

## The California HR Conference May 8-10, 2023 FAQs

*The 2023 California HR Conference (CAHR23) will be held in-person and streaming live. These FAQs pertain to both the in-person AND the streaming experience. Please look for an \* for FAQs that are related only to the virtual, streaming conference experience.*

Thank you for registering to attend this year's California HR Conference. Each and every one of you work tirelessly to support your workplace community. We value the HR community and are proud to give you all the ability to attend CAHR23 in a way that feels safe and fits your financial needs.

We are excited to welcome nearly 1,000 attendees to CAHR23, across our in-person and streaming experiences.

Click on the links below to go to the category in which you can find the response to your question.

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### Getting to CAHR23 and Lodging

#### **When will CAHR23 take place?**

PIHRA is hosting the conference in-person on May 8-10, 2023. The conference begins on Monday, May 8 at 1:00 PM and goes through to Wednesday, May 11, 2023, 5:00 PM.

#### **Where will CAHR23 take place?**

[Long Beach Convention & Entertainment Center \(see map in link\).](#)

300 East Ocean Boulevard

Long Beach, CA 90802

### **Where should I park to attend CAHR23?**

The Long Beach Convention & Entertainment Center has more than 4,000 parking spaces. We suggest you park at the Terrace Theater Parking Garage which has plenty of parking spaces or the Promenade Parking Garage which is underneath the Convention Center off Pine Ave.

Alternatively, the Metro Blue Lines drops you one block away on 1st and Pine Ave. Visit the Metro Travel Planner for more information: <https://www.metro.net/riding/trip-planner/>

Parking is \$15 per car per entry to any of the Center's lots.

Directions and Parking Information: <https://www.longbeachcc.com/directions-parking/>

### **How do I reserve a hotel room?**

CAHR23 has a room block at the Renaissance Long Beach located at 111 E Ocean Blvd, Long Beach, CA 90802 and Hyatt Regency Long Beach located at 200 S Pine Ave, Long Beach, CA 90802. Visit the [hotels page](#) to check availability. Guests are responsible for their hotel reservation and costs during the conference.

### **How can I tell if I paid to attend CAHR in-person or streaming?**

***Be sure to look at your CAHR23 registration confirmation and receipt before you travel to the conference site.***

The email confirmation that you received from **no-reply@pheedloop.com** will note whether you purchased an **In-Person Pass** or a **Virtual (Streaming) Pass**.

## **Virtual Conference Platform - Pheedloop**

### **\* I paid to attend CAHR streaming live. How do I access the conference platform?**

We are happy to be using a conference platform called Pheedloop. We plan to open the virtual event portal starting on Friday, May 5, 2023. At that time, you will receive an email that will come from [no-reply@pheedloop.com](mailto:no-reply@pheedloop.com). Please check your junk/spam folder if you do not see the email on the date specified above. If you have any issues, please contact [programs@pihra.org](mailto:programs@pihra.org) directly to resend your welcome email.

If you have trouble accessing the virtual conference platform or logging into the mobile app during the conference, please email [programs@pihra.org](mailto:programs@pihra.org) for immediate assistance.

### **\* Do you have a video that will help me get better acquainted with the CAHR23 conference platform, Pheedloop?**

Yes. Feel free to click [here](#) to view a 24-minute video about the Pheedloop platform. The video illustrates how to navigate in the platform in a general manner. It covers topics such as how to:

- Login to the conference platform
- Find and participate in learning sessions
- Use the chat feature
- Visit the exhibitor booths and interact with exhibitors
- Networking with other attendees
- Use gamification features

**\* How can I optimize my experience using Pheedloop, the web-based conference platform that CAHR23 is using?**

You can get started now by reviewing the [hardware and software requirements](#) that is required for you to have the best virtual experience possible. Plan to access CAHR23 virtually a computer. You will very likely have issues viewing sessions and engaging with the other elements of the conference if you are using a mobile phone or tablet.

**\* What internet browser should I use?**

Use an up-to-date browser such as Chrome, Firefox, or Edge when accessing the virtual portal. We cannot support other browsers.

