Instructions for the use of the Virtual Platform

Introduction

Please read carefully the following introduction, containing useful info and clarifications before you proceed. The Virtual Platform is a very intuitive portal that will only take you a few minutes to get used to. Nevertheless, **we recommend that you read the instructions below**, which will help you understand all of its features. Kindly note that:

→ The use of a computer, preferably with a large screen, is strongly advised in order for you to enjoy an optimal experience. Mobile phones and tablet computers are not recommended.

→ Before you log-in, **be sure that no other software** (such as Skype, Viber, GoToMeeting, etc.) **is using your devices at that moment**.

→ We highly recommend the use of **Google Chrome** for any virtual event. Experience indicates that **it is by far the most compatible option** compared to other browsers. Updating it to the latest version is also a good idea, as is setting your browser on full screen mode for optimal results.

→ This is a virtual event, which means that most and foremost **you will need a strong internet connection**. A connection of **at least 2 Mbps is recommended for watching the conference**, and **at least 8 Mbps of wired connection for presenters and chairs**.

→ It is **preferable to connect from a private network** as opposed to a public one that is being used by several people, because if someone decides to make excessive use of the internet by streaming high definition video or uploading large files at the same time, it will severely affect your speed and overall ability to attend the conference. Make sure that you advise everyone who shares your network to respect that during the event.

→ At the event opening day, you can log in as early as **15** minutes before the start (the main Program starts at **14:00-18:00 CET time** target opening at 09h00 Eastern European Summer Time). Once you have done so, you are counted as a delegate, attending the event virtually, even if you leave before the start or at any time during the event (whether or not due to an internet connection failure). **We encourage you to log in timely and not to do this last minute.**

→ When you participate online, other delegates will be informed about your participation as you will be visible in the Meeting Hub.

1. Instructions for all attendees

1.1. Profile Settings

The first time that you log in to the platform, you will be asked to select your camera and microphone. If you have multiple input devices, you will need to choose the one that you prefer using during the event. Although the use of a camera and microphone is not required, they will definitely enhance your experience, as they will allow you to socialize with other attendees.

In addition to your hardware setup, the first time that you access the Platform you will be presented with your settings. In here, you can fill in your profile and select which of your contact details will be visible to other delegates. When you are done, just click on the **Update** button. Note that you can change your settings at any point you wish during the event, by clicking on your initials on the top right and selecting **My settings**.
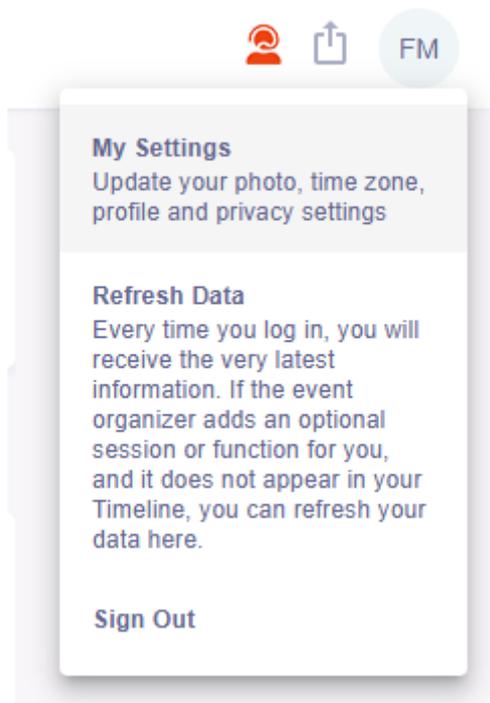

