Instructions for participants

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Important information

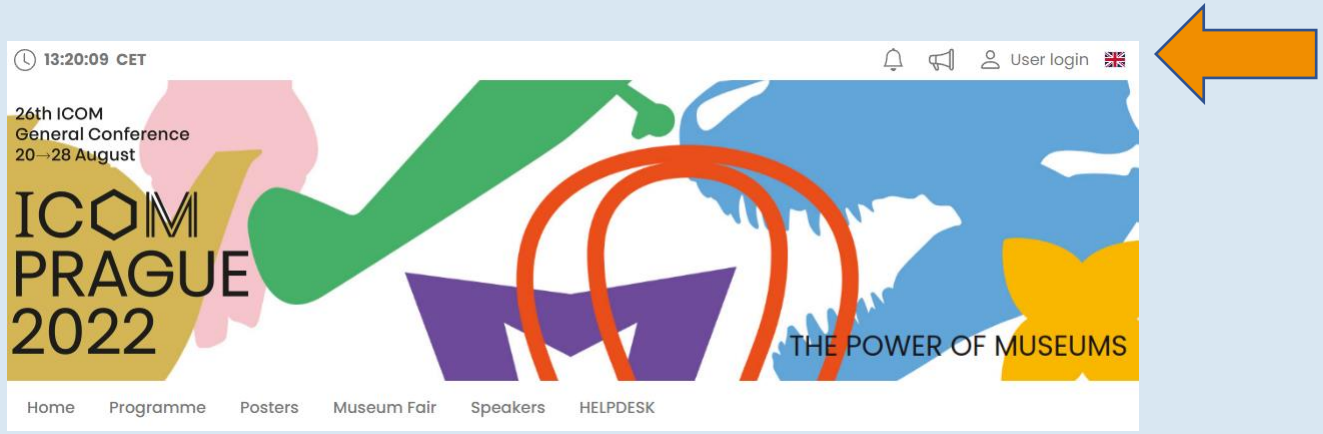
- Fill in your personal profile when you first log in to the platform
- Manage your personal programme using the icon next to every session or lecture
- Visit the virtual EXHIBITION and our partners' and exhibitors' booths
- Connect with other participants using NETWORKING
- In case of any technical 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

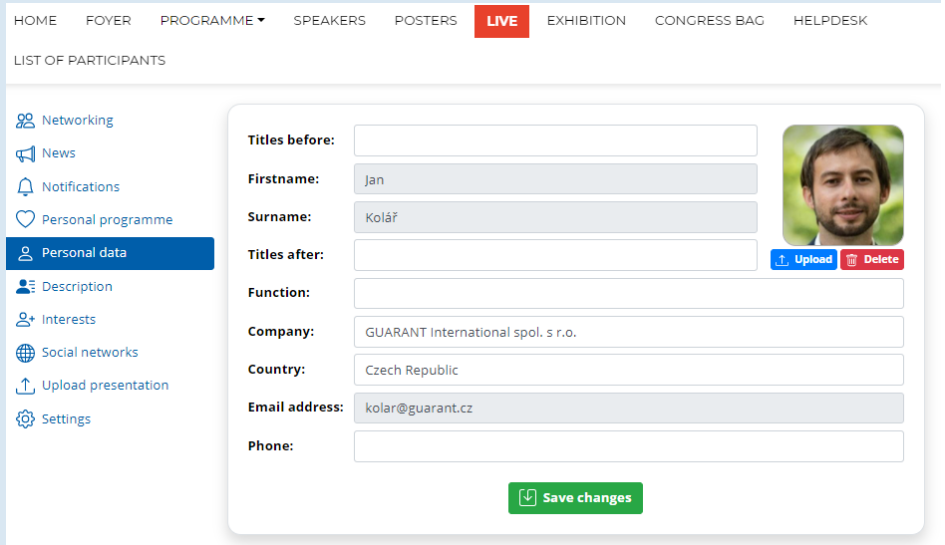
- To log in to the virtual platform, click here
- In the top right corner, select Login



