

## FAQ for LESA 2020

### 1. When is the conference?

The conference is from the 16-19 November and will be delivered digitally. Please visit us at [www.asb.edu.my/lesa2020](http://www.asb.edu.my/lesa2020) for more information.

### 2. How will it be delivered?

Due to the current pandemic and to ensure we stay safe and healthy, the LESA conference will be held digitally for the very first time this year.

### 3. I am interested to attend. How can I register?

Please visit us at [www.asb.edu.my/lesa2020](http://www.asb.edu.my/lesa2020) to register. We have 2 levels of ticketing. All Access Pass which gives you platform access to all sessions and the Discovery Pass which is free with access to 2 speaking sessions, 4 masterclasses, the opening session, ILEA awards and panel sessions.

### 4. When does registration close?

Registration closes on the 11<sup>th</sup> November.

### 5. I have registered but have not received my link. What should I do?

**For All Access Pass Holders**, your Login link will be sent to you on the 9<sup>th</sup> November if you registered before the 9<sup>th</sup> November. Any registration after the 9<sup>th</sup> November, the Login link will be sent on the 13<sup>th</sup> November. Reminder emails with the link will also be shared with you daily.

Please look out for the email sender: LESA 2020 TEAM <[notification@eventxtra.com](mailto:notification@eventxtra.com)>

**For Discovery Pass holders**, you will receive a zoom link for each session that you have selected. For example: If your selections are – Esther Duflo & Tan Sri Jemilah Mahmood, you will receive one link for Esther Duflo’s session and a different link for Tan Sri Jemilah’s session. This is the same for the masterclasses, opening session, ILEA awards and the panel session. An email with the links will be sent to you every **morning 8 am (MST) of each day (16-19 Nov)**.

Please look out for the email sender: [lesa@asb.edu.my](mailto:lesa@asb.edu.my)

### 6. I can't find the email?

For **All Access Pass** holders please look for the sender email: LESA 2020 Team <[notification@eventxtra.com](mailto:notification@eventxtra.com)>. It may also have landed in your junk email. If you continue having problems, please contact our helpdesk.

For **Discovery Pass** holders, the sender of the email is [lesa@asb.edu.my](mailto:lesa@asb.edu.my). It may also have landed in your junk email. If you continue having problems, please contact our helpdesk.

7. I am an **All Access** Pass holder and I can't access the conference platform.  
We apologize for the inconvenience. Please get in touch with our helpdesk to assist you.

8. I am a Discovery Pass holder and I can't access the sessions that I have selected.  
We apologize for the inconvenience. Please get in touch helpdesk to assist you.

9. **I am a Discovery Pass holder and I have attended my selected sessions. Do I get a certificate?**

Certificates are only given to the **All Access Pass** holders.

10. **I am an All Access Passholder. Do I get a certificate?**

Yes, you will receive an e-certificate. To receive an e-certificate, you will need to attend a minimum of 50% of the sessions.

11. **I would like to re-watch the sessions. How can I do that?**

- For All Access pass holders, the platform will stay live for 1 months. Please use your link to access the platform and view the on-demand session.
- For the Discovery Pass holders, we will upload the video onto our website. We will send information of when the videos will be available for public viewing.

## 12. Helpdesk Information

### WhatsApp

Muhammad Arif:	017-334 6173
Serena Lee:	012-377 1676
Sarina Arshad:	017-304 9370

**Email Support:** [lesa@asb.edu.my](mailto:lesa@asb.edu.my)