



DR. MARTIN LUTHER KING, JR. CELEBRATION

January 18, 2021

24th Annual Dr. Martin Luther King, Jr. Celebration Event Frequently Asked Questions (FAQ's)

Thank you for registering for our virtual Dr. King Celebration. Our team has comprised a list of potential questions you may have as you prepare to join us on January 18, 2021.

Q: Can I still purchase tickets to join the event?

A: Yes, tickets can still be purchased for the event. You can visit our [registration page](#) for more information. We ask that you purchase your tickets no later than **4:00 p.m. Friday January 15, 2021.**

Q: How many people can attend the event with my link?

A: Each event link is customized for an individual. Please do not share it with others.

Q: I've registered for the event and cannot find the confirmation. Where can I look?

A: Your registration links were provided to your organization contact. Please follow-up with them directly for more guidance. You should also check your junk or spam in the event it accidentally went there.

Q: I noticed different start times for the event. What is the VIP reception?

A: We are hosting a VIP reception for all Support sponsors, which will include a moderated conversation between the **Milwaukee County Executive David Crowley** and **Metropolitan Milwaukee Area Commerce (MMAC) President & CEO Tim Sheehy** that begins at 8:30 a.m. The reception will also include a welcome from our VIP and Deliberate Dialogue sponsor **Potawatomi Bingo Casino President & CEO, Rodney Ferguson**. The **main event** will begin promptly at 9:00 a.m.

Q: What do you recommend is the most optimal time to log in prior to the event start?

A: We recommend that you log into the event at least 10 minutes prior to the start time (i.e- VIP reception- log in at 8:20 a.m.) to ensure you are able to get in. You will know that you are in the right place when you see "reception" landing page.

Q: Is there a place I should look for in the event I experience any technical difficulties?

A: We have partnered with Majic Productions and Hopin to stream this event. If you encounter login issues or steaming issues during the event you may contact : **Majic Technical Support at helpdesk@majicpro.com**. We've also identified an internal staff team who can assist us in this process. **YMCA Technical Support at philanthropy@ymcamke.org or 414-436-1786.**



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Q: Will this event be recorded?

A: Yes, the event is being recorded and will be shared with our guests by the end of the week.

Q: How can we participate in the Deliberate Dialogue discussions the rest of the week?

A: All event attendees are invited to join us to participate in complimentary webinar styled discussions beginning Monday afternoon through Friday January 22, 2021. You should have received links to register which can also be accessed [here](#).

Q: Is this event something youth should attend?

A: Absolutely. Not only is this a community-wide event for all to join, but we encourage families, educators, and students to participate as well. High school youth are also encouraged to participate in the 4th annual [Youth Engaged Event](#). Please register [here](#).

Q: How can I continue to stay engaged with the YMCA's Social Responsibility efforts?

A: You can join our mailing list by signing up [here](#) for more information.

Please note that the streaming platform is adaptive so each user's steam quality will be based on the speed of your individual internet connection. By following this access information, utilizing the support referenced and noting some of the additional tips below, you should be able to enjoy our 24th Annual Dr. Martin Luther King Jr. Celebration experience in the comfort of your workspace.

Tips for Improved Steaming Experience:

1. **Registration Links:** Your email address is linked to your own unique registration link. Your registration link cannot be used on multiple devices. Registration links are not able to be shared. Doing any of the aforementioned will impact your ability to access the 24th Annual Dr. Martin Luther King Jr. Celebration event experience.
2. **Internet Connection:**
 - a. **Only use Google Chrome or Mozilla Firefox when entering the event.**
 - b. Check your internet connection if there are periodic pauses during the event stream. Connection speed is generally the leading factor for unwanted pauses.
 - c. Reduce the number of devices used on the interest. Multiple devices can slow the speed of your streaming devices video download speed. This can cause the video to stop and/or buffer.
 - d. If streaming from home, position your streaming device (i.e., your phone, tablet, laptop, T.V.) closer to the router while viewing the event.