

## EventsAir FAQs for attendees

### What can I expect from the event on the day?

This event will be taking place via a platform called EventsAir. The functionality of this platform is similar to that of zoom; you will not appear on camera, but you will be able to view a live video of the speaker (and any slides that they are presenting with), ask your questions via the live Q&A box, chat with other delegates via the discussion forum and participate in any live polling. You will also be able to watch a recording of the session for two months post event.

You will receive **a single link** which will give you access to all these options.

### Can I log in ahead of the session to see how the platform looks?

Yes, we would recommend that all attendees log into the platform ahead of the conference. When you first log into the platform you will be asked to confirm/edit some details about yourself. It is important that you select your time zone and choose what data you would like to share during the virtual event. Once this is done, please click 'update and close' in the top right hand corner. You will then be taken to the attendee portal where you will be able to view the conference agenda.

### I am attending a conference tomorrow/today and have not received my joining link for the conference

Joining instructions are emailed a few days ahead of the conference taking place. Please check your junk/spam folder (especially for those with work/NHS/trust email addresses).

### I am not able to attend on the day, can I still watch the conference back at a later date?

Yes, all registered delegates will be able to watch a recording of the sessions for two months post event date. Please note that these recordings may take up to 24 hours to be uploaded to the attendee portal.

### If I am watching the on-demand recordings, will I be sent a new link to access these?

You will receive an email after the event that will have your link to the platform along with login details. Your single link will give you access to all of these sessions.

### The platform is telling me I have an unstable connection/poor performance. What can I do?

As the platform is browser based, we recommend using Wi-Fi connection that is stable, or better yet, use a wired connection for the best performance. If using Wi-Fi connection, we advise that other devices are not connected to the Wi-Fi and that any unnecessary tabs/applications/MS Teams are turned off to improve your viewing experience.

### I am unable to access the platform with my internet browser

Please note that older internet browsers such as internet explorer do not support the platform, the provider recommends using Google Chrome or another newer browser (such as Microsoft Edge). Mac Safari browser has difficulties with the platform, and we would advise using an alternative web browser.

### **The link sent to me in the joining instruction email is not working. What can I do?**

The link you are provided with should allow you to click and enter the platform. If you are logged out or if it asks for your details, these are provided in your email as well. If the platform does not open in a recommended browser, please do not copy and paste the text into a browser as this will not work, you will need to right click the link and 'copy hyperlink.' Then open the browser you would like to use and 'paste' the hyperlink into the search bar.

### **The session/s on the timeline are no longer available and they should have started**

If a session is due to start and is not available on the timeline, it may be a browser issue which can be resolved by selecting your initials on the top right hand side of the platform and select the refresh data button to see the session to join. If there are still issues with joining, there will be tech support available on the day who can support using the **Live Support** option in the top right corner (in red).

### **Can I network with other delegates?**

The **Meeting Hub**, found on the right-hand side of the event platform, allows you to connect and communicate with other attendees. Once you have located an attendee you want to connect with, click the Connect button, this will send a notification to them asking them to accept your invitation. Once they accept your request, you can start a live chat or live video call. You can also schedule to meet at a future time, send messages and take notes.

### **How can I view the poster abstracts and other conference resources**

Poster abstracts and conference resources will be available to view on EventsAir and are stored within their own area of the online platform. This can be found on the right-hand side of the event platform and each type of resource is categorised into its own section (Poster abstracts, speaker slides, conference resources).

Please be aware that like the on-demand recordings, registered delegates will have access to these resources for two months after the event has taken place.

### **Making notes when watching a session**

Add notes to **My Session Notes** – These can be exported out at the end of the event from the export button in the top right corner. Please note if you exit the session without saving your notes, these will be lost.