

FAQs

Registration

How can I attend the Virtual Winter Meeting?

You will need to register for the Meeting. All registration information, including registration categories, is available here:

<https://www.es CRS.org/winter-virtual-meeting2021/registration.asp>

YOU CAN REGISTER FOR THE VIRTUAL MEETING UNTIL 11.00AM ON SUNDAY 21 FEBRUARY.

How do I register?

If you are an ESCRS Member, have submitted an abstract, or have an existing account you must login with your account details to register.

New delegates should create a new account to register.

[Click here to register.](#)

What is my username?

Your username is the email address linked to your ESCRS Membership or the email address used when creating your abstract submission or registration account.

What do I do if I forget my password?

To retrieve your password, go to the virtual meeting login page and click 'Forgot Password'

You can re-set your password immediately. Please note, you will be redirected to the Registration Platform. Once you have reset your password, you will need to go back to the Virtual Meeting login page to login to the meeting.

After I register what information will I receive?

You will receive an email confirmation which includes your payment invoice and information on accessing the virtual meeting.

After I register how can I login to the virtual meeting?

When you have completed payment, you will be directed to your registration summary which includes the link to the virtual meeting.

When will I receive my username and password?

Your username and password are the details used to complete your registration. If you were registered by a third party, an email will be sent in the days preceding the virtual meeting with this information and instructions for accessing the virtual meeting.

After I register, if it is not possible for me to attend the Winter Meeting can I apply for a refund?

Unfortunately, no refunds are possible once a registration is completed.

Certificates of Attendance

How and When will I receive my Certificate of Attendance?

On Sunday 21 February, a short survey will be emailed to all attendees. Upon completion of this survey, you will receive a PDF Certificate of Attendance by email.

Will I receive CME credits for attending the Virtual Meeting?

Yes, the Winter Meeting has been awarded 10 CME credits by the UEMS.

If I registered but cannot log in until after the weekend of the Winter Meeting will I still get CME credits?

CME credits can only be awarded if you attend during the Winter Meeting dates from 19 – 21 February.

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Virtual Meeting Live

When can I access the ESCRS Virtual Winter Meeting?

You can access the Meeting on Friday 19 February from 11.00 (CET). We strongly recommend that you log on to the Meeting platform early so that you can familiarise yourself with the layout of the venue and optimise your Meeting experience.

What are the Official Meeting Hours?

	Scientific Programme	Industry Satellite Meetings	Exhibition Times
Friday 19 February	16.45 – 19.00	14.15 – 16.30	11.00 – 19.00
Saturday 20 February	08.30 – 17.45	13.00 – 14.00	09.00 – 17.30
Sunday 21 February	09.30 – 11.45	–	09.00 – 12.00

What time zone will the Virtual Winter Meeting take place in?

Central European Time (CET)

Technical Information to maximize your online experience

How do I join the Virtual Winter Meeting from my laptop/ipad/phone?

For the best possible Meeting experience connecting with a Laptop, computer (Mac or PC) or tablets (Android or IOS) is recommended. You can use a mobile phone, but due to the size of the screen your Meeting experience may be diminished.

What is the best browser to use?

Chrome and Firefox are recommended as the most stable and consistent browsers. Set your browser zoom level to 100% (and adjust as necessary).

What are the minimum technical platform requirements?

- Minimum screen resolution: 1024 x 768
- Minimum internet connection: 1.4 Mbps (megabits/second) internet connection
- Allow Flash
- Disable pop-up blockers for the Virtual Meeting platform URL
- If you use a VPN, we encourage you to disconnect from this when watching or interacting with the platform during the live days
- Operating systems: Windows 10, Windows 8.1, Windows 7, Android 4.4, Apple Max OS X 10.9+, Apple IOS 8.4+
- Internet browser: Google Chrome, Firefox 3.6+, iPhone/iPad: Safari/iOs 5.1+, Android Phone/Tablet: OS 2.3 or higher, Windows Tablet: IE 10+. We cannot guarantee the user experience if you use Internet Explorer or Edge
- Media playback: HTML5 streaming enabled browser, Apple iOS http streaming enabled browser, Android http streaming enabled browser

If I am having trouble with my display screen and cannot see everything on the platform, how can I adjust this?

The recommended resolution for your display is at least a 1024x768 or higher resolution. Please ensure that your browser zoom level is set correctly so you can see everything. In most browsers you can use Ctrl+0 to reset your zoom level or Ctrl+[scroll in or out with your mouse or keypad]. This option can be also be found in the tools or view menu.

I am having trouble with audio, what can I do to improve this?

There are several things you can check:

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- If you have internal speakers, make sure they are not muted
- If you have external speakers, make sure they are powered on and are not muted
- Make sure you have not lost internet connectivity
- If you use Adobe Flash Player and you receive a "connection failed" message it's most likely due to a proxy server blocking Flash streaming. Please contact your local IT admin to allow Flash streaming
- Optimal experience is via a tablet device or bigger. If you are using a mobile device, e.g. an iPhone, make sure you have enough bandwidth ideally using dedicated Wi-Fi or 4G
- If using an Android device, Apple iPad or iPhone you will need to click on the media play button to begin the presentation. Android and Apple iOS devices do not permit automatic launch of streaming

Can I log in on both my PC and phone at the same time?

