

## FREQUENTLY ASKED QUESTIONS

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

The registration is open until the end of the day on March 17th. Click [here to register](#). For any questions regarding registration, please contact: [registration@ebmt.org](mailto:registration@ebmt.org)

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

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

### What should I do if I experience any technical problems?

You can click in the information icon and send an email to [support@ubivent.com](mailto:support@ubivent.com).

For any other assistance you can contact the EBMT staff at the information desk or EBMT Booth during the opening hours.

### What time zone is the event?

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

### Is there a virtual exhibition?

Yes, please access to the virtual booths by following the 'Exhibition Halls' signs from the Main Hall or directly from the navigation menu in your screen. Once you have arrived, journey through the exhibition booths, explore the displayed materials, contact exhibitors directly and chat with their representatives.

You can find the EBMT Booth and the EBMT TV studio in the hallway to the Exhibition Halls and Industry Theatre.

You can also see the @TheEBMT Twitter wall in the hallway to the Exhibition Halls and Industry Theatre, as well as the hallway to the Auditoriums.

There are 3 Exhibition Halls:

- Hall 1: Leading Sponsors and Exhibitors
- Hall 2: Exhibiting Companies and Partners
- Hall 3: Industry Theatre

### Live Congress Opening Hours

Sunday, 14 March	07:30 – 19:15 (CET)
Monday, 15 March	09:15 – 18:30 (CET)
Tuesday, 16 March	09:15 – 18:40 (CET)
Wednesday, 17 March	09:15 – 18:10 (CET)

### Where can I find the most updated scientific programme?

There are several ways you can access the [iPlanner](#):

- EBMT21 app
- EBMT website
- Main Hall

### Can I create my own agenda?

You can check the sessions and create your own agenda. Access the "Agenda" in the virtual platform from the top menu bar and tag your favourite sessions. A notification will pop up once the session is ready to start.


## Is there an EBMT2021 app?

Yes. Search for the EBMT2021 app and download it from the Play Store for Android or App store for iOS. From the mobile app, you will be able to plan your attendance and set alarms to attend the most interesting lectures.

We recommend using the QR code to easily download it



## How can I access the lectures?

Check the programme to see which Auditorium the session you wish to view is in. Then, follow the 'Auditoriums' sign and choose the auditorium where the lecture will be held. When accessing the Auditorium, you will see the slides and a video screen. You can maximise the view of the presentation with the icon  (seen left), adapt the volume and rate the session.

## How can I view the lectures on-demand?

Access the **On-Demand Library portal from the Main hall**. Some content will be only available in the On-Demand Library. All live aired sessions from the current day will be available on-demand after each session finishes, and will remain online until the 17<sup>th</sup> of May 2021. Some sessions from the live auditoriums may take some time to edit and move to the On-Demand Library – if you do not see it there immediately after it finishes, please check back later that day.

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

Yes, click the button "Submit Questions" in the auditorium. The chairs of each session will address your question to the speakers, who will answer during the Q&A according to the programme.

Once you've clicked the expand button to view the presentation screen and stream the video larger, the "Submit Questions" button is no longer viewable.

## Can I access the Meet the Expert sessions?

Yes, most of the Meet the Expert sessions are open to all the attendees. You must access the portal from the Main hall and choose the one you are interested in. You can access 5 minutes before the session starts. You will be directed to a zoom session and will remain in the waiting room until the host admits you. Please note that the sessions are **limited to 25 participants**. If the session is full you will be accepted only once another participant leaves the room.

The Quality Management Meet the Expert Sessions are **ticketed**. If you were registered previously, you can access on Tuesday 15<sup>th</sup> of March from 7:55h CET.

For a better experience, activate your camera and microphone.

## How can I interact with other participants?

To interact with other participants, you must first enter the **Networking Lounge**, either from the Entrance Hall or from the Auditoriums Passageway. Once you're in the Networking Lounge, you can open the live chat and send a message that can be viewed by everyone else in the Lounge.

You can also click on another attendee in the Networking Lounge and start a private 1-1 message or video call. It is also possible to save contacts. Once a contact is saved, you can add them to private chats to form group chats.

You can also interact with virtual booth staff through live chats and video calls in the Exhibition Halls, at each respective booth.

**\*\*WARNING: If you leave the chat, you won't be able to come back again. Always minimize it instead, so you can come back to it later.**


## Can I save contacts?

Yes. If they are in the Networking Lounge you can click on their name and add them as a contact. They will then appear in the menu bar at the bottom of your screen.

## Can I save chats?

Yes. Before closing the chat box, you can press the "Save Chat" button and the chat along with the chat's history will be stored in your briefcase. You can also save the chat history in html format on your device by pressing CTRL's.

## Is my personal contact information displayed while I am attending?

Your name, role, country and hospital/affiliation will be automatically displayed to other participants in the Networking Lounge. Your email address is not shared, unless you choose to explicitly share it with other participants yourself. You can do it completing your profile by clicking on the icon  on the right side of the upper menu bar.

## Can I download the presentations?

The content is not downloadable, but it is available on-demand after each live session and until the 17<sup>th</sup> of May 2021. After that date most of the content will be available for the EBMT Members on the [e-Learning platform](#).

Gain exclusive access to content and more by starting your [membership](#) today.

## Is there a Poster area?

Yes. You can access the Poster Area directly from the Entrance Hall, and it will open in a new tab. You can browse the ePosters by topic, by presenting author, and by title. Each ePoster will have its own comment section where you can interact with the authors and with other participants, as well as a contact button for you to email the presenting author. Should you encounter any technical issues with the ePoster platform, please contact [ebmt2021@abstractserver.com](mailto:ebmt2021@abstractserver.com).

## Can I claim CME credits?

The programme of the 47<sup>th</sup> edition of the EBMT Annual Meeting has been reviewed and approved for CME accreditation by the European Board for Accreditation in Haematology (EBAH) CME Unit. The EBAH-CME Unit has approved this educational activity for a maximum number of **128** EBAH-CME credit points. Sponsored sessions do not receive CME points.

The system will track your activity during the live event and while viewing the on-demand content. **Credits are applied per session**; individual talks are not rewarded with any points. Your credit points will automatically be assigned to your account after the 17th of May 2021. You can find more information [here](#).

Please, before starting the meeting, fill in your data in the profile icon.  If you do not type your EBAH affiliation number, it will NOT be linked to the tracking system.

## Will I receive a certificate of attendance?

Yes, after attending the event you will receive an email with a survey on the 18<sup>th</sup> of March 2021. After completing it you will be able to get your certificate.

## What is the language of EBMT 2021?

The official language is English. The EBMT will not provide any translation services during this edition.

## Is there an EBMT Blackout Policy?

Industry is welcome to organize evening events during the dates of EBMT 2021 provided this start after the conclusion of the Scientific Programme of that day, including the Poster Sessions.

No meetings or events are to take place during the EBMT 2021 Opening on Sunday, March 14, at 18h CET.