**\* I always have trouble accessing virtual conference platforms. What should I do?**

Please ensure that any network or VPN setting that could block access to the streaming platform are turned off. You may want to work with your IT Team or refer to the following article for more details on this: [Identifying and Solving VPN, Firewall or Network Restriction Issues](#). Otherwise, plan on using your personal computer, which will likely not have the same restriction issues.

**I'm attending CAHR23 in person, will I have access to the web-based conference platform?**

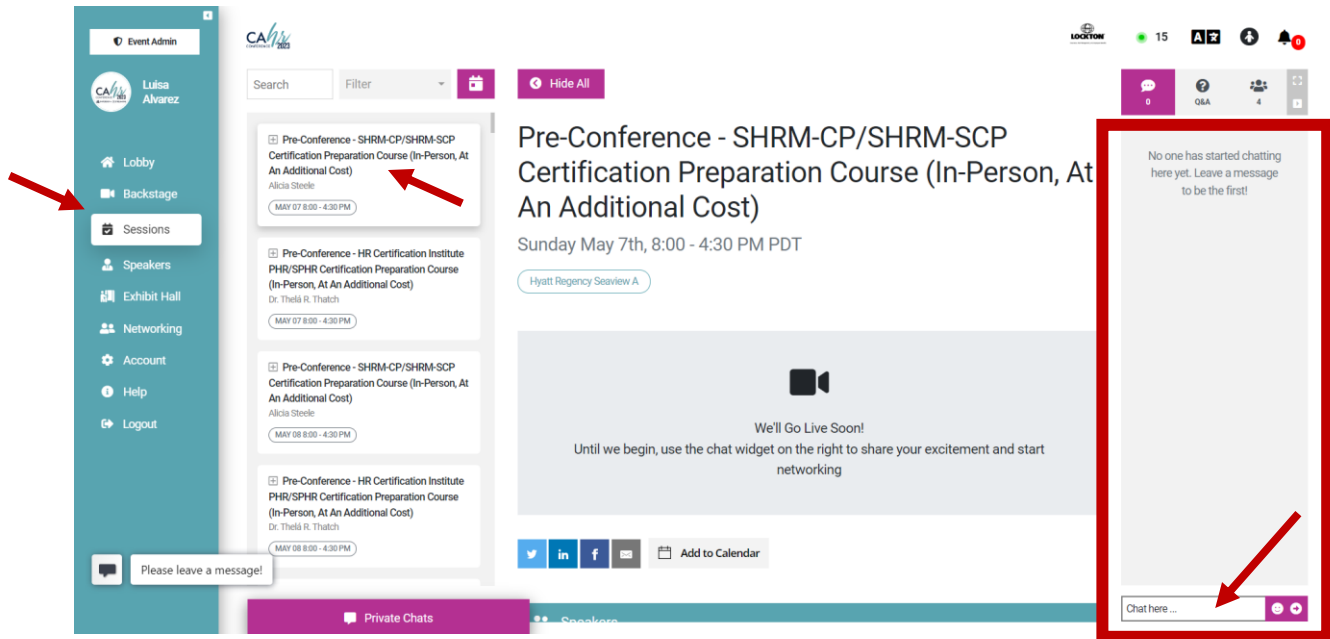
Yes, you will receive access to the Pheedloop conference platform as well. We plan to open the virtual event portal to in-person attendees on Friday, May 5, 2023. At that time, you will receive an email that will come from [no-reply@pheedloop.com](mailto:no-reply@pheedloop.com).

Please check your junk/spam folder if you do not see the email on the date specified above. If you have any issues, please contact [programs@pihra.org](mailto:programs@pihra.org) directly to resend your welcome email.

**\*How do I view a learning session on the CAHR23 virtual platform?**

Once you are on the conference platform, go to the left-side navigation menu. This is where you will access many features within the platform. To see a learning session, click on the **Sessions** tab, then click on the session you wish to watch. The session will be streaming in the center of the screen.

When the session starts streaming, you should be set to go. Make sure you turn your audio on or increase the volume.



**\*How do I use the chat and Q&A function during the learning session on the CAHR23 virtual platform?**

Use the Pheedloop public chat function. Click into the area on the right (bolded in red) in the graphic above. The Pheedloop public chat is located on the right side of the page. Attendees can send questions and comments through this chat feature as well.

