EFC-FCS 2nd *Advanced Colposcopy Course* and EFC 7th *Satellite Meeting*

FREQUENTLY ASKED QUESTIONS

How do I get into the Virtual Event once I have registered?

Once you are in the Conference Login Page, on the right side of your screen you will see a button to insert your credentials and login. This will take you to the virtual lobby of the event. From there you can access all virtual rooms.

What device should I be using?

The Virtual Conference is best experienced using a computer or tablet. Most Apple and Android phones should be able to support the Conference, but the display is likely to be considerably smaller and therefore trickier to navigate.

If you are struggling to see parts of the screen please check your screen zoom settings.

What internet browser should I use?

We recommend using **Google Chrome or Firefox** as browsers.

Please **DO NOT use Internet Explorer nor Microsoft Edge.** Please also **DO NOT access the platform from within a Virtual Private Network (VPN).**

I was watching a webinar and suddenly I could no longer hear the speaker, then the slides froze. What happened or what should I do?

This could be an issue with your browser and/or its plugins. You can try to refresh your browser window and navigate back to the presentation you were watching. If this does not do the trick, we would suggest trying a different browser.

If you are still experience technical difficulties, please reach out to our support staff at the Help Desk with details of your situation and what you are experiencing so we can help you resolve the issue.

I cannot hear anything, what do I do?

This is usually an issue with your device – please check that your speakers are working and that your volume settings are as you would expect. If this does not help, please contact a technical advisor via the help desk.

The videos are not appearing, what do I do?

Please check your system has allowed 'pop-ups'. If this does not help, please contact a technical advisor via the help desk.

I have a blank screen, what do I do?

Please go to the Conference Login Page and <u>click on **System Check** to see if any issues are flagged.</u>

How do I interact with the Chairs?

Each streamed session will include one or more Chairs, who will relay your content related questions and comments to the presenter(s) and the on-site audience.

The moderator(s) will introduce him/herself to the virtual audience at the beginning of the session. If you have a question or comment, write it in the chat window.

Your moderator(s) will relay it to the speaker and the on-site audience, either at the end during the Q&A part, or when/if the speaker pauses to take questions.

Can I submit questions to the speakers?

You can take advantage of the live Q&A that are included in the majority of the presentations (as described above) or <u>you can look for Speakers and Attendees in the **"Online Attendees" icon** in the navigation bar</u> and contact them through the private chat.

Live presenter

<u>Please note that, if you are a live speaker or sponsor you will receive, in a separate email, the link to access the live session as a presenter.</u> Each link is valid for the indicated session only. Remember to access the link 15 minutes before the start of your session.

For any specific query on this issue, please contact our support team at efcsecretariat@thetriumph.com.

What is the Leaderboard?

<u>The more you experience and interact with the Conference platform, the more points you gain.</u> Selected winners will receive **two free passes** to register **for EFC next Interactive Learning Webinars**, that will take place this fall, date TBD.

How to use the congress bag during a virtual event?

The virtual briefcase is an easy way to gather information received during a virtual event. Hovering over documents of interest you will see a small briefcase icon to the right; clicking that icon will automatically add that document to your briefcase.

You can always view what is in your briefcase by clicking on the small briefcase icon at the bottom of the virtual event environment.

Can I save things for later?

Yes, wherever you see the briefcase icon you can save content direct to your briefcase. This is pre-populated with a few things you may find interesting.

To remove something from your briefcase, open the briefcase (icon at the bottom of the screen), check the box next to the specific item, and click 'Remove Selected' at the bottom of the window.