# Platform User Guide and FAQs

@ics_updates | #SOA24

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# LOGIN



- Enter the email address you used to register and create a password. Then click **Login**.

- If you previously attended SOA23, and cannot remember your password you will need to select **Forgot Password** after entering your email address*.

- *Your new password needs to be 8 characters long, contain at least 1 number, have a mix of upper and lowercase characters and contain at least 1 special character.

- Once logged in, please select your privacy and communication settings.

- If you have difficulty logging in please email **soa@ics.ac.uk**.
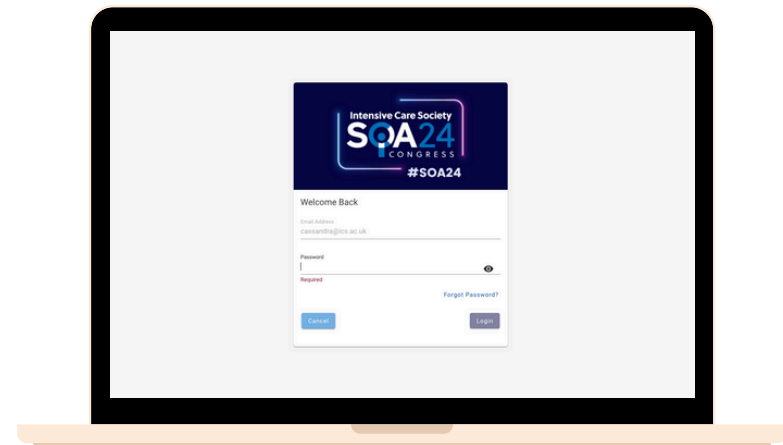
# MY PROFILE & PRIVACY SETTINGS

- Access your personal profile settings by clicking the top right-hand corner of the page. The icon displays your initials.

- Select **Account Settings**, then update your **Privacy Settings**, including profile visibility and enabling/disabling the in-app chat messenger.

- You can also add your contact information, photo, biography and social media links by selecting my profile on the left tab.

- Click the **Save** button at the bottom of the page to save any changes.
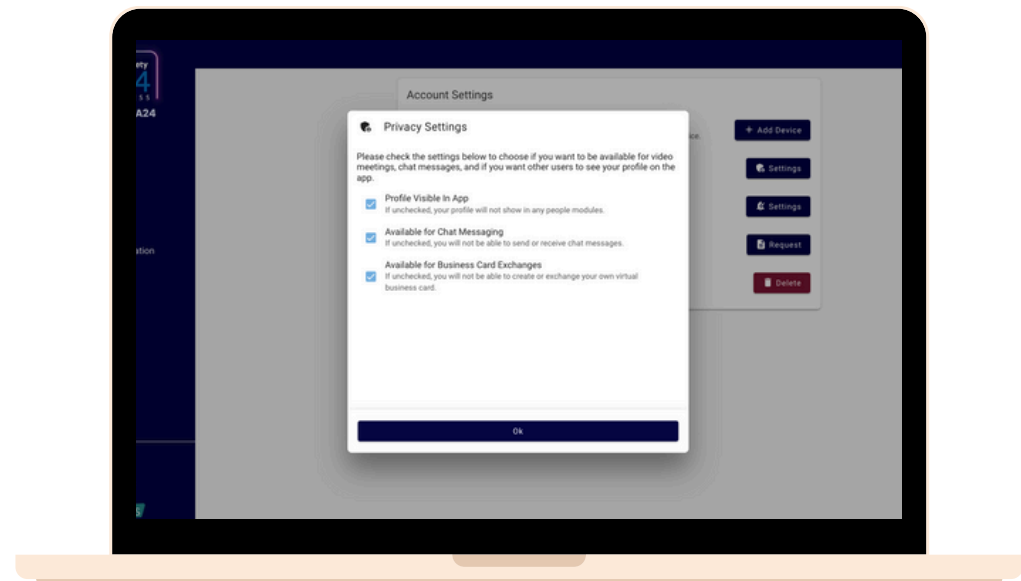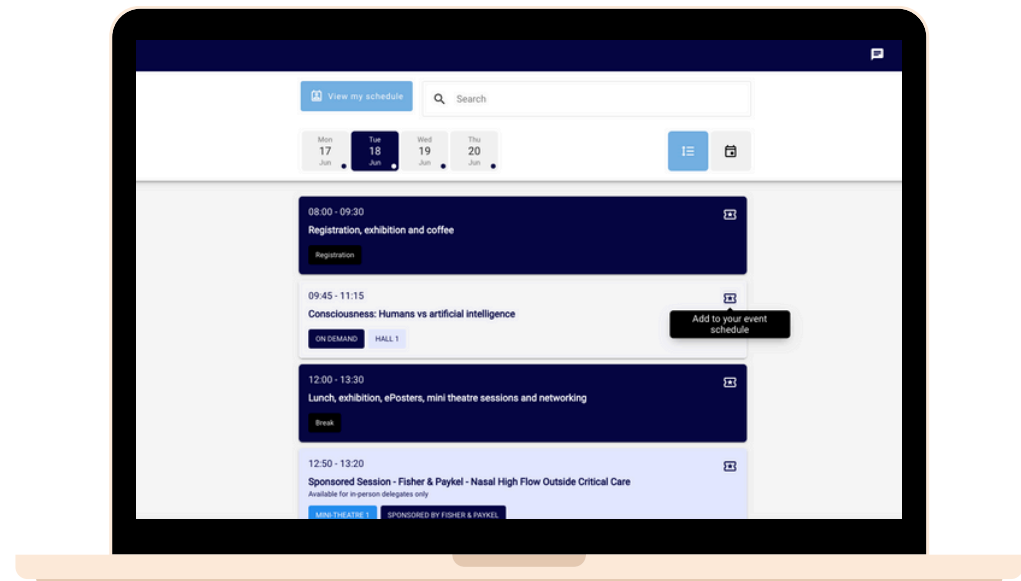
# VIEW PROGRAMME