Please note that multiple simultaneous connections using the same email address are not possible.

Accessing the Winter Meeting

What will I see when I first log into the Virtual Meeting?

You will arrive into the meeting lobby – it will be similar to the entrance hall at a live event. From there you can choose to go to the Exhibition or the Scientific Programme Rooms (Programme), join a Meet The Experts session, and visit the ESCRS Resource Centre or the Relaxation Lounge.

Scientific Programme

Will the programme presentations be in English?

All presentations will be in English.

How do I enter the Scientific Programme or Satellite Meeting Rooms?

There is a clickable link from the main Meeting lobby signed Programme to the location where all meeting rooms are located.

Can I ask questions in sessions?

You can ask a question in every session by clicking on the Q&A tab on the screen. Some sessions will have a dedicated question and answer discussion period at the end of the session.

Can I watch sessions that I missed?

After they have taken place, all sessions will be available to view in the "On Demand" section of the Programme.

Can I view the 'On Demand' sessions after the Winter Meeting?

All programme content will be available for delegates to view on the Virtual Meeting platform until 31 March 2021. Sessions can be accessed by logging into the Virtual Meeting platform and going to the Programme section. The "On Demand Sessions" button will bring you to the library of sessions.

How can I view Free Papers, Posters and Cornea Cases?

These presentations are all available to view at any time in the Programme section of the Virtual Meeting platform.

Can I access the content after it is no longer on the Virtual Meeting platform?

Yes, if you are an ESCRS Member you will have free access to all content after 31 March on ESCRS On Demand.

Can I communicate with other attendees as if I were at an in-person Meeting?

Yes, when you are logged in to the Meeting platform, you can see other attendees who are present. You can invite them to a text or video chat with you.

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Virtual Exhibition

Will there be an Exhibition at the Virtual Winter Meeting?

There is a 3D Interactive Exhibition in two Exhibition Halls. Click on Exhibition in the Main Lobby to visit the Exhibition Halls.

Can I chat directly with exhibition staff?

When you visit a booth in the Exhibition Halls you can speak with a booth representative either by text chat or a new video-based chat feature, similar to using Zoom.

One-to-one online chat: To send a one-to-one online chat message, click on the info/representative button on the top right corner of a booth to see booth representatives available. You can select a booth representative to chat to and click on the message icon to start a chat.

Video chat: To begin a video chat, start by sending a one-to-one chat message to the booth representative. Once the message has sent, you can then click the 'Start video call' button available in the one-to-one chat box. The call will begin once the exhibitor has answered the call.

Remember to take yourself off mute by pressing the microphone button to the left of the video call window.

Video calls will automatically end after 30 minutes.

Public chats: Some booths may have a public chat available, to participate in group discussions.

How can I share my contact details with exhibitors I visit?

When you visit an exhibition booth you can instant message and video chat. Instant messages between you and an exhibitor can be saved by the exhibitor.

Video chats cannot be recorded and are not saved.

When you visit a booth, your first name, family name, institution/company, and email address will automatically be shared with the exhibiting company.

Membership

Can I become a member of ESCRS during the Virtual Winter Meeting?

You can visit the ESCRS Resource Centre (accessible from the Main Lobby) where you can become a member or discuss the benefits of becoming a member by chatting with a staff member.

iLearn & EUREQUO

Can I get information about ESCRS iLearn or EUREQUO during the Virtual Meeting?

Yes, staff will be available to speak to you once you visit the ESCRS Resource Centre during the Winter Meeting.

Briefcase (Delegate Bag)

What will I find in the 'briefcase' at the Virtual Meeting?

The Briefcase is the virtual equivalent of the Delegate Bag and will include documents/literature which you may find of interest, including a Programme Overview, the Satellite Meeting Programme, EuroTimes, EuroTimes Supplements, and an ET Daily. You should check the briefcase daily in case additional items are added during the Meeting!

Leaderboard

What is the Leaderboard that I can see in the Main Lobby and how does it work?

During the live dates of the Virtual Meeting you can earn points for exploring and interacting on the platform. You can view how many points you have collected throughout the day. To increase your points, click, save, and use chats. The delegate with the highest points at the end of the day on Friday and Saturday will win a complimentary registration to the 39th Annual Congress. The Leaderboard is accessible on the top right hand corner of the main lobby page.

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Relaxation Lounge

What features will be available in the Relaxation Lounge?

The Relaxation Lounge will offer yoga and meditation sessions, and a video tour of Krakow at Sunset. In addition, there will be a Selfie Booth so that you can remember the occasion of the Winter Meeting and post on your social media account if you wish!

Help Desk

Who should I contact if I have any questions during the Virtual Meeting live days?

During the Meeting open hours there will be a Help Desk where you can message your query to the relevant department – e.g. if you have a query relating to the programme or if you are having problems navigating the meeting platform.

Social Media

Where and how can we connect with ESCRS on Social Media during the Virtual Meeting?

You can follow ESCRS updates on:



#ESCRS2021 is the official hashtag for the 25th ESCRS Winter Meeting

New for the Winter Meeting

Take a selfie at the photo booth located in the Relaxation Lounge and post it on your social media.

We love to see and hear about the meeting from your perspective. If you are sharing content on your virtual meeting experience on social please be make to use the official Congress hashtag **#ESCRS2021** for it to be visible to the community.