

Fear Free Pet Behavior Symposium Hosted by the San Francisco SPCA

Frequently Asked Questions

Can I buy a ticket for the entire symposium?

The Fear Free Pet Behavior Symposium is made up of three tracks: pet guardians, shelter personnel, and veterinary professionals. Tickets for each track are sold separately. When you register for a specific track, you will have access to all of the sessions within that track during the live event and on demand for 90 days after. If you would like to have access to every session in each track in the symposium, you need to register for all three tracks.

How do I register for multiple tracks?

If you have already registered for 1 track, make sure you “log out” in the top right corner. Once you have done so, you will see a “register now” button on the top. You can then register for a second track.

Can I register and/or watch the symposium on my phone?

Registration is available on mobile devices. Although it is highly recommended that you use a laptop or desktop to view the symposium sessions, you will be able to use a mobile device for viewing.

Are the sessions RACE approved?

The Veterinary and Shelter track sessions will be RACE-approved.

Veterinary Professionals Track – 16 RACE-approved CE hours

Shelter Personnel Track – 8 RACE-approved CE hours

How many RACE credits are available through the Shelter and Vet tracks?

Veterinary Track – 16 RACE CE hours

Shelter Track – 8 RACE CE hours

Pet Guardian – None

Will I receive a certificate of completion for RACE credit?

You will receive a RACE-approved certificate of completion for each session you complete in full. You must be logged into each session for the full hour to receive the credit. If you watch the sessions on demand, there will be a quiz needing to be completed with an 80% score or better. RACE certificates will be emailed upon completion of each quiz with a passing score. If you provided your license number during registration, we will submit to the RACE board at the end of May. You can also submit the completion of these sessions on your own to RACE by providing your certification of completion with the applicable approved CE number listed on the certificate.

I want to attend all of the Veterinary Professionals sessions, but they occur simultaneously.

How can I attend all of them?

The Veterinary Professionals track includes 16 sessions that stream simultaneously. Those registering for the Veterinary Professionals track will get to choose which sessions to attend live and which to watch after the event. You will be able to access all of the sessions on demand for 90 days after the symposium.

What time zone are the streamed sessions shown in?

All sessions will be streamed in Pacific Standard Time. The BigMarker platform updates the start times to your time zone.

Is the content different from the previous symposium?

Yes. There may be overlapping topics, but all session presentations will be new for this event.

What is the policy for refunds or exchanges?

Full refunds are available up to 7 days before the live event. 50% refunds will be available within the 7 days prior to the event. No refunds will be available starting February 12, 2022. For any purchasing questions/issues, please contact specialevents@sfspca.org

When will I receive login instructions?

You will receive a unique link to view the event the moment you finish registering. You will also receive this link in reminder emails that will be sent prior to the event weekend. If you have trouble accessing the sessions, make sure you are logged in by entering the email you registered with at the top right-hand corner. You will see a blue **log-in** button in the top right-hand corner if you need to enter your email.

How can I be sure that my computer will be compatible to watch the streamed sessions?

The platform's video and audio streams adapt to the attendee's internet speed. If you are able to watch an online video on other platforms, you should not experience any issues on BigMarker. For optimal viewing, we suggest using Chrome or Firefox browsers.

Who do I contact for technical help if I continue to have access problems after troubleshooting on my own?

For any technical questions/issues, please email specialevents@sfspca.org

How can I watch the sessions after the event?

All of your registered track sessions will remain available to you on demand through the main event registration site for 90 days following the live event. You will have access starting on 2/21 through 5/18.

Who do I contact for general event questions?

Please contact specialevents@sfspca.org for general event questions.

Who do I contact for help with a refund or exchange?

For any purchasing questions/issues, please contact specialevents@sfspca.org