- Select the **Programme** from your homepage or from the left hand menu.

- Select the day you wish to view from the top of the page.

- To zoom in on a device, pinch 2 or more fingers together or apart to adjust zoom.

- To zoom on a desktop scroll your mouse, or use your browser settings to zoom in.
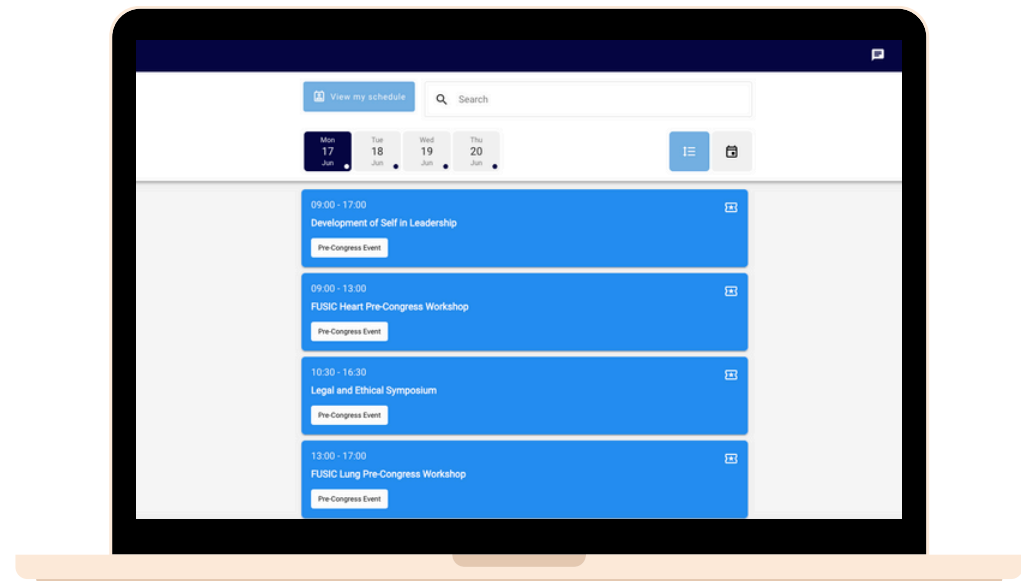
# FILTER, FAVOURITE & ADD SESSIONS TO YOUR CALENDAR

- Sessions are displayed by day. Select the relevant day from the top of the **Programme** page.

- To filter sessions, click **Filter** at the bottom right of the page and select the room location.

- To favourite sessions click the star next to the session(s). To view your saved sessions, go to **My Schedule** at the top of the page.

- Click **Download Full Agenda** at the bottom left of the page to add all agenda items to your personal calendar.

# ATTEND SESSIONS VIRTUALLY

- Stream one will be available during all session times via the **Homepage** of the app.

