FAQ for Platform

Question: EBAH-CME Accreditation

Answer:

We are pleased to announce that this educational course will be accredited by the EBAH-CME credits system. When you access the virtual platform, please add your EBAH-CME number in your profile. Your attendance will be tracked in order to assign you the correct number of CME points.

In order to collect your EBAH-CME credits, we recommend you create an EBAH-CME account by clicking on the following link. By registering to the EBAH-CME website, you'll have access to the record of other events you have already been accredited for. After the meeting, an updated attendance list will be uploaded to the EBAH-CME website.

If you already have an account, you will receive an email to evaluate the course and claim your points. If after 15 days you have not received an email regarding your credits, please contact the EBMT Educational Unit at education.events@ebmt.org

Question: How do I log into the ITC 2021 Platform and when do I receive the details?

Answer:

If you have registered to attend, you will be emailed your login details for the platform by 9:00am CEST on Thursday 2 September 2021. The email will contain the platform link along with your login email address.

Question: What time zone is the program in?

Answer:

All session times are in Central European Summer Time (CEST) time zone.

Question: Who do I contact if I have any doubts regarding the platform?

Answer: If you need any technical support during the event hours, simply visit the "Information Desk". You can access the Information Desk by clicking on this within the menu bar on the left side of the platform or clicking on the desk in the Lobby.

The Information Desk will be open during the following hours:
Friday 3 September 2021 - 8:00am – 8:00pm CEST
Saturday 4 September 2021 – 9:00am – 8:00pm CEST

Outside of these hours, please contact Gemma Weltman for any technical issues or platform related questions by emailing ITC2021@etechsuite.com or contact education.events@ebmt.org for all other items about the event.

Question: How do I enter a session on the platform?
Answer:
Once you are logged in, you will be able to enter into the session auditorium by either clicking on the door of the auditorium you would like to visit from the Lobby or by clicking on the menu bar item on the left hand side of your screen.

Question: How can I ask questions during the sessions?
Answer:
In the auditorium there will be a button on the right side of your screen called "Ask a question". You will be able to send your questions by writing them within this area for the Chair.

Question: How long are the sessions available for and when will I have access to them?
Answer:
Sessions will be within the On Demand library 24 hours after the session finishes. You can reach to all presentations by clicking on the agenda button on the left-hand side menu on the platform. Sessions will be available for attendees for 2 months; however, attendees won't be able to download sessions.

Question: How can I connect with other attendees?
Answer:
The Networking Area is a space that you can connect with other attendees by messaging and sharing your details with them. To go to the networking area, please click on the networking door from the lobby area.

Question: Is there a virtual exhibition?
Answer:
Yes, please access to the virtual booths by following the 'Exhibition Hall' signs from the Main Hall or directly from the menu in your screen. Journey through the exhibition booths, explore the displayed materials, contact exhibitors directly and contact with their representatives.

Question: Will I receive a certificate of attendance?
Answer:
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. It will be enabled for 1 month after the event.
https://www.surveymonkey.com/r/EBMT_ITC21
https://www.surveymonkey.com/r/EBMT_ITC21Nurses

Question: Can I be logged in on more than one device at the same time?
Answer:
Your login is single use only. You will not be able to be logged in across multiple devices at the same time.

Question: Which browser should I be using to access the platform?
Answer:
eMeeting is compatible with Chrome, Safari, FireFox and Internet Explorer.

Question: Can I access the platform on any device?
Answer:
You will be able to access eMeeting on desktop, laptop and Apple and Android tablets and phones.

Question: How do I ensure the best video experience?
Answer:
Just like any livestream, there are things you can do to ensure the best viewing experience. Make sure you have a strong internet connection. It also helps to close non-essential tabs in your browser. If you do experience buffering or your video freezes, reload the session page before contacting the Information Desk.

Question: Why is the session video not working for me?
Answer:
First try refreshing the page. If you are still experiencing issues, please contact the Information Desk for more assistance.