1.2. Program View

When that is done, you will be presented with the **Timeline** screen. On the left side of your screen, you can see the event programme. All sessions are displayed in chronological order, based on the timezone that you selected in your settings. Clicking on a session block will display its information on the right-hand side:
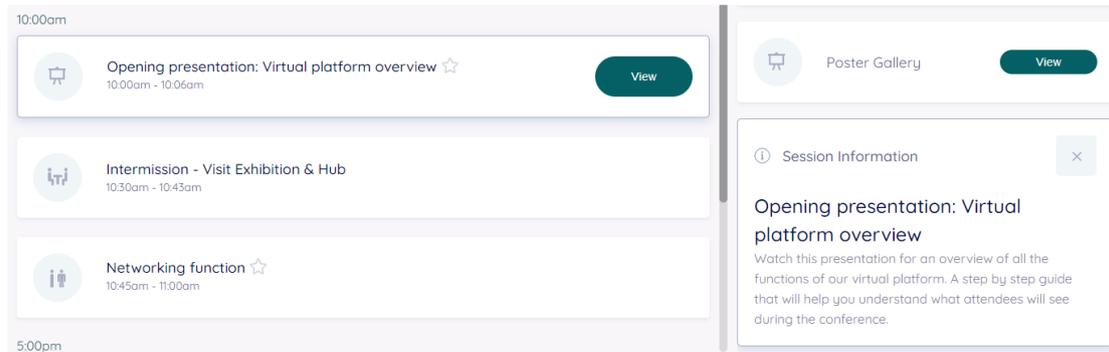
In this Timeline screen, you can also use the Filter field to search for a specific session. There is also an advanced option if you wish to refine your search. The star icon next to the title of each session that will add it to your favorites. If you star some sessions, then you can toggle their appearance by clicking on the star icon next to the filter field.
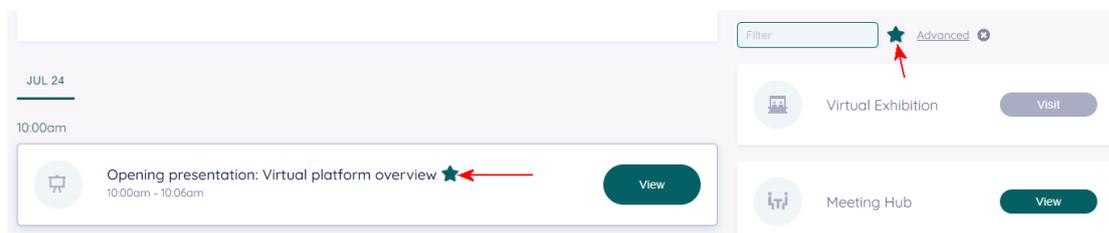
1.3. Session Attendance

As soon as it is time for a session to begin, you may click on the **Join** button to access it. A red line will indicate the exact point in time in which you are going to join the session.
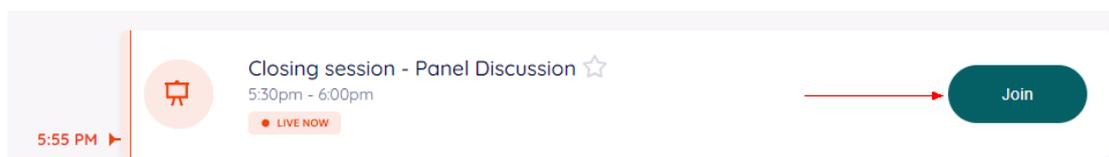
When you are about to leave, press the **Back to Timeline** button and will return in the Timeline screen where you can see all upcoming and current sessions. You can re-join a session or join a new one.

The session broadcast will begin automatically on your browser. During the session, you may use the **Live Q & A panel** to submit questions to the speakers. Presenters or chairs may also ask the audience to submit their questions.

Note that speakers may bundle attendee's questions by theme. Speakers may also postpone answering questions if answering the number of questions exceeds the time frame of their Session.

You can also use the **Discussion Forum** which is a chat option that attendees in a session can use to chat with each other before or during a presentation. The presenter can also take part in the Discussion Forum and in that way creates an informal channel to discuss the topic and networking among each other.


Please do not use Discussion forum or Live Q & A tools for technical issues.

If for any reason the session is not displayed correctly in your browser, you also have the option to click on the link below the presentation window "Audio/Video Issues" or contact live support.
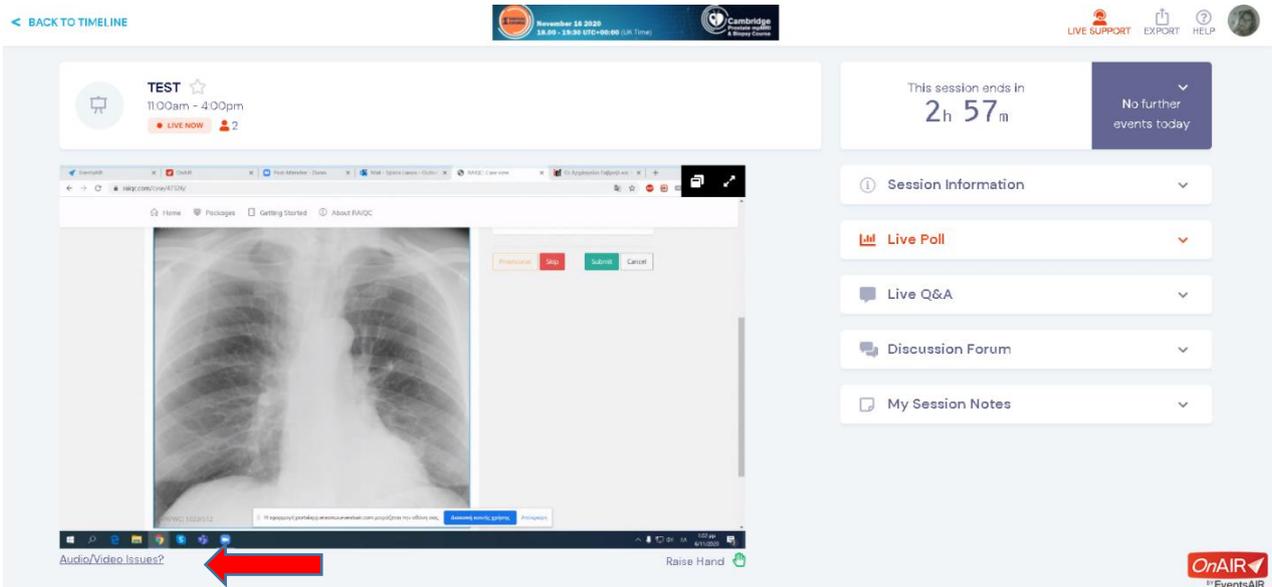
1.4. Live Support