- 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

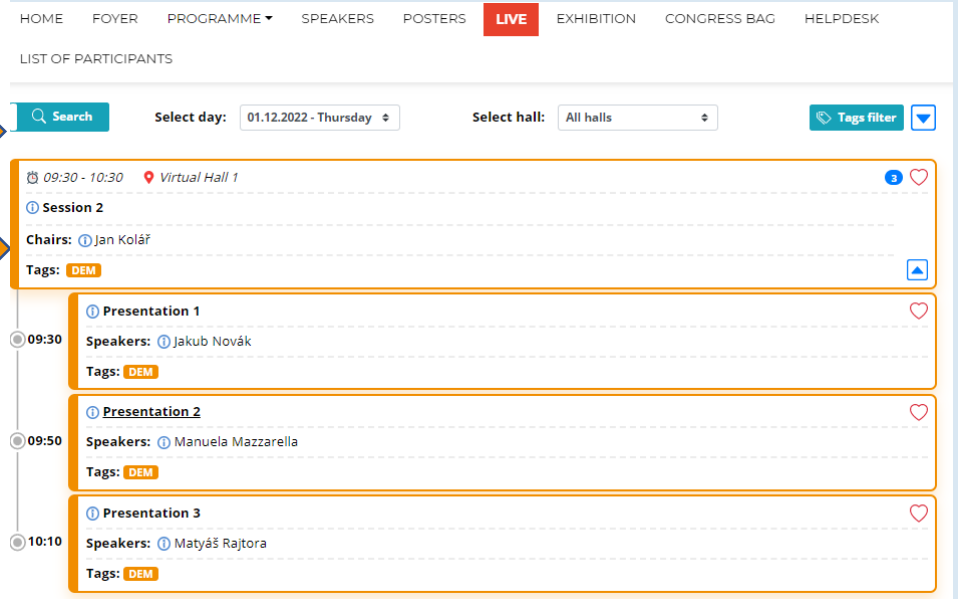
Personal profile administration

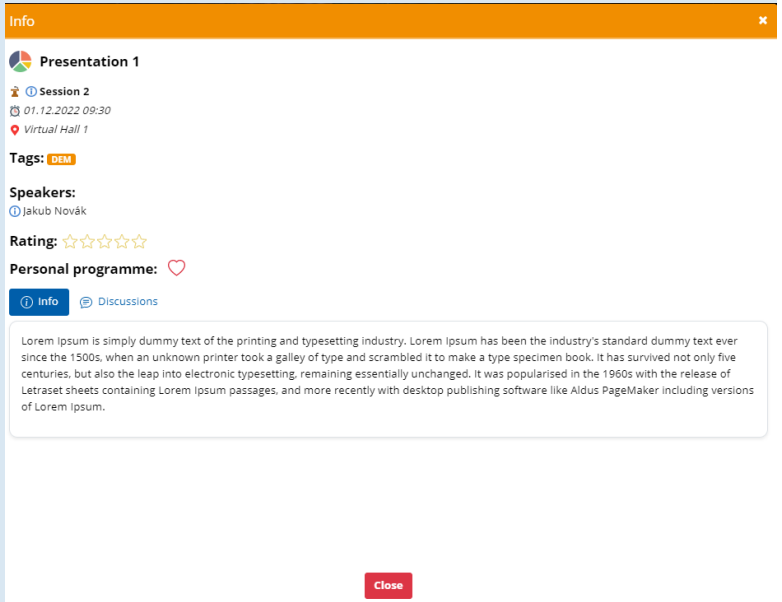
- Please fill in your personal profile and upload your photo
- Manage your profile under the field with your name – "Personal page"
- On your personal page, you can find:
  - Personal data, CV, Social networks
  - Networking
  - News
  - Notifications
  - Personal programme



