Frequently Asked Questions
and Technical Help for Attendees

Is this conference virtual?
Yes, 2021 Ingenium is completely virtual, even the networking sessions which use an innovative proximity-chat platform called Gather.

I can't attend all the live sessions. Are they being recorded?
Yes, all sessions will be recorded and available on demand through the Ingenium Hub until January 2022.

How do I access the Ingenium Hub?
Visit https://apps.enggeomb.ca/Ingenium.aspx and log in using your email address and surname.

How quickly will the recorded sessions be available?
Please allow 48 hours for the sessions to appear in the Ingenium Hub.

As an attendee, will I be on camera?
It depends on the session:
- For the 60-minute presentations, you will be unable to turn on your video or unmute yourself.
- For the 90-minute interactive sessions, you will be able to turn on your video and audio and are strongly encouraged to do so in order to take part in the breakout sessions.
- If you choose to attend the networking hours, be prepared to be on camera and unmuted.
- Please note that, if you choose to take part in the fitness sessions, your camera will not be on and you will not be visible.

I didn't get a receipt for my registration but now I need it. Can I still get one?
Yes! Please email info@EngGeoMB.ca to request a copy of your Ingenium receipt.

TECHNICAL ISSUES

I registered but I've not received any emails?
Ingenium emails will come from either enews@mg.enggeomb.ca or NoReply@EngGeoMB.ca so please check your spam for those addresses and mark them as safe. Contact info@EngGeoMB.ca if you're still having trouble.

Why can't I log in to the Ingenium Hub?

Your login for the Ingenium Hub is your email and surname. Please be sure you're using the email that was used to register for Ingenium. If you're not sure, contact info@EngGeoMB.ca or call 204 474-2736 ext. 221 to verify your registration details.

I just joined the session in Zoom and I can't hear anything?

Most users will be asked to confirm before Zoom joins their audio to each session; if you missed that initial step, you'll see the 'Join Audio' headphone icon where your microphone icon should be.
Click there to choose your audio settings.
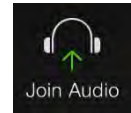
If you are connected and still can't hear the session, try the following:
1. Check your volume
2. Click the up arrow by the microphone icon and select a different speaker or 'Test Speaker & Microphone'
3. Leave the session and re-enter. Be sure to connect any headset you wish to use *before* joining the session.

I'm in the session but the presenter's video is tiny and I see a bunch of empty boxes with screen names. How can I make the speaker the focus?

You are likely in Gallery View. For the best user experience, select 'View' (located on the top right of a desktop screen) and choose 'Speaker View' or 'Side-by-side: Speaker' when screenshare is being used.

The video looks choppy/is breaking up. How can I fix it?

Video input can vary depending on your internet speed and your device. For the best user experience, we recommend using a laptop or desktop computer and hardwiring your internet or sitting close to your router. In some instances, the Zoom platform can make movement appear choppy for the sake of keeping the text on screen clear. If this bothers you, we recommend watching the affected session through the on-demand library where this should not be an issue.

My screen name isn't actually my name – how do I change it?

If you aren't already logged in to Zoom on your device, you'll be prompted to enter your name upon entry to the session.
If you entered automatically and your name isn't correct, find your name in the participant list and right click for 'More', then 'Rename'. We encourage you to enter at least your first name, to help with the interactive portions of sessions.

For more specific technical help regarding Zoom, please visit https://support.zoom.us/hc/en-us

Ingenium
Where great minds meet to form great ideas.