

Frequently Asked Questions

When is the Hitachi Social Innovation Forum?

May 25, 26, and 27, 2021 from 9 am-12 pm Pacific time each day.

Where will the Hitachi Social Innovation Forum be held?

The event will be held completely online at hsifamericas.com.

Where do I register?

You can register at hsifamericas.com/en/registration.

How much does it cost to register?

There is no cost to register or attend the event.

Do I need to create an account to attend Hitachi Social Innovation Forum?

Yes. Once you register, you will receive an email with a verification link from info@hsifamericas.com. Activate your account by clicking on that link.

I registered, but I don't see the verification email.

- Check your Spam or Junk folder. Your ISP or corporate domain may be configured to deliver mail like this to your Spam or Junk folder by default.
- Check for typos in the email address you registered with. If there is a typo, you can request another verification email to be sent to the correct address.
- It's possible that the email may have bounced or been blocked. Please add info@hsifamericas.com to your safe list.

I'm registered and have verified my account! How do I sign in to attend the event?

- Sign into the event at the event login page: hsifamericas.com/en/registration/login
- If you do not remember the password you picked during registration, click the link to create a new password.
- If you haven't already selected your preferences and completed your profile, do so prior to entering the event.

*Failure to active your account will prevent you from logging into the event. If you experience any issues, please reach out to info@hsifamericas.com to request additional help.

I can't make it at 9 am PT. Will I be able to see it later?

Yes! Most of the keynotes, sessions, and other content will be available on demand immediately after they take place live.

Can I connect with other attendees?

Of course! You can use the chat functionality to message other event attendees. All one-to-one messages are private.

Can I ask questions during the presentations?

Absolutely! Live chat is available during each live presentation over the 3 event days. If you're watching the event on demand, you will be able to email any questions you have.

Are there chat rooms for me to engage with and participate in?

Yes! There are a number of topic-focused chat rooms available for you to visit and get questions answered by Hitachi subject matter experts.

Are other Hitachi Group companies taking part in the Hitachi Social Innovation Forum 2021 Americas?

Yes! The Hitachi Group companies collaborating on the event include:

- [Hitachi ABB Power Grids](#)
- [Hitachi America, Ltd.](#)
- [Hitachi Astemo Americas, Inc.](#)
- [Hitachi Cable America Inc.](#)
- [Hitachi Global Social Innovation Business](#)
- [Hitachi High-Tech in America](#)
- [Hitachi ID](#)
- [Hitachi Rail](#)
- [Hitachi Solutions](#)
- [Hitachi, Ltd.](#)
- [JR Automation](#)
- [Sullair](#)

How do I earn reward points throughout the event?

You can earn points by participating in the event, including setting up your profile, creating your agenda, and attending sessions. You will stop earning points at the end of the event on May 27.

What can I do with my points?

You can redeem your points for items in the Rewards Shop. Please note there are limited quantities of items for redemption. Once they are all claimed by participants, no more will be made available. You are entitled to redeem only once during the promotional period. Check terms and conditions for full details.

Do my points expire?

Yes. Points must be redeemed for rewards by Friday June 11, 2021.

Help! I'm having technical difficulties. What should I do?

Head over to the #EventSupport chat room to get help and chat with a support technician.

Which internet browser is best to use?

The event is best experienced using; Chrome, Safari, Firefox and Edge