Programme

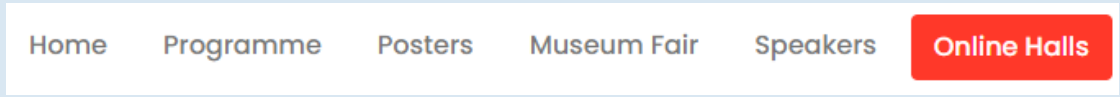
- The programme can be filtered by day or by lecture hall. You can search for a specific lecture using the "Search" button
- For more information or for joining a discussion, click on the title of the session or the lecture





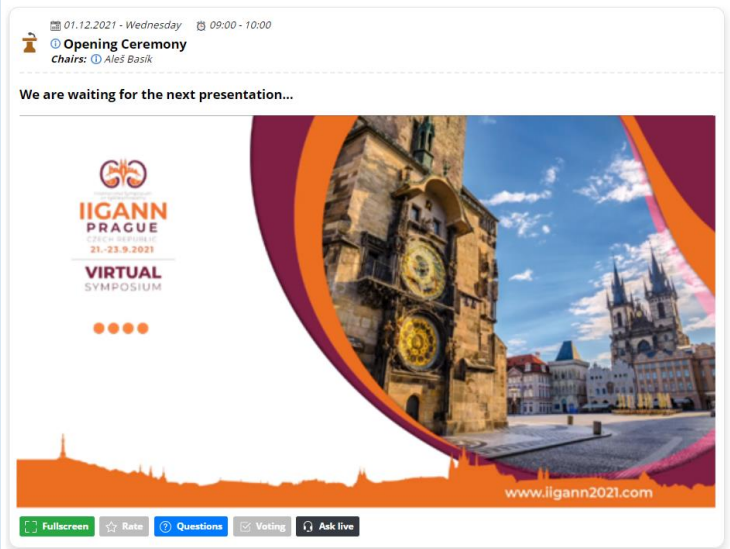
Live stream

- 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

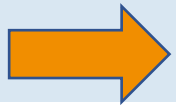
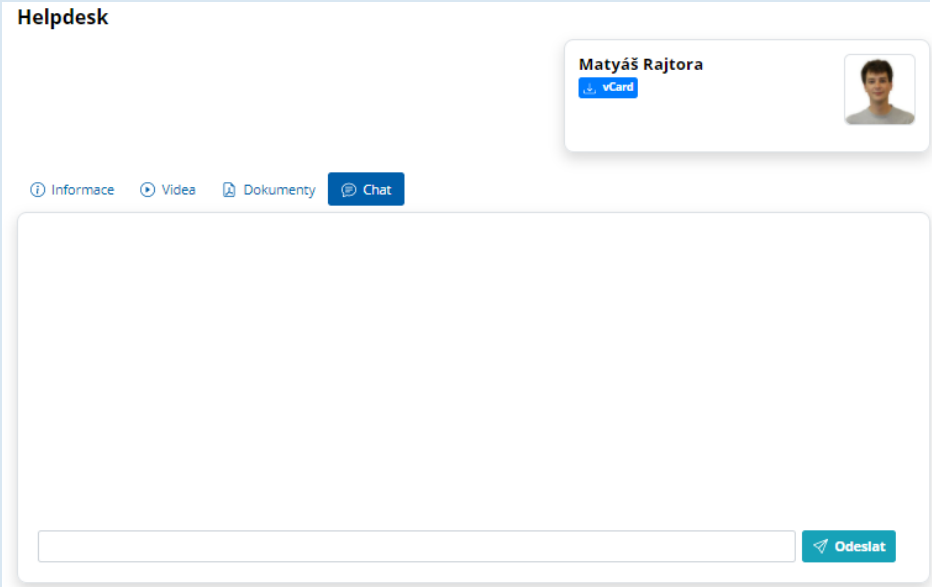


Virtual exhibition

- 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