**\*I'm participating virtually, how do I share my pictures and experiences.**

In the virtual platform lobby, click on Photo Booth. Take a selfie, make a comment, and post it! It will be shared on the social feed. Keep them coming! You can also use the CAHR23 mobile app!

**\*Who do I contact if I need help while I am on the CAHR23 virtual platform?**

Click on the **Help** button that is located on the left-hand side menu. That will connect you to a chat box where you can seek help from someone on our Pheedloop tech support team.

## **CAHR23 Learning Sessions**

### **Do I need to pre-select the concurrent sessions I plan to attend at CAHR23?**

You do not need to pre-select the concurrent sessions you want to attend. It's suggested that you plan in advance by reviewing the session information before the conference at [cahrconference.org/programs](http://cahrconference.org/programs). You have the flexibility to choose which sessions you want to attend upon your arrival.

Using the mobile app, you can click on Schedule to look at the sessions by date and search by title. Each session is tagged with the associated learning track. You can also use the Filters function which is located at the bottom of the Schedule page/screen to the left. You can filter by learning track. You can also search by Speakers, by clicking on the Menu icon and then on Speakers.

### **Where can I find the session handouts?**

Session presentations and/or handouts can be found in the session description for each session in the CAHR23 mobile app and the virtual platform. If a handout is supplied by the speaker and available, you will find it by going to Schedule (on the mobile app) or Sessions (left side navigation) on the virtual platform. Then find the learning session, click into it, and look for the documents under the File header.

## CAHR23 Official Mobile App

### Does CAHR23 have an official mobile event app?

Yes! And we want you to use it. We are saving some trees this year so we will not provide you with a conference guide. All the information you need will be in the mobile app.

Download the official CAHR23 event application NOW for instant mobile access to the conference schedule, session details, speaker bios, presentations/handouts (if provided by speaker), sponsors, exhibitors, feedback surveys and so much more. To access, please visit the App Stores via the links below or navigate to this landing page [here](#).

[PheedLoop Go! App Apple Store](#) or [PheedLoop Go! App Android Store](#)

### \* I'm attending CAHR virtually. Do I need to download the mobile app?

It's recommended that CAHR23 virtual attendees download the mobile as well. You will be able to provide feedback on your sessions, and message all CAHR23 attendees and post in the event feed engaging with all attendees including those attending in-person.



### I downloaded the CAHR23 mobile app. What should I do next?

First thing to do is update your profile. Click on the Menu button at the top left corner of your event app. Then, click into your name. From here you will be able to revise and add to your profile. It's suggested that you add a profile picture, your HR designation (if not there) and the URL to your LinkedIn profile.



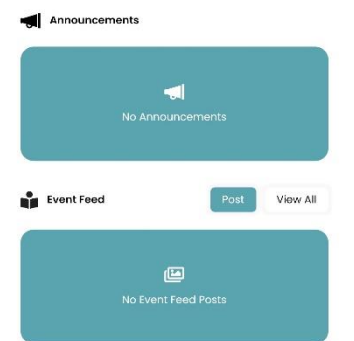
### How do I manage my communication preferences on the CAHR23 mobile app?

Click on the Menu button at the top left corner of your event app. Then, click into your name. Scroll down past your contact information. You can toggle on or off whether your profile is public, attendees can message you and to allow private message notifications.



### How do I use the CAHR23 mobile app to personalize my conference schedule?

Click into the app, and then click on the Schedule button on the home page. From here, you will be able to see a listing of all of the learning sessions for the conference. When you find the learning session that you want to add to your schedule, click on the bookmark icon on the right side of the session to add it to your own schedule. Afterwards, you can see your own personalized schedule by clicking "My Schedule" which is located on the bottom right button of that page/screen.



### **Can I provide feedback on the CAHR23 learning sessions that I attend via the CAHR23 mobile app?**

Yes, and we want you to do just that. Find the learning session on which you want to provide feedback and click into it. At the bottom of the page, you will see a Feedback button. Click on that. A session feedback survey will appear, and you can provide your feedback there. Don't forget to click Post Feedback when you're done.

