Workshop 5 FAQ

Workshop Details

Workshop Name: Agentic workflows with Python

Workshop Dates: December 23rd, 25th, 27th 2025

Support Hours:

- **Quick Support:** 4:00 PM to 7:00 PM on workshop days
- **Async Support:** Available between 10:00 AM to 8:00 PM (please expect delays)

Support Team: Anannya Roy Chowdhury, Ashita Prasad, Vishal Alhat

Registration & Access

When will I receive my workshop link?

Workshop links are sent on the day of your registered slot, not when you initially register.

- Check your email on your scheduled workshop date
- Links are typically sent before 4:00 PM
- The initial confirmation email does not contain the workshop access link

Example: If your registration shows "Book your slot for workshop 5 – 25 Dec, 4:00 - 7:00 PM", you will receive your access link on December 25th.

I haven't received my workshop link. What should I do?

Check the following:

- Verify your registration date in your confirmation email
- Check spam/junk folders
- Ensure it's your registered workshop day
- Contact the support team if it's past 4:00 PM on your workshop day

Are slot bookings still open?

No, Workshop 5 slot bookings are closed. However, you can join the live workshop walkthrough sessions to learn what is being built.

Will I lose my certificate if I miss this workshop?

No. Certificates are given for each workshop separately. Missing one workshop does not affect certificates from other workshops you attend.

Getting Started

The "Join event" button is not working. What should I do?

Make sure you've:

- Scrolled down to see the Terms and Conditions checkbox
- Checked the "I agree with the Terms and Conditions" box
- Waited for the page to fully load

I can't access the workshop link. What should I check?

Verify:

- The event is currently active
- Signed in using your AWS Builder ID ONLY
- You have joined from the shared a direct Team URL which redirects you to join directly
- You are using a private/incognito browser window to avoid conflicts with any personal AWS account

What happens after I join?

After successfully joining:

- You'll be redirected to the Workshop guide
- You'll have access to a dedicated AWS account for the workshop
- You can open the AWS Console to begin the labs
- The workshop environment will be available for the duration specified by the event organizers

Workshop Environment

How long will I have access to the workshop environment?

Access duration depends on the event. Typically, workshop environments are available for 48 hours from when the access code is activated.

Example: If your registration shows your slot for workshop 5 - 25 Dec, 4:00 - 7:00 PM, you will be able to access the workshop between 25 Dec from 4:00 pm to 27 Dec 3:59 pm

Can I use this workshop environment after the event?

No. The dedicated AWS account provided through the event access code is temporary and will be deactivated after the event period ends.

Do I need my own AWS account?

- **No**, if you're attending an AWS event. The 12-character access code provides access to a dedicated AWS account specifically for this workshop.
- **Yes**, if you're doing this workshop independently. Follow Option 2 setup instructions. Note this way, incurs cost.

Technical Issues & Solutions

VSCode-Server Not Opening or 504 Gateway Timeout Error

Solutions:

- **Use incognito/private browsing mode** - Always access the workshop in an incognito window
- **Verify credentials** - Double-check that credentials are correctly applied in the VSCode server
- **Check timing** - Workshop links are active for 48 hours only. If the event has ended, the link will no longer work
- **Set up local environment** - If the server fails, download your code and run labs locally

VSCode-Server Crashing Frequently

Problem: Lab crashes every 5 minutes or stops responding

Solution: Switch to Local Environment

1. **Download your code** - Zip your current work and download it from the lab
2. **Get AWS CLI credentials** - Find them in your workshop account on the left side, below "AWS Console details"
3. **Connect locally** - Use the AWS CLI credentials from the workshop account (not your personal account) to connect your local VS Code
4. **Resume work** - Your downloaded code will include your progress

Important: Download and save your code frequently to avoid losing progress.

Access Denied Error When Re-entering Workshop

Problem: Error message showing `User: arn:aws:sts::...assumed-role/WSParticipantRole/Participant`

Solutions:

- **Use incognito mode** - Always access the workshop in an incognito/private window
- **Use the same Builder ID** - Log in with the same Builder ID you used initially
- **Clear browser cache** - Sometimes cached credentials cause conflicts
- **Close other AWS sessions** - Having multiple sessions can cause authentication issues

I'm getting an error when trying to open the AWS Console

Try:

- Refreshing the page
- Using an incognito/private browsing window
- Clearing your browser cache and cookies
- Contacting the workshop support team

Best Practices

DO:

- Work in incognito mode for better stability
- Use the same Builder ID consistently throughout the workshop
- Download and save your code frequently
- Take screenshots as you complete each section
- Save AWS CLI credentials securely for local setup

DO NOT:

- Wait until the last minute to download your work
- Share AWS credentials publicly
- Switch between different AWS accounts or Builder IDs during the workshop
- Rely solely on the workshop environment - have a local backup plan

Getting Help

Support Hours

- **Quick Support:** 4:00 PM - 7:00 PM on December 23rd, 25th and 27th
- **Async Support:** Available between 10:00 AM to 8:00 PM (please expect delays)

How to Post Queries

Include the following in your support request:

- Specific error messages (e.g., "504 Gateway Timeout Error")
- Which lab/section you're working on
- Troubleshooting steps you've already tried
- Screenshots if relevant

Troubleshooting Checklist

Before posting a support query, verify:

- ✅ Are you working in incognito/private browsing mode?
- ✅ Are you using the same Builder ID you started with?
- ✅ Is your workshop session still active (within 48 hours)?
- ✅ Have you tried refreshing the page?

- ✅ Have you downloaded your current work as backup?
- ✅ If the same query has been answered in the workshop 3 support section already

Contact Information

Support Team:

- @Anannya Roy Chowdhury
- @Ashita Prasad
- @ vishal alhat [AWS]

Post your queries in the [Workshop 5 support](#) channel for assistance.