HOW TO USE THE VIRTUAL PLATFORM

What you’ll need to have, and what you need to do:

• Our platform uses Zoom for sessions. Make sure you are connecting via a network that allows Zoom usage. Several company and institutional networks use firewalls: if you are behind a firewall, we suggest you prefer to attend the conference from another network.

• **Sufficient internet bandwidth.** A connection of least 2Mbps is needed to attend the conference, and at least 8Mbps of wired internet is needed for speakers and chairs.

• Make sure that **no other software** (such as Skype, Viber, GoToMeeting, etc) is using your camera and/or microphone at that time.

For best results, we suggest:

• Using the **Google Chrome** browser

• Using a **desktop computer**, best with a **large monitor**

• **Connection** via **private network**
To sign in:

Login credentials (e-mail/pin) are sent via email a few days before the Event begins.

INSTRUCTIONS
SIGNING IN

Enter your email address here
Enter your password or personalized PIN here

Enable Enhanced Accessibility (keyboard navigation, focus highlight, screen reader compatibility and high contrast colors)

Click here to sign in

* Login credentials (e-mail/pin) are sent via email a few days before the Event begins.
Turning on and using your camera and microphone is not mandatory in order to attend the Event; it does, however, optimize the experience, since it will allow you to virtually "mingle" amongst fellow attendees.

Choose your camera and microphone. If you have more than one, choose the one you shall use during the Event. *

Fill in or update your contact details (these will be visible to other participants via the Meeting Hub)

Click Update and Close at the very bottom of the Event Check-in panel when you're all set!
The first session of each day will always be a brief video with instructions on *How to Use the Virtual Platform*. You may watch it at any time, and as many times as you wish.

You can access the Session by clicking **Preview**, or **Join**, as soon as it is time for the Session to begin.

You can click on the Star to add a Session to your Favorites.

You can use the **Filter** field to search for a specific Session.

If you star several sessions, you can then toggle their appearance by clicking on the star icon next to the filter field. Don’t forget to click the star icon again, to see the full Scientific Program!

Clicking on a session block will display its information on the right-hand side.
Click on the Join Computer Audio option, and you shall join the Session and view the presentations automatically.

During Sessions, you can type in and submit your questions via the Live Q&A Panel* for the Moderators and Presenters to see.

During the Parallel Breakout Sessions, you can also click on the Raise Hand icon to ask to be given the floor, so you can ask your question in person. In this case, please wait until a Moderator grants you permission to open your camera and microphone, before doing so. The Raise Hand icon will not be available in any other sessions.**

You can maximize the presentation window, by clicking on the double-arrow buttons.

Click on this link, if for any reason you cannot view the Session correctly, or if you are having audio problems.

*Questions submitted via the Live Q&A module must only relate to the Session and its scientific content. For technical queries, there is a special “Live Support” Module.

**Moderators can skip answering questions, if the number of questions exceeds the time frame of the Session.
Along with Zoom, you can view the Event Platform (located in your browser, on the tab named “e-shape Virtual General Assembly”).

Moderators need to have both their browser and their Zoom client visible on the screen, in order to keep an eye on the Q&A Panel for questions from the audience.

During the Event, in the Timeline, look for the date & time of the Session where you are presenting or Moderating. Click on the Preview button.

About 15 minutes before the session begins, please have your Zoom client open and running beforehand, and click on the Join as Panelist button to connect to the Session via Zoom.
When the Session begins, the Moderator will introduce themselves and the first speaker. When it is your turn to present, you will use the Unmute and Start Video buttons in Zoom to speak to the audience, and then use the green Share Screen button to share your presentation.
You can access, read and even download the e-posters of the General Assembly by entering a Live Poster and Demo Session. If there is a poster session underway, and you see a dot on the presenter, it means that they are online and you can then request to join the "virtual room" for a short presentation by clicking on the Join Queue button.

Make sure that you do not leave the queue, otherwise you will need to request it again. You can use your microphone to discuss with everyone in the presenter's virtual room.
If you have a Poster or Demo presentation in the General Assembly, make sure that you enter the platform and practice before the day of your presentation.

Locate the Poster & Demo Session where you are presenting and click on View my Presentation.
You are now in your Private Virtual Room.

**Step 1:** Click on Start Presentation

**Step 2:** Using the buttons below, turn on your microphone and/or camera. You can also share your presentation now if you wish, or wait until someone enters.

**Step 3:** Keep an eye on the Queue on the right of your screen and admit people in your Room by clicking on Accept.

You may present to as many people and as many times as you want while the Poster & Demo session lasts.
You can use the **Meeting Hub** to communicate with other attendees.

Here, you can **type a name** to **search** for a fellow attendee.

Click this button to see whoever is online at that moment. Messages reach the attendees when they come online.

Click here to send a **connection request** to the attendee you’ve chosen. Once they accept, you can communicate with them at any time during the Conference via **text message**, or ask to hold a **video conversation**.

You can also send a simple message, without previous request acceptance.

Keep in mind that the Attendee List includes all registered attendees, but someone may not be online at any given time: connection requests may thus not be accepted immediately!
The first thing to do when you face a technical problem is to refresh the Program, or log out and log in to the Platform.

If the first step doesn’t work... click on the red button (Live Support) and describe the problem.

The first step (Refresh Data) to take, in case your browser freezes, or you face a technical issue.

You can change your Profile Settings at any time by clicking here.

You can export any Notes you took during the Sessions here.

If you have a small computer screen, and it looks like Timeline components are off the screen, a helpful tip is to use the Ctrl & minus (-) buttons on your keyboard, in order to zoom out and make the whole window look smaller, to view everything on screen.

Our personnel will be very happy to assist you with any questions or problems you may face!
Attendees are all randomly allocated in virtual rooms, in groups of four.

As soon as you join a conversation, you can stay until the time expires, or leave for a different group.

The **Open Chatrooms** is another way of letting our delegates network with each other.
We wish you a wonderful Virtual Experience!