Instructions for participants
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Important information

• Fill in your personal profile when you first log in to the platform
• Manage your personal programme using the heart icon next to every session or lecture
• Visit the virtual EXHIBITION and our partners’ and exhibitors’ booths
• Connect with other participants using NETWORKING
• In case of any technical difficulties, please contact HELPDESK
Technical requirements

- Please comply with the minimum system requirements for the proper functioning of the virtual platform:
  - Microsoft Windows and Mac OS *(other devices may not be fully supported)*
  - Updated Google Chrome, Microsoft Edge or Safari web browser
  - Headphones with a microphone are recommended
  - Stable internet connection without blocked ports *(minimum speed 10/10Mbps)*
  - Always prefer using a personal computer over another device (mobile phone, tablet)
Logging in to the platform

• To log in to the virtual platform, click [here]

• In the top right corner, select Login

• Log in using your e-mail and password

• The first time you log in, you will be asked to enter the password that was sent to the e-mail address you used to register – you can change your password later in your personal profile
Personal profile administration

- Please fill in your personal profile and upload your photo
- Manage your profile under the field with your name – “Personal page”
- On your personal page, you can find:
  - Personal data, CV, Social networks
  - Networking
  - News
  - Notifications
  - Personal programme
Programme

• The programme can be filtered by day or by lecture hall. You can search for a specific lecture using the “Search” button.

• For more information or for joining a discussion, click on the title of the session or the lecture.
Live stream

• The current live stream can be found under the Online Halls button

• After clicking on the selected virtual room, the live stream from the selected lecture hall will play

• While watching you can:
  • View full screen presentation
  • Ask questions in the chat
  • Ask questions live
    • Wait for the moderator to connect you to the live stream
    • It is not guaranteed you will be able to ask questions
    • The selection of people asking questions always depends on the moderator of the session
Virtual exhibition

• You can view booths of all exhibiting companies in the Virtual Exhibition
• In the booths, you can find:
  • Contact person
  • Information on the company
  • Videos
  • Documents to download
  • Chat or Video Chat
  • Links to social networks
Networking

• The “Networking” function enables you to communicate with other participants

• Using Networking:
  • You can access Networking by clicking at the icon in the top right corner of the screen
  • You can then search for participants and send them a message
  • If you don’t want to be messaged, you can turn off the networking feature in your profile settings

• We don’t share any contact details or personal information and communication is managed only through the virtual platform
Helpdesk

• If you encounter any technical difficulties and require assistance, contact us via HELPDESK.

• Write your message in the chat window and click on the “Send” button; this will add your question to the queue and a member of our technical support will reply promptly.

• The opening hours of the technical support chat can be found in the Helpdesk.

• There you can also find additional information.