### **How can I use the CAHR23 mobile app to find and connect with exhibitors?**

Yes! Click on the Menu icon at the top left corner of your event app. Then click on Exhibitors. This is where you will see all CAHR23 Exhibitors participating at the event! You will be able to learn more information about them by clicking into their profile such as their booth #, relevant files, and on-site contacts. Don't forget to visit them at their booth. Many are hosting drawings and may have some pop-up socials during breaks.

### **How do I post my CAHR23 amazing videos and pictures on the CAHR23 mobile app event feed?**

The event feed is your opportunity to share your experience at this year's event through photos and videos! To access it, click into the Event Feed button on the mobile app home page. You are then able to see all the existing posts. Feel free to like or comment on public posts to share your excitement for the event. To add media, click on the + Post to Event Feed button at the bottom of the page. Use #CAHR23 when posting your photos and experiences on social media. When you post on Twitter or Instagram using #CAHR23, it will show up on the event social feed.

### **How do I send a message to another attendee using the CAHR mobile app?**

To find and message other conference attendees, please click on the Attendee button on the home page. Once there, search for attendees using the search tool near the top of the page. Once you find someone you would like to connect with, click into that attendee, and click on the Start Chat button. To access all your messages, go to the Menu icon at the top left corner of the mobile app home page. Then scroll down to the Messages tab.

### **How do I ensure that I am getting the latest CAHR23 announcements and messages?**

To ensure you are getting the latest announcements and message notifications from the CAHR23 mobile, please check your phone settings for default notification permissions for the PheedLoop Go! App. This can typically be found in your phone's settings area.

On the CAHR23 (PheedLoop Go!) app you are always able to see all historical and pending notifications by clicking on the bell icon at the top right on the mobile app homepage. Once you click there, you are able to scroll through your notifications.

### **Can I watch the live streaming learning sessions from my smart phone?**

You can use your smart phone browser to watch the learning sessions live. Simply go back to your email inbox to find the email that was sent from [no-reply@pheedloop.com](mailto:no-reply@pheedloop.com) and follow the prompts. Please note, this is not an optimal viewing option.

## **HR and Other Recertification Credits**

### **How many recertification credits can I receive from CAHR23?**

You will be able to earn up to 13 SHRM and/or HRCI recertification credit hours during the conference. You will also have access to the conference learning sessions On Demand (valid for six months). With the On Demand product, you will be able to earn up to **34 recertification credits**. Final recertification credits hours may be subject to change pending agency approval.

Attorneys can earn up to 6 MCLE hours of credit during the conference. These are earned by attending the California specific employment law sessions. Final credits hours may be subject to change.

### **Where can I find the activity IDs for the recertification credits that I earn at CAHR23?**

Each session is approved with an individual credit hour activity ID for SHRM and/or HRCI. The activity ID number will be listed in the session description on each session page (accessible via the online platform and the mobile app). On the conference app, click the button for the session to access the session page and scroll down. There you will find the individual credit hour activity ID.

To receive the MCLE form, attorneys must email [programs@pihra.org](mailto:programs@pihra.org) to request the appropriate form to complete and return. **MCLE is for attorneys only.**

### **I'm interested in getting HR Certified. What do I do?**

You're in luck! Visit the Society of Human Resource Management (SHRM) Booth (#315). They will have staff available to answer questions about their various certifications and credential programs in the Expo Hall. PIHRA provides preparation courses to help HR professionals prepare to sit for the exams. Please visit our website for upcoming [class schedules](#).

## **CAHR Onsite Registration**

**\* I paid to attend CAHR virtually. Now, I want to attend in-person. What do I need to do now?**

You can upgrade to attend CAHR23 in person. You will be required to pay the difference between what you paid when you registered to attend CAHR23 virtually and the prevailing in-person conference rate. Please email us at [programs@pihra.org](mailto:programs@pihra.org) to upgrade today.



If you want to upgrade during CAHR23 event, please visit the registration desk so they can take payment and provide you with the appropriate badge.

