

## Frequently Asked Questions

### How do I register to the virtual meeting?

The registration closed on the 4<sup>th</sup> of October 2020 at 23:45h. It is not possible to add any new attendees.

### What do I need to attend the virtual meeting?

You need to be registered, your device or computer, and a good internet connection. For the best viewing experience, we recommend that you join the conference using a supported internet browser, which includes Google Chrome, Firefox and Safari.

### Where can I find my log in and password?

All registered participants received a communication with the instructions to log in to the email they used to register. Please check your inbox's spam folder. If you cannot find it contact [education.events@ebmt.org](mailto:education.events@ebmt.org)

### What time zone are the live sessions?

The virtual meeting will be held in Central European Time Zone. Please check your time in this [link](#).

### Can I send questions to the speakers during the sessions?

Yes, click the 'Ask a Question' button in the auditorium. The speaker or speakers will answer your question during the Q&A.

### Can I download the presentations?

The content is not downloadable, but it will be available on-demand after the live event until the 8<sup>th</sup> of November 2020.

### How can I access the content on-demand?

The content on-demand will be available on the auditoriums after the live event, and until the 8<sup>th</sup> of November 2020. After that date, most of the content will be available for EBMT Members on the [e-Learning platform](#).

### Is there a virtual exhibition?

Yes, please access the virtual booths by following the 'Exhibition Hall' signs in the Main Hall, or directly from the navigation menu in the lower right of your screen. Journey through the exhibition booths, explore the displayed materials, contact exhibitors directly and chat with their representatives.

### Can I interact with the other attendees and speakers?

Yes, please access to the 'Networking Lounge' in the main hall and open the live public chat. You can also chat and videocall other attendees one-on-one.

### Can I claim EBAH-CME credits?

Yes, all live sessions will be accredited. The software on the platform will track your attendance and you will receive the credits accordingly. A maximum of 0,5 credits are given per each hour of attendance. Please fill in your data in the profile icon.

### Will I receive a certificate of attendance?

Yes, after attending the live event you will receive an email with a survey. After completing it, you will be able to download the certificate. The survey will be enabled for one month after the event.