



Virtual Joining instructions

Event timings & agenda

Day 1, Tuesday 27 June

Registration	08:30
Sessions	09:30-16:45

Day 2, Wednesday 28 June

Registration	08:00
Sessions	08:00-17:15

Day 3, Thursday 29 June

Registration	08:00
Sessions	09:15-15:00
Congress Close	15:00

The full agenda is available to view on the website [here](#).

Digital Platform

The official SOA23 digital platform will give you access to our exciting programme delivered by 100+ speakers across 3 days. Please take a moment to familiarise yourself with the platform and read through the [User Guide](#) to ensure you make the most of your event experience.

Discover how to:

- Join live sessions
- Download PDF Agenda
- Favourite sessions and download to your personal calendar
- View Poster Programme
- Submit your questions to speakers and chairs during the Live Q&A
- Network with attendees, speakers and sponsors
- Update your profile
- Receive important update notifications on the day
- And much more...

Follow the link below and log in using the email address with which you registered and create a password. If you previously registered for SOA22, you will need to click on forgot password* after entering your email address as our platform provider has changed their password requirements and your old password will no longer be valid (check your junk/spam folders!).

[Access Digital Platform](#)

[View User Guide](#)

Please note that the digital platform is only available to delegates that have registered for the Congress. Both in-person and virtual ticket holders will have access to the platform. You will only be able to view the days you have booked to attend.

Q&A and polling

All Q&A and polling for both virtual and in-person delegates will be taken via the digital platform. During a session, select the relevant day from the left-hand side menu. Then use the search bar or browse sessions to select the relevant session.

- If you are using a desktop or widescreen device - Q&A and polling buttons are displayed to the right of the session broadcast screen.
- If you are using a mobile or handheld device - Q&A and polling buttons are displayed below the session broadcast screen.

Questions can also be submitted on Twitter @ICS_Updates. Please use the official hashtag #SOA23.

Networking

Please visit **Delegates** on the main menu to browse or search for other attendees. Click on the profile and then click **Chat** to send a direct message. Incoming messages are available to view in **My Chats** on the top right-hand corner of the screen. Full details are outlined in the user guide.

Cancellation

We regret that any cancellations or no shows will be charged at the full registration fee. Substitutions may be made without penalty as this will help us to reduce wastage, but must be received in writing by email to ics@haymarket.com *prior* to the event.

CPD certificates

By attending SOA23 you'll earn 18 CPD points towards your annual appraisal. Certificates of attendance will be sent to your registered email address within five working days. If you have a change of contact details, please notify us by email at ics@haymarket.com.

Exhibition

We have an extensive industry exhibition at SOA23. Full details of the companies exhibiting can be found on the Congress website [here](#) or by visiting the Exhibition Hall on the left-hand side menu on the digital platform. Please feel free to send a direct message to the stand representatives by clicking the message icon next to profiles attached to the company page.

Please ensure you take the time to visit with our exhibitors.

On demand access

Sessions will be available to watch on demand within 1 working day (subject to speaker permissions, copyright and company approval). To watch on demand, please visit the official digital platform. Please note you will not be able to participate in live Q&A when watching on demand.

Social media

We would love to see your pictures and hear your feedback from this Congress on social media using the hashtag #SOA23. Please Tweet us at [@ICS_updates](#).