Congress of the Central European Diabetes Association (FID-CEDA)
Virtual Congress Platform User Guide

WHEN WILL THE ONLINE CONGRESS BE AVAILABLE?
The online platform will be open from **10th June** until **12th June, 2021** for the registered participants. If you have missed the live session or would like to watch it again, the recording will be available till **12th August, 2021** on the congress platform. Your login will be valid until that date. We kindly ask you to login well in advance to familiarize yourself with the event portal.

HOW TO JOIN THE ONLINE CONGRESS?
Registered participants will receive personal login details via email a few days prior to the congress. Please note that you can log in only from one device at a time, parallel login from two or more devices is not possible.

Notification email will be sent from either no-reply@eventsairmail.com or mail@eventsairmail.com, please check your inbox and also your junk mail. To make sure to get the login details, we recommend to add these two e-mail addresses to your mailbox as reliable senders, to avoid it considering them as spam.

WHAT TO DO IF MY LOGIN FAILS?
Checklist to solve login problems:
- You should use laptop or PC instead of mobile phone
- You should use the right email address to login, the one where you received the login information message
- Type in your login email and PIN code by hand not copy and paste
- Use all capitals for the PIN code
- Zero and letter O may be mixed in your PIN code
- Check the login on different browsers (Chrome or Firefox are recommended)
- Check the login on different computer
- Check the login on your private computer – corporate computers may block opening some pages
- Check the login on different network – corporate networks may block opening some pages

HOW TO USE THE ONLINE PLATFORM AND ITS FUNCTIONS?

FIRST LOGIN / UPDATING YOUR PROFILE
When you first sign in to the event portal, the Event Check In window displays, where you can update your profile, capture or add a profile photo and review your privacy settings. Please set in what time zone you are in and we will adjust your timeline.
To edit or change these settings, please click on your profile photo at the top right of the screen and select My Settings.

USING THE TIMELINE
Sessions and functions that are happening each day are listed in the timeline in chronological order. Click on the star next to the name and you can mark it as one of your favourites. When you click on the favourites on the top, your timeline will just show your selected sessions.

JOINING LIVE SESSIONS

You can click on any of the items in the timeline to view additional information and join the session or function. Once joined to a session, there are all types of things you can do before or during the session.

- **Session information**: check the detailed program of the session
- **Poll**: your presenter may post a live poll or two and you can answer any poll here.
- **Live Q&A**: Submit some questions in the live Q&A panel to the speakers
- **Discussion forum**: Engage in a discussion with other attendees in the session. Discussion forum is still available after the session.
- **Notes**: You can also write some notes about the session. By clicking on the export icon on the top right will let you download your session notes. All personal notes available till the closing of platform.

After the session ends, click the BACK TO TIMELINE button on the top to select the next session.

HOW TO WATCH A RECORDED SESSION LATER?

Please choose the day and scroll down on the Timeline. Select the session and click on the Play button at Session Recording field on the right side.

E-POSTER GALLERY

You can browse and search for on-demand pre-recorded videos not included in live sessions. You can also use the discussion forum and enter your own notes.

VIRTUAL EXHIBITION

You can visit the Virtual Exhibition at any time during the event by clicking on the Meet Exhibitor button at the right of the timeline.

When you are in the Virtual Exhibition Hall, you can search and browse through the list of exhibitors. Clicking on the View Button lets you review the Exhibitor's Information and download any available brochures. You can also choose to connect with members of the Exhibitor team via Meeting Hub. If the exhibition is open and the exhibitor's staff is online, you can request a live chat and you will be placed in a queue. You can always see your position in the queue and when you reach the top of the queue a chat with the selected member of the exhibitor's team will begin.

USING THE MEETING HUB

The Meeting Hub allows you to connect and communicate with other attendees. Once you have located an attendee you want to connect with, click the Connect button. Once the other attendee accepts your request, you can choose to interact with your connection by starting a live chat. You can also schedule to meet at a future time, send messages and take notes. Contact information for all attendees you have connected with be included when you export your contacts (see the Exporting your Notes and Contacts for additional information).

EXPORTING YOUR NOTES AND CONTACTS

Any personal notes that you take throughout the event can be exported by selecting the Export icon in the top right of the screen near your Profile image. In additional, all Meeting Hub connections you have make with other OnAIR participants will save their contact information, that you can export using the Export option as well.