### **Can I register to attend CAHR23 onsite for one-day only?**

Back by popular demand, PIHRA offers 1-Day *In-Person* registration rate. The rates are noted below. Please visit [cahrconference.org/register2023](https://cahrconference.org/register2023) to register. For assistance with the conference, feel free to contact the conference team directly at [programs@pihra.org](mailto:programs@pihra.org) or (424) 329-0217. If you want to register during the conference dates, please register onsite as we will not be able to respond to your email or call.

- Tuesday or Wednesday Only – PIHRA Member - \$ 599.00
- Tuesday or Wednesday Only – Nonmember + Join Now - \$ 749.00

If registering onsite the rate will go up by \$50.

### **Prizes, Games and Social Events**

#### **Are you hosting the Passport game this year on-site at CAHR23?**

Yes! Upon check in at the CAHR23 registration desk, each registered attendee will receive an Exhibit Hall Passport. The objective is to visit and network with all CAHR23 exhibitors listed on the CAHR23 Exhibit Hall Passport. When you visit the exhibitors, simply scan the QR code at each corresponding booth for your chance to win **\$500**.

To scan the exhibitor QR code, go to the CAHR23 mobile app. Click on the menu icon on the upper left, then click on the Gamification tab (scroll down to find it). Select “QR Scanner” and scan the QR code.

Once you visit all the exhibitors listed on your passport card, return your card to OnePoint Human Capital Management LLC Booth (#243) by **2:30 p.m. on May 10, 2023**. The winner will be announced at the OnePoint Human Capital Management LLC booth during the final Exhibit Hall break at 2:45 p.m. on Wednesday, May 10. **You must be present to win!**

#### **Is CAHR23 providing any other prizes that attendees can win?**

Yes! There will be a grand prize. You must be present at the final General Session on Wednesday, May 10 at 5:00pm to win and experience the exciting reveal of the Grand Prize. Virtual attendees are eligible to win as well. Must be present online.

### **Where can I find information about the in-person social events?**

CAHR has a reputation for delivering education AND fun. During the evening socials, be ready to meet new friends, dance and have fun! The socials on Monday and Tuesday evening are going to be spectacular. There is some information available at [cahrconference.org/cahr-experience](https://cahrconference.org/cahr-experience). Below are additional details.

For the opening reception, Monday evening starting at 4:45pm, CAHR23 will host a welcome celebration at the Hyatt Regency Pool Deck. Join us for the signature drink Victor Victoria.

On Tuesday evening, you are invited to attend our CAHR23 Concert in the Expo Hall! Doors open at 7:30 PM with DJ Noble getting the party started followed by an exciting performance by Fitz and the Tantrums, get ready to dance and sing along!

### **Will there be Meet-to-Eat events?**

This year, CAHR23 brings an opportunity to have productive, work-related conversations building community in the casual atmosphere of a restaurant. We will be hosting Meet to Eat gatherings at CAHR23, which will take place at select Long Beach restaurants a short distance from the Long Beach Convention & Entertainment Center on Monday, May 8<sup>th</sup> and Tuesday, May 9<sup>th</sup>.

#### **RSVP Today:**

- Login to the CAHR App or Virtual Platform
- Click on 2023 California HR Conference
- Click on Schedule or Sessions
- Click on May 8 or May 9 and scroll down to find the Mee-to-Eat you would like to attend.
- Finally, click on “Add to Schedule” to RSVP.

### **Onsite Career Development and Coaching**

#### **How do I sign up for a free 30-minute coaching session at CAHR23?**

This year, CAHR23 will offer complimentary (First Come, First Serve) career coaching onsite for in-person CAHR23 attendees only on Tuesday, May 9<sup>th</sup> and Wednesday, May 10<sup>th</sup>. By partnering with ICF-LA, the California HR Conference continues to focus on helping individuals reach career goals and their full potential. Career coaches will be available to help you with career planning, shifts, and other big decisions. Understanding skills, experiences, strengths; handling interviews and transitioning into new roles are some of the examples where career coaching can help you. [Schedule your time slot today!](#)

## **CAHR23 Exhibit Hall**

### **How long will the CAHR23 Expo be open?**

Tuesday, May 9, 2023 10:00am – 3:30pm

Wednesday, May 10, 2023 10:00am – 3:30pm

### **Will there be a SHRM Store for books this year?**

Yes, located in the lobby, the SHRM Bookstore offers a wide selection of books on various topics related to this year's conference and beyond. Our curated collection includes books by our speakers and recommended readings that will supplement your learning experience.

