Virtual Congress Video & FAQ

With our virtual platform, it's possible for both exhibitors and attendees to be everywhere!

Experience our Virtual Congress Platform now.

Walkthrough VirtuOz

How to engage with Delegates

Exploring the Exhibition

Would you like to experience our virtual platform?

Contact us to book a demo.

[Book a Demo](#)

Virtual Meeting FAQ

Please see below the answers to some of the most frequently asked questions about the XX Virtual Meeting.

GENERAL INFORMATION

The Virtual Platform will be live during the Congress dates. After the Congress dates, all content is available for an additional 3 months for all registered participants.By clicking here, sponsors and exhibitors, are able to register for the Virtual Platform.Yes, Exhibitors will receive their login details to the Virtual Platform from our Exhibition Manager in advance.

VIRTUAL EXHIBITION

Visitors to the Virtual Platform are able to access the Exhibition through the Lobby – by clicking on the Exhibition.Participants can search for Exhibitors by going through the exhibitor list, or via the Exhibition Floorplan.Our Exhibition Manager will supply Exhibitors with the dimension of the screens. This will be based on the selected booth design. Exhibitors will receive instruction letters in order to submit their material (either logo, adverts, videos or images). Additional material will be uploaded on the respective tabs.

For Premium Booths, Exhibitors will be able to design their own booth and send us, so we can upload it into the Virtual Platform.As we offer a variation of different booth designs, the amount of material will depend on which template is selected. Exhibitors are offered the possibility to add more documents, videos or hyperlinks then initially entitled to, based on their booth design. This will come with additional costs. Please contact the ILS department for more information.

The sizes of screens, as well as the specification of the materials for the booth, will be shared by our Exhibition Manager.The deadlines will be shared on the Congress Website.Yes, visitors have the ability to view and save documents in their Virtual Bag. If preferred, they can even send it to their email address.Participants can get in touch as soon as they visit the booth. There is the option to click on the "Contact Us" tab and send an email with their question, or they can start a 1:1 chat with the Exhibitor. This can be done via text, audio or video call.

Exhibitors have the ability to see the participants who are live at their booth and have the option to actively start a conversation via text, audio or video call. Exhibitors are also able to interact with participants in private group chats.At the end of the Virtual Congress, statistics and

metrics report will be shared. This will include the first and last name of the participant and country. If given consent by participants, we could share more details, such as contact details.

Exhibitors can also retrieve leads by approaching visitors of their booth.Exhibitors are asked to be online during the official Congress hours. However, Exhibitors can extend their online presence outside the official time in order to cover multiple time zones.

SPONSORED SESSIONS

Participants can access the sponsored session via the Lobby, by clicking on 'Satellite Symposia' or 'Product Theatre', depending on the session.There four possible session formats:

1. **On Demand**
   The session is pre-recorded. The video will be available for viewing from day 1 via the virtual platform.
2. **Scheduled on Demand**
   The session is pre-recorded and will be available for viewing at a scheduled time (as per your sponsorship agreement) via the virtual platform. After streaming, the session will stay available for participants to watch on demand via the virtual platform.
3. **Pre-recorded with Live Q&A**
   The session is pre-recorded and streamed at a given time (as per your sponsorship agreement) followed by a live Q&A with all the speakers. After streaming, the session will be available for participants to watch on demand via the virtual platform, one day following the company's approval.
4. **Pure Live**
   Speaker/s and presentation/s are presented and streamed fully live. Session can be held with or without live Q&A. After streaming, the session will be available for participants to watch on demand via the virtual

platform, one day following the company's approval.

Note: All sessions with live elements will be recorded and published automatically on the platform and will be available on demand approximatelly 24-48 hours after session ends unless requested otherwise. Kenes will pre-record the sessions with the speakers. The Industry Coordinator will contact each speaker and send them the instructions for the pre-recording and different time slots that they will be able to choose from. If a session has more than one speaker, we will take each time zone into consideration when contacting each speaker.

The session will then be recorded by Kenes, and after one week of editing, it will be shared with the sponsor.Yes, the company will receive the pre-recorded session before the Congress, one week after it's recorded with the speakers. And, as for the live session, they will receive after the Congress.Live Q&A will be available and can be included in the session. Sponsors will also be able to add brochures or flyers in the Handout section of their session to be shared with participants.

Additionally, voting and evaluation features can also be embeded in the session. If you would like to receive more information, please contact me.The live Q&A will start once your pre-recorded session has ended. The speakers and moderator will join live and Kenes will stream it and assist with anything needed. The live Q&A doesn't have a time limit, you can use your session's time as you wish. You can request to stop the Q&A at any time.
Participants will be able to submit their questions that will first go to a moderator. The moderator, after a screening process, will decide which questions to send to the speaker, for him to answer, and they will be made public for all participants.

PROMOTIONAL ITEMS

Live notifications will pop-up on the platform.There is no limit for the number of people that can join a private and a public chat room.

All participants, speakers, sponsors and exhibitors can join any public chat room at any time, an invite is not needed. While for private chat rooms, an invite is needed from the person that creates it.The messages in the general public chat rooms are not private. However, 1:1 messages are private.

The messages can be deleted.

E-POSTERS

Yes, the e-posters will be available since the first day of the Congress in the E-poster section. There will be two types of e-posters:

- Read only e-posters — The abstract will be available for read only, but participants can send questions via chat to the author.
- Read & Listen e-posters — The abstract will be available for read and there will be an audio file linked to the e-poster with a presentation from the author. Participants will also be able to send questions via chat to the author.

E-poster presenters will be contacted by the Scientific Programme Coordinator to record their audio presentation at least one month before the Congress.An e-poster presenter should be online during the Congress hours to reply to any questions that come via chat. If any questions are asked after Congress hours, when logging in the next day, presenters will be able to see them and reply. All questions and answers are public, so everyone who is registered in the Congress will be able to see the chat.

REPORTING AND COMPLIANCE

All sponsors and exhibitors will receive, at the end of the Congress, general statistics with information about:

- Number of registered participants
- Online users per day
- Attendee profile
- Industry engagement at a glance.

Each exhibitor and sponsor will also receive tailored statistics for their booth and sessions, with the following information:

- Number of participants that visited their booth/ joined their session
- Number of participants that interacted via chat with exhibitors and/or via live Q&A during a session
- Number of participants that viewed each document or video in the exhibitor's booth
- Name and country of all participants
- Contact details will only be shared when a participant agreed to do so, at the time of registration.

The statistics report will be shared a few days after the Congress and also at the end of the 3 months that the virtual platform is live.Within the virtual event platform healthcare professionals authorised to prescribe prescription medicines will be recognized with a letter P (Prescriber) indicated after their names.

All exhibitors (booth admins) will be recognized with a letter E (Exhibitor) indicated after their names.Please contact us with regards to the most updated compliance regulations with regards to the virtual congresses.Yes, there will be a clear separation between the Educational and the Sponsored Sessions in the lobby of the Congress.

TECHNICAL

Yes, during Congress hours there will be support from our IT team, via chat or via email, to participants, speakers, sponsors and exhibitors.The deadlines and specs will be shared on the Congress website xx months before the start of the Congress.

Contact us now

for pricing, bookings and customized packages.

CONTACT US