Troubleshooting in Whova

- If you are unable to log into Whova, check which email address you used to register for the 2023 Human Trafficking Summit and make sure you input the same email address.

- If you previously used Whova but cannot log in, try resetting your password.

- To ensure maximum capability, close all other browsers, tabs or apps.

- If you are using the web platform (in other words, if you are not on a separate Whova app on a device such as your phone), use Google Chrome as your browser. Whova says its website version functions best on Chrome.

- If a workshop isn't loading, check your Wi-Fi or internet connection.

- If you are using the web platform and it says a workshop video can't be played for security reasons, try:

  o Logging into Whova on another browser or refreshing your browser.

  o If you are receiving pop-up messages from anti-virus/security software, temporarily allow whatever is being blocked. If you are viewing from employer-provided equipment and do not have that ability, contact your IT team to allow Whova-related activities.

  o If security software doesn't seem to be the problem, in Chrome, open a new browser window and paste into the search bar: chrome://settings/cookies. Choose the option "allow all cookies." You can turn this setting off again after participating in the summit.

- If you continue to have technical issues with the platform, contact support@whova.com or use the live chat function via the app. You also may email the Attorney General's Human Trafficking Initiative at HTI@OhioAGO.gov. A member of the three-person team will be running the conference, but will respond within a reasonable amount of time.