live Event?
Your mobile or laptop browser should support media-source extension (MSE) such as: Chrome, Firefox, or Edge. Safari is not currently supported. You will need to download the Teams app if using Safari as a guest.

How do I log into the Conference website?
To access the official KyLEAD conference portal, you can select *Conference Log-in* from the sandwich menu at kylead.ky.gov, or click this link to go directly to the conference log-in page. Enter your email and last name, then click *Log in*.

How can I find conference sponsors/exhibitors?
Within the conference portal experience, all attendees will have access to learn more about our sponsors by selecting the *Exhibit Hall* sign on the conference portal landing page. Go here to connect with our conference partners and find out more information. You can also register for free giveaways!