Bookstore Schedule:

Monday 1:00 PM – 6:00 PM

Tuesday 7:00 AM – 5:00 PM

Wednesday 7:00 AM – 5:00 PM

### **What sorts of activities can I find in the CAHR23 Exhibit Hall?**

The Expo Hall is where we will host snacks and refreshments during breaks. You can visit the PIHRA booth, where we will have goody bags and other fun little prizes, plus tons of information about the conference and about PIHRA. Plus, the PIHRA Experience Area will have a place for you to take an Instagram-able photo. Use #CAHR23! And don't forget to visit our exhibitors and sponsors at their booths. Many are hosting drawings (with prizes) and may host some pop-up socials during breaks and after hour parties.

### **Can I sell/promote my products and pass out fliers even if I am not an exhibitor?**

NO, any attendee found selling products or passing out business materials will be asked to leave the conference. You are welcome to share your business cards as you are networking, however, it is not permitted to distribute brochures or any marketing materials to anyone at any conference event or social.

## **Information about PIHRA and PIHRA Membership**

### **What is PIHRA's Mission Statement?**

To engage, elevate and serve the California human resource community through innovative programming, professional development, and high-impact networking opportunities.

### I would like to purchase or renew a PIHRA membership

The PIHRA Membership team would be delighted to help you become a PIHRA member or renew your membership. Feel free to visit [pihra.org/join](http://pihra.org/join) and select Professional to join.

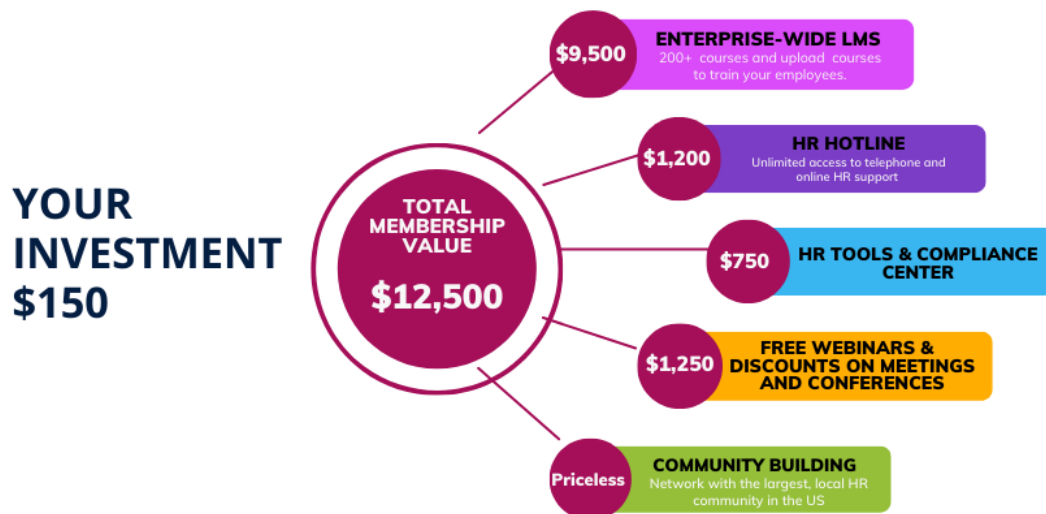
You can also visit the PIHRA Experience Area which is the hub of the Expo Hall (between aisles 2 and 3) where we will have a laptop available to help you with your PIHRA membership activation or renewal. Lili Arguello, PIHRA's Director of Membership or Eliset Zapien, PIHRA's Membership Coordinator, will be there to help

### What are the PIHRA Benefits that I should be using?

A PIHRA membership is vital to any HR practitioner working in or with employees throughout Southern California. As a PIHRA member, you can continue your HR education with monthly learning opportunities online or in cities near your office or home at one of our [17 chapters and four communities](#).

