

# Frequently Asked Questions

## What equipment will I need to participate in this event?

The virtual event platform can be accessed using computers / tablets / smartphones with a stable internet connection and integrated speaker, microphone and webcam. For speakers, and anyone sharing a presentation during the event, please use a computer or a laptop to join the event rather than an iPad or a tablet. Speakers should connect to the internet using a wired connection if possible and should use headphones for the best quality sound. Chrome browser should be used by speakers.

Delegates may find that using headphones improves the audio quality and that using a webcam, while this is not essential, enhances their experience by allowing face-to-face interaction.

## What are the minimum internet requirements?

The minimum internet requirements for participating in this virtual conference can be found on the virtual event platform website at <https://inevent.com/en/requirements.php>

## What preparation do I need to do in advance?

**The online platform is compatible with the most common internet browsers, but does work best in Chrome.** You may wish to consider installing more than one internet browser on your computer or device so that you have the option of using the browser that gives the best quality. You will not be able to access the event platform using Internet Explorer.

We recommend that you test your audio (speaker and microphone, and headphones if applicable) and video (webcam) before the meeting. It should be possible to test your microphone and speaker connection via the settings option on your computer or device. To further test your speaker, microphone and bandwidth connection, we recommend using the InEvent Virtual Lobby testing tool here: <https://inevent.com/en/test-your-connection.php>

**Please note that if you are joining from a work location, your company IT security may block access to the sessions. If you intend to join the event from work it is strongly recommend that you use the InEvent Virtual Lobby testing tool above. If they test does not complete then it is likely your company firewall is blocking access. Firewall settings used by InEvent Virtual Lobby can be found here:**

<https://drive.google.com/file/d/1YHJq8eUAp44NjUvbSVOio4369MCFA4A8/view?usp=sharing>

## How will the virtual event work?

In the same way as a physical event, a virtual event will allow delegates to attend sessions, hear and watch talks, ask questions and network with delegates and speakers.

There will be a poster session for viewing and networking with poster presenters. Poster presenters will be able to make full use of a state-of-the-art poster platform for an enhanced multimedia poster experience.

We understand the importance of networking outside of the scientific sessions. The virtual event platform provides the opportunity for delegates to interact by joining online networking rooms or having direct one-to-one chats. Time will be scheduled in the programme for this purpose.

## Who do I contact if I need help during the event?

During the event a Help Room will be available from the virtual lobby. If you require any assistance or have any questions, please go into the help room where a member of the events team will be able to assist you. If the Help Room is not open, you can also email [events@rsc.org](mailto:events@rsc.org) with your question and the events team will reply to you as quickly as they can.

### **How will I participate as a speaker?**

Speakers will be able to share presentations using the audio/video features of the virtual event platform. They will be able to screen share PPT, text, video, image and audio files while presenting via webcam, and also make these files available to other delegates via the platform.

Speakers will be able to receive questions from delegates and respond using the live text chat and audio/video Q&A. This process will be managed by the session chair.

Speakers will have the opportunity to join a demonstration of the virtual event platform to familiarise themselves with it in advance of the meeting.

### **How will I participate as a poster presenter?**

Poster presenters will be able to make full use of a state-of-the-art poster platform for an enhanced multimedia poster experience.

During the poster session, the presenters will be able interact with delegates via text chat or audio/video Q&A. Outside of the poster session, delegates will be able to send messages / questions.

Links to online tutorials and templates on how to prepare your poster will be provided on acceptance of your poster.

### **How will I participate as a delegate?**

Delegates will be able ask questions and participate in the discussion using the live text chat and audio/video Q&A. The Q&A process will be managed by the session chair.

During the poster session, delegates will be able interact with the poster presenters via text chat or audio/video Q&A. Outside of the poster session, delegates will still be able to view the posters and send messages / questions to the poster presenters.

Networking will be available to delegates in the form of virtual networking rooms or direct one-to-one chats. Time will be scheduled in the programme for this purpose.

### **What happens if I can't attend the event live?**

Recordings of sessions will be available to view shortly after the live session finishes.

### **Will the sessions be recorded for post-conference viewing?**

The sessions will be recorded and along with the posters will be available to delegates for post-conference viewing for up to 28 days after the event.

### **Can I submit an abstract?**

Oral and poster abstract submission details are stated on the conference website page.

### **Can I participate in the virtual meeting as a sponsor or exhibitor?**

It is possible to participate in the virtual meeting as a sponsor or exhibitor. Please contact our sales team at [solutions@rsc.org](mailto:solutions@rsc.org) to discuss the opportunities available.