

FAQs

Can't find the answer you're looking for?

We've gathered some of our most frequently asked questions to help you out!

Can I Upgrade My Ticket?

Absolutely!! Head back into the registration page <https://drjodycarrington.swoogo.com/hellohero/begin>, scroll to the bottom and in blue writing it will ask you if you want to upgrade your ticket - hit that button!

Is My Ticket Refundable?

Unfortunately we do not offer refunds. You are always welcome to gift your ticket to a friend!

Can I Purchase Tickets For A Group?

Yes! For all group purchase requests please send an email to: dale@drjodycarrington.com

When Will I Receive The Event Link?

All event details and event link will be sent to the email account you used to purchase your tickets, one week prior to the event. Don't forget to check your junk mail!

****Pro Tip**** Attempt logging into the website before the day of the event to confirm your login and password details

I Purchased Tickets But Did Not Receive A Link To The Event?

Please make sure to check your junk mail. If your ticket is still not there, contact dale@drjodycarrington.com and she will be happy to assist you.

How do I login to the event on the day of?

Please click the link sent to your email address and enter the information you used to purchase your ticket (email and password).

What do I need to do on the day of the event?

Make sure you have access to a stable internet connection. Make sure you can login correctly and that all information is displayed. Put your feet up, grab a drink and some snacks and buckle up, my friends!

I am experiencing technical difficulties, what should I do?

Please refresh your browser and login to the event again. If you run into issues and miss anything, don't forget you have access to the replay!

Are the recordings available after the event?

Yes! The replay will be posted 2-5 hours after the event is over and you can access the content with the same link used during the event. The duration for the event replay depends on your choice of ticket:

- Level 1 - 24 hrs
- Level 2 - 30 days
- Level 3 - 60 days

****If you would like to upgrade your ticket for longer access please revisit question 1!**

Can I share my virtual conference login information with other members of my team?

No. For every paid registration to attend virtually, only one device (computer, laptop, tablet, phone) will be allowed to enter the virtual conference.

Where can I find new Dr. Jody Events?

Please visit <http://www.drjodycarrington.com/events/> for the latest event updates.