The PIHRA Membership is worth more than \$12,500 per year! We're excited about the expanded online tools we offer to our members. For a full listing of benefits, visit the PIHRA Member Benefits page.

Below are three of the most valuable PIHRA benefits included in an annual membership.



- [PIHRA Workplace](#) includes an award-winning compliance center, PIHRA Comply (powered by Mineral). PIHRA Comply includes hundreds of templates, sample policies, a 50-State Employee Handbook Builder, a job description builder and much more.
- PIHRA Live (powered by Mineral), our HR Hotline, is available at **855-306-6460** Monday-Friday, 5:00 a.m.-5:00 p.m. Feel free to ask the HR questions that have been on your mind. They'll follow up within 24 hours with associated documentation.

- [PIHRA Learn](#), is an enterprise-wide learning management system. New as of January 1, 2023, you can administer over 200 core courses to your company employees. Mineral technical service at 855-306-6460 can help you start creating training tracks for your employees.
- Register for a [PIHRA Webinar](#) and earn up to 1 PDC toward your recertification. These are free for PIHRA members in 2023.

### **How do I become a PIHRA volunteer leader?**

We're so glad that you asked. Volunteering is important in so many ways. Did you know that 92% of human resource executives agree that contributing to a nonprofit can improve an employee's leadership skills? Volunteering with PIHRA can also help you broaden your network, gain visibility in the HR community, and boost your confidence. To find out more and meet some PIHRA Volunteer Leaders, we suggest that you visit the PIHRA Experience Area where volunteer leaders will be present to discuss how they benefited from being PIHRA volunteer leader.

Find out more how volunteering with PIHRA can impact your career by attending the following Spotlight Sessions:

- Tuesday, May 9<sup>th</sup> - 10:15 AM - 10:30 AM:  
Susan Bowman: How Volunteering with PIHRA Enhances Your Career
- Wednesday, May 10<sup>th</sup> - 12:45 PM - 1:10 PM:  
Tara Fournier: How Volunteering with PIHRA Enhances Your Career

### **How do I become a presenter?**

Visit the PIHRA [SPEAKER](#) page (click on Overview under Speaking Opportunities) to learn more about how to become a speaker at any of the PIHRA conferences and seminars.

### **Does PIHRA have a corporate membership?**

Yes, PIHRA launched the HR Team membership in late 2021. Read more about it at [pihra.org/hrteam](http://pihra.org/hrteam) or visit the PIHRA Experience Area and someone on the PIHRA membership team will be able to help you.

The role your HR team plays is critical to both operations and employee retention, and PIHRA HR Team Membership ensures every member of your department — at every level — is empowered with the tools and California-specific insights PIHRA membership provides. Plus, you will get a discount on the price of membership and on virtual passes to conferences (if available).

If you want to establish your workplace as an employer of choice and help your entire team thrive, then consider the PIHRA HR Team membership.

## **Additional Information about Attending CAHR23**

### **What is appropriate to wear at CAHR23?**

We highly recommend that guests come in professional or business casual attire. There will be many opportunities for photo ops and networking, and we want you to feel confident. Wear comfortable shoes so that you can walk through the Expo Hall during the day and participate in all the amazing receptions on Monday and Tuesday. Bring a sweater or jacket. At the conference center, the temperature is hard to control due to the large space. Be prepared for temperature fluctuations as it may be too hot and too cold for you throughout your day.

### **Is there a Mother's Lounge at CAHR23?**

The Mother's lounge will be located in VIP B (1<sup>st</sup> Floor) of the Long Beach Convention Center. It will be available at the following times: Monday, Tuesday & Wednesday, May 8-10, 2023, between 8:00am – 5:30pm

### **Will there be free WiFi onsite at the Long Beach Convention Center & Entertainment?**

The Long Beach Convention Center offers complimentary Wi-Fi in the Lobby and common areas. If need business speed WiFi because you must work while at the conference, please be prepared to bring your personal mobile hotspot.

### **Where can I charge my phone or laptop?**

The Long Beach Convention Center offers a small charging area that has USB outlets in the wall. If it critical that you have a charged battery during the day, please ensure that your device batteries are charged in advance and/or you bring a mobile battery charger so that you are not inconvenienced.