Should you run into any technical difficulties, you can try to refresh your browser or log-out and log-in again. Failing that, you can always click on the red icon on the top right to start a **Live Support** request. Our staff will be happy to assist you with any difficulties that you may be facing.
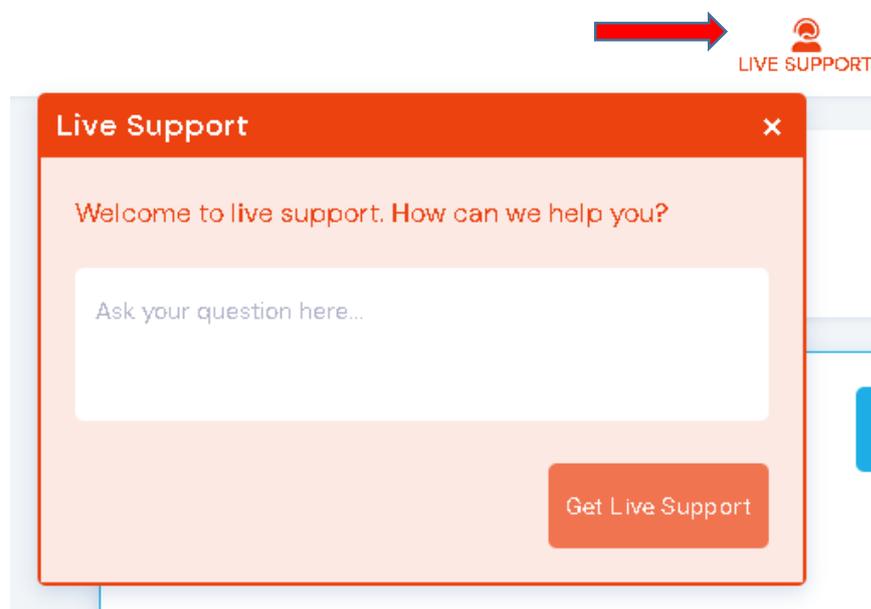
1.5. Meeting Hub

The Meeting Hub is a very powerful feature that attendees can use to communicate with each other. Through this module, you can:

- type a name to search for an attendee OR use the Advanced Search to filter by country or other parameters
- send a request to connect with an attendee and as soon as they accept it, you can chat with them at any point during the conference or you can request a video call.
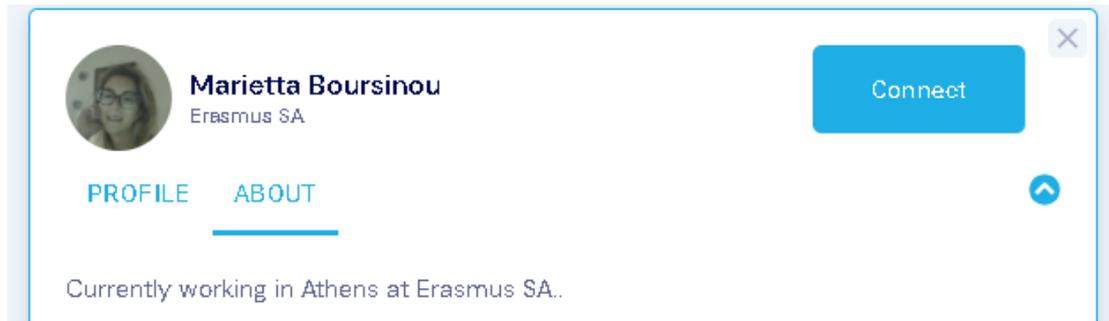
Privacy

1) Your contact details will be used to compile a delegate list that will be used by event organizers, sponsors and parties associated with the event. Third parties will receive only the information required for their operation. Other participants will be able to contact you and see your information (Title, First name, Family name, Position, Organization, State or City, Country, Profile Photo) in the framework of the event.

2) Meeting sessions will be recorded and will be made available after the conference. Organizers will consider any reasonable request not to use or to stop using a particular Recording.

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