

Virtual Conference FAQ- 2025

I am having problems signing into the app, can someone help me?

Yes! The Whova App for the event will be available September 13, 2025. Please make sure that you are signing into Whova with the same email you used to register for the conference. If you are still having trouble, please send an email to Laura Zile at laura@informusa.org.

Is there a printable version of the conference Schedule?

If you go to the agenda section of the app you can click on sessions and then will be able to print the page.

Will I be able to access recordings later if I am pulled away during a session?

The virtual sessions are recorded, and all registrants will have access to them on Whova for 90 days post conference, until February 11, 2026. All sessions will be posted for viewing approximately 3-5 days after the live sessions.

How do I complete the survey for this session?

The evaluation is located on the session page. It will become active when the session ends.

How can I reach out to the presenter(s)?

There are a few options to reach out to the presenter of a particular session. You can go to the speaker tab and when this comes up you will be able to click "Say Hi" on the right side of the screen and write them a message.

The screenshot displays the Whova app interface. On the left is a navigation menu with options: Home, Agenda, Sessions, Speakers (selected), Attendees, Community, Messages, Photos, Leaderboard, My Stuff, Feedback to Whova, and Organizer Tips. The main content area shows two speaker profiles. The first profile is for Mary Cooksey, an Accreditation Reviewer at Inform USA. It includes her photo, a bio, and a 'Speakers' tag. The second profile is for Jaime Costello, Director of Programs at the National Council on Problem Gambling, also with a photo, bio, and 'Speakers' tag. Both profiles have icons for Bookmark, View Profile, and Say Hi.

Mary Cooksey
Inform USA • Accreditation Reviewer
Speakers

A native of Minot, North Dakota, Cooksey earned her Bachelor of Arts degree in Communications Arts. She began her professional career in broadcasting. Cooksey held a variety of operational, marketing and sales positions for public and commercial television stations in North Dakota. Coming to Abilene, Texas in 1985 to work at KRBC-TV. Cooksey went on to be named the first director of the National Center for Children's I... [Read more](#)

Speaking at
"Succession Planning - Then There's Reality"

Jaime Costello
National Council on Problem Gambling
Speakers

Jaime Costello is the Director of Programs at the National Council on Problem Gambling and is currently leading the modernization of the National Problem Gambling Helpline. In addition, she oversees planning, development, and evaluation of NCPG programs, supports strategic planning efforts through consistent monitoring, and serves as a spokesperson for national problem gambling efforts. Jaime is an experienced public he... [Read more](#)

You could also go to the session tab and either provide a public chat or Q&A questions over to the right, or scroll down under the presenter photos and click send message.

Discover I&R Inform USA Discover I&R Virtual Conference
Nov 2 - 3, 2023

Home Agenda Sessions Speakers Attendees Community 10 Messages 41 Photos Leaderboard My Stuff Feedback to Whova Organizer Tips

Show Agenda

Specialized I&R 2 Likes

Supporting Elder Justice through I&R

Thu Nov 2, 2023 11:00 AM - 11:45 AM Room 1 25 Attending 0 Questions

Add to My Agenda Unlike session Take notes

Speaker

Kimmy Moon
National Center on Elder Abuse (NCEA)
Project Administrator
Send Message View Profile

Nanette Relave
Senior Director National I&R Support Center
Advancing States
Send Message View Profile

All of us can play a role in promoting elder justice. Information & Referral/Assistance professionals are uniquely situated to respond to individuals experiencing life circumstances that may contribute to the risk of maltreatment or self-neglect. This session will share resources that can support practitioners and their residents in this vital work.

Q&A Polls Chat Community

Questions Filter by Sort by

View as Attendee Ask a question

Do these courses help me get Inform USA Re-Certified?

Yes, they can! Each course or webinar is granted a certain number of professional development hours that you can use towards your Certification. For details on re-certification processes and the application, please look at: <https://www.informusa.org/core-certification> or reach out to matthew@informusa.org.

How will I get my professional development credit and when will it appear?

Professional Development Credits are available by entering and attending sessions. Only those registered for the event will receive credit. Please allow one week for these to appear in your Member Compass. Please make sure your zoom name matches the name in your Member Compass!