KDD FAQS

What platform is the KDD Virtual Conference using?

The main platform that KDD is using is vFairs. This is the main conference hub where you will find all sessions (Live and OnDemand), poster sessions, the virtual exhibit hall, networking lounge and a virtual chat room. Many conference sessions are also using Zoom to conduct their entire session or portions of their session. Zoom meeting links will be shared in the chat rooms of vFairs or in the mobile app. For full details on how each session will run and how all platforms will work during the conference, please review the **KDD Virtual Navigation Guide**.

How do I access vFairs?

Go to https://kddvirtual2020.vfairs.com/#Login
Your username is the email address that you used to register for the conference
The password is the same for everybody (case sensitive): KDD2020
Please note, your log-in will not work until the conference start date of Sunday, August 23.

My log-in isn't working, what should I do?
Ensure that you are entering in your email address exactly as it was entered for your registration. If it still is not working, click "Forgot Password".
For further issues, please email us at registration@kdd.org for support.

Can I access these virtual platforms if I am not registered?

No, all attendees must register in CVENT for the event in order to access the virtual platform, mobile app and Zoom elements of the conference. Online registration will close on Thursday, August 20th at 11:59pm PST. After this date, please reach out to the KDD Registration team at registration@kdd.org, if you have not yet registered.

Does KDD have a mobile app?

Yes! KDD is using Whova. The app will have the full session schedule, pre-recorded session videos as well as zoom links for those sessions utilizing zoom. Make sure you download the conference app! You can access the mobile or desktop version by downloading Whova from your mobile app store and searching for SIGKDD 2020 Conference or following the desktop link here. Your login credentials will be the same email address you used to register, and it will pre-populate on your app dashboard.

What If I need tech support during the event?

In Vfairs, there is a virtual KDD Help & Information Desk that can be accessed from the main lobby or the navigation bar. Please utilize this help desk for any technical questions, program guidance and help with navigating the virtual platform. A full team of KDD Planning and Technical staff will be monitoring and answering all questions as they come in. The help desk is available during conference hours, every day of the event.

If you have any questions regarding logging into the virtual platform or registration, please contact KDD Conference Registration:

1.888.526.1342 / 303.520.4683
registration@kdd.org

If you are a presenter or organizer for the conference and need assistance, please contact the KDD Production Team at kddproduction@executivevents.com

When can I view the sessions?

All breakout sessions that provided a pre-recorded video can be viewed in vFairs or in Whova, OnDemand at any time during the conference. The sessions will become available on the first day of the conference, Sunday, August 23rd.

The KDD specialty sessions, like panels and keynotes, are scheduled and will only be available at the time of their scheduled session time. After the session ends, they will move to the OnDemand library of vFairs.

You can find full details about each season type in the **KDD Virtual Navigation Guide**.

Where can I find KDD Posters?

All poster presentations are available in the OnDemand library of vFairs and can be viewed at any time. There are designated chat rooms for each poster track, where Q&A and other live poster presentations will be shared via zoom.

How can I register for the event?

Online registration for KDD 2020 closes on Thursday, August 20th at 11:59pm PST. If you have not yet registered after this time and would like to participate in KDD 2020 Virtual Conference, please email us at registration@kdd.org.

Can I view the session videos after the conference ends on August 27th?
Session videos will be available OnDemand in the vFairs platform for a month after the end of the conference. You can simply use your login in details after the conference ends to access the platform and videos within Vfairs.

If a session is using Zoom to conduct their session, how do I find the Zoom meeting link?

There are several areas where you can find the Zoom meeting links for sessions utilizing Zoom. The Zoom meeting link will be shared in the sessions specific chat thread, in the KDD Chat Room in Vfairs, prior to the session beginning. You can also access the Zoom meeting link in the Whova Mobile App.

How can we communicate and network with other attendees during the event?

Vfairs has many great opportunities to network with attendees. The KDD Chat Room and the Networking Lounge offer various areas to engage with attendees and presenters. Please check out the Chat Room and Networking Lounge sections of the 'Virtual Navigation Document' for more details. You can also use the message board and direct message in Whova, our mobile app, to connect with attendees.

Will I receive a Certificate of Attendance?

To request a Certificate of Attendance, please send an email to registration@kdd.org **after** the conference concludes.

I can no longer attend the virtual event. How do I cancel my registration?

Please send your cancellation request to registration@kdd.org. Please note that all cancellation requests will be addressed **after** the conference.

How can I transfer my registration to a colleague?

If you can no longer attend the conference but would like to transfer your registration to a colleague, please email us at registration@kdd.org.