RCA+ FAQS

What time zone does the event take place?
All sessions will take place in Central Standard Time Zone. Please plan accordingly.

What technological requirements are recommended for the best virtual experience?
You will only need a computer and a stable internet connection to join virtual meetings or sessions. You do not need to download any additional software.

Best Practices for the optimal viewing experience:
- Browser: We strongly recommend using Google Chrome or Microsoft Edge browser
- Internet: Ensure you have a strong internet connection to avoid buffering or slow downs
- Clear Your Browser Cache: If you're experiencing technical difficulties, try clearing your browser cache first.
- Close Unused Browser Tabs or Windows
- Use headphones or a separate speaker for the best audio quality and experience
- You can use mobile devices to access and participate in the event. Please ensure that your mobile device is connected to a stable internet connection. A connection of 3 Mbps or higher is recommended.
- You can view the system requirements for our virtual conference platform here
- Make sure your zoom app is up to date

How do I log into the Virtual site?
If this is your first time logging in, please click on the link in the email invitation you received from rca@culinology.org to access the virtual event site. Enter the email address you registered with and follow the prompts on the screen to set your password. If you cannot locate this email, visit [RCA+ Virtual Site,](RCA+ Virtual Site) click the "Forgot your password" link, and follow the prompts on the screen.

How do I edit my profile?
From the main menu navigation, select Account > Edit my profile. Here, you can add a profile picture, your organization's name, and a short bio, set your profile preferences, and share other relevant information about yourself.

How do I join a virtual session?
To join a virtual session, navigate to the specific session's page (Schedule > Agenda/My Agenda > Click on the session). On the session page, you will be able to join the session (1) minute before the specified start time by clicking "Join Live Meeting".

How do I add sessions to my agenda?
 From the main navigation menu, select Schedule > Agenda and then click the plus sign (+) next to any session(s) that you want to add to your agenda.

How do I export My Schedule to my Outlook calendar?
You can choose to export the full Schedule to your personal Schedule. Click on the "Export" button on the Schedule or My Schedule page. The .ics file that downloads will create a second calendar in your Outlook.

How do I watch recordings of sessions that have already happened? Where do I find them?
All sessions will be recorded after they occur and uploaded in the platform within 24 hours. If you want to check a specific session to see if it is available, first, ensure you are logged into the virtual site RCA+ Virtual Site. Then go to the 'Schedule' tab at the top of the page to navigate to the session.

If the session has material available, you will see an active "Play Videos" button on the page or you will see materials loaded into the "Files" tab on the specific sessions page (in the same area as the chat box).

How long after RCA+ can I access the on-demand session content?
You will be able to visit the virtual platform and view on-demand sessions until June 30, 2021.

Can I get contact info for an attendee, speaker, or exhibitor?
Yes, you can download an attendee list in Pathable by navigating to the People tab in the top navigation and click Attendees. In the top left corner, there is a button to "Export People List" which will download the attendee list with contact information as an Excel sheet for all those who have opted in to share their information.

I am not appearing in the list of attendees on the site.
If you are not appearing in the attendee list, it's likely because you selected "No" when asked if you'd like to appear on the attendee list when logging in to the virtual platform. To update your settings so you appear, go to Account → Edit my profile → Preferences → Uncheck "Hide my profile from other attendees" → Save

How can I schedule 1:1 or group meetings?
A: From the main navigation menu, select People > Attendees/Speakers. Find the person you'd like to connect with and click the three dots symbol (•••) next to their name. Select "Schedule Meeting". Click the drop down next to an individual and select 'Schedule Meeting'. From the meeting scheduler page, you will be able to add additional people to your meeting, view each participant's calendar, and select a meeting date and time that works for you. You can title the meeting and add a short description before sending the invitation to the participants.

How can I join a discussion or start my own discussion conversation?
Join a conversation or start a discussion around a specific topic by visiting the "Conversations" tab in the main navigation menu. Conversations > Public Forums
- To Join A Discussion: Click on a topic, and click the "Reply" Button to comment
- To Start A New Conversation: Click "New Conversation"

How do I participate in the RCA+ Game?
Under the "Game" drop down on the top navigation menu, you will see a list of activities that you need to participate in order gain points.

How do I access the exhibit hall?
Click the Exhibitors page listed within the top navigation. Once there, you will see a full listing of all exhibitors involved with the Culinology® Expo. Click on the company tile to access their 'booth'.

I went to a booth but no one was there to talk to.
Dedicated booth hours are listed on the schedule on the RCA+ website. Exhibitor's virtual booths and the Talk Now feature will be live during these dates/times to get general information or have a 1:1 conversation. Once you are logged in, you will see the TALK NOW button on the right side of their booth.

If you'd like to connect with an exhibitor outside of the hours below, simply click the "CONTACT US" button in the top right corner of their booth. You will then be able to leave them a message, and your contact information will be sent directly to the exhibitor. You can also schedule a private meeting with a company representative by searching for them in the People page and clicking the "Schedule Meeting" or "Send Message" buttons in the top right corner.

During the 12:15-12:45pm Culinology Expo hours on Wednesday & Thursday, exhibitors will be participating in fun and interactive attendee/exhibitor networking on the IceBreaker platform. Exhibitors will turn their "live" talk now feature to unavailable during that time. Attendees are encouraged to participate in the networking activity to connect with exhibitors. You can access this on the Schedule.

If I need additional support, who should I contact?
Please reach out to RCA Headquarters rca@culinology.org or 312-321-6861.