FREQUENTLY ASKED QUESTIONS

1. **Is it possible to attend multiple sessions at the same time?**
   No, only one session can be attended at a time.

2. **Can I join a session that has already begun?**
   Yes, you can still join a session that has already begun. As long as you arrive while a session is within its allotted time, you will be able to join. Once a session is over, it will no longer show up on your Session List.
   A session on your session list already in progress will have a bar at the top indicating how long it has been in progress, and the green 'Join Session' button will be selectable.

3. **Why am I unable to select 'Join Session' from the next on my list of sessions?**
   You will only be able to join sessions that are starting within 30 minutes or are already in progress. A greyed out 'Join Session' button indicates that the session is not starting soon, and thus not ready yet for attendees to join.
   When a session is ready for you to join, the 'Join Session' will be green and selectable, and the bar above the session details will display the time until the session officially starts.

4. **ECHO Digital 'Session Started', but my session hasn't started. How do I start my session?**
   ECHO Digital should start your session automatically. However, if it doesn't, you can manually launch your session from that screen by pressing the 'Start Session' button at the top of the screen

5. **I can hear my session but I cannot see it. How can I get to my session?**
   It sounds like your session launched but in the background, behind your current window. You can switch to it in one of 2 ways:
   a) Select zoom on your taskbar (Windows) or docker (Mac) to put your session in your foreground.
   b) Press Alt + Tab (Windows) or Command + Tab (Mac) to cycle between your open programs until you select Zoom to be in focus

6. **A colleague is attending a session with me, but I don't see their name on the list of guests I can add. How do I check them into the session with me?**
   Currently, you will only be able to check-in guests who are registered with the program you selected.
   The functionality to add an unlisted guest is not yet available.

7. **Where can I access my ECHO Digital Profile and Settings?**
   In the upper right of the screen you will see your name next to an avatar icon. If you select that, you will be able to view your login information and basic settings.