- To find a session select the **Programme** then browse or Search for a session.

- A holding slide will be visible. The video feed will play automatically once the session has started.

- If you are accessing via a handheld device from home, click **Unmute** to enable sound. If you are attending in person, please ensure all devices are set to **silent/mute**

- If attending the session in person, you can turn off the video feed by clicking the **Hide player/Stream** button.
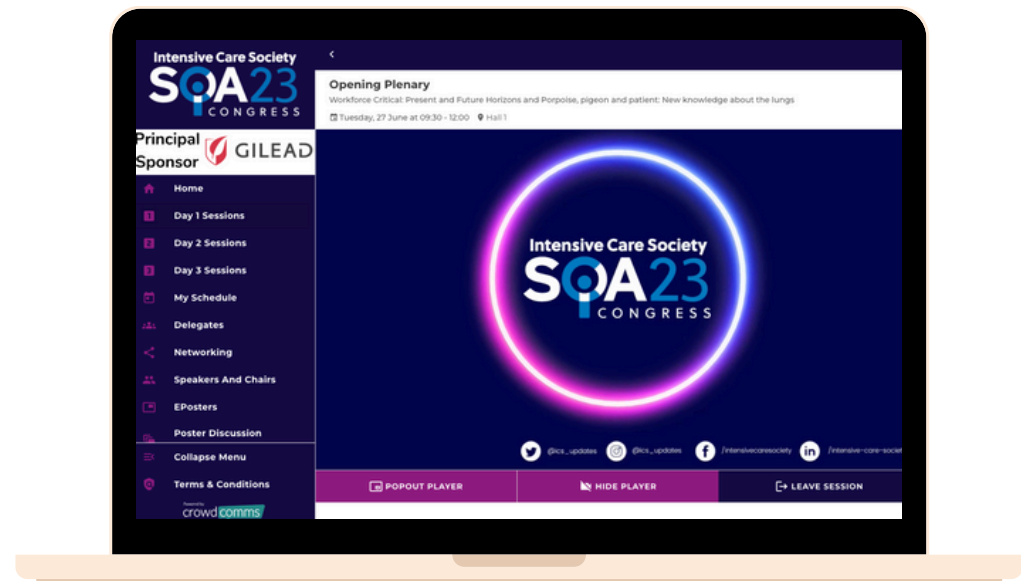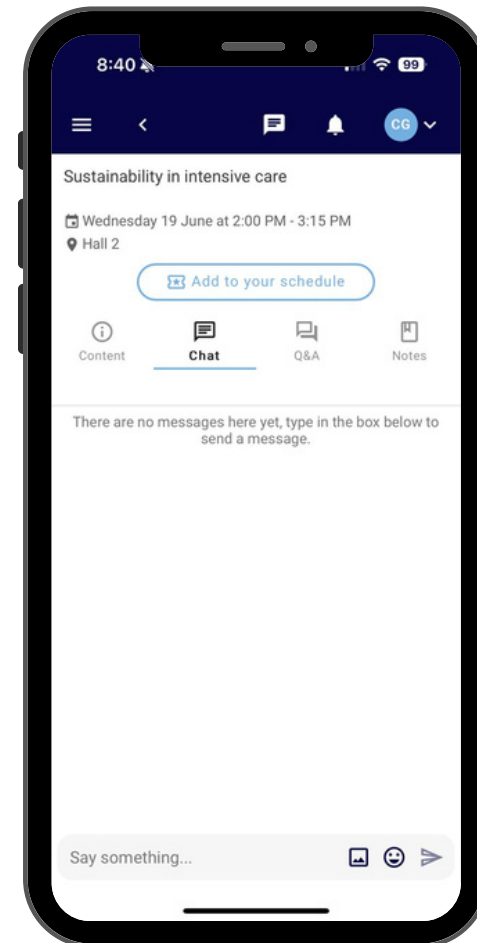
# ASK THE SPEAKER A QUESTION

- All in-person and virtual delegates can submit questions using the **Q&A button** displayed on each of the session pages

**Using a handheld device**
- The Q&A button is at the bottom of the page.

- Use the **Unmute/Mute** button to enable/disable sound. If attending in person, please ensure all devices are switched to silent

- Use the **Stream** button if attending in person to prevent the sound from interrupting the live session

**Using a desktop**
- The Q&A button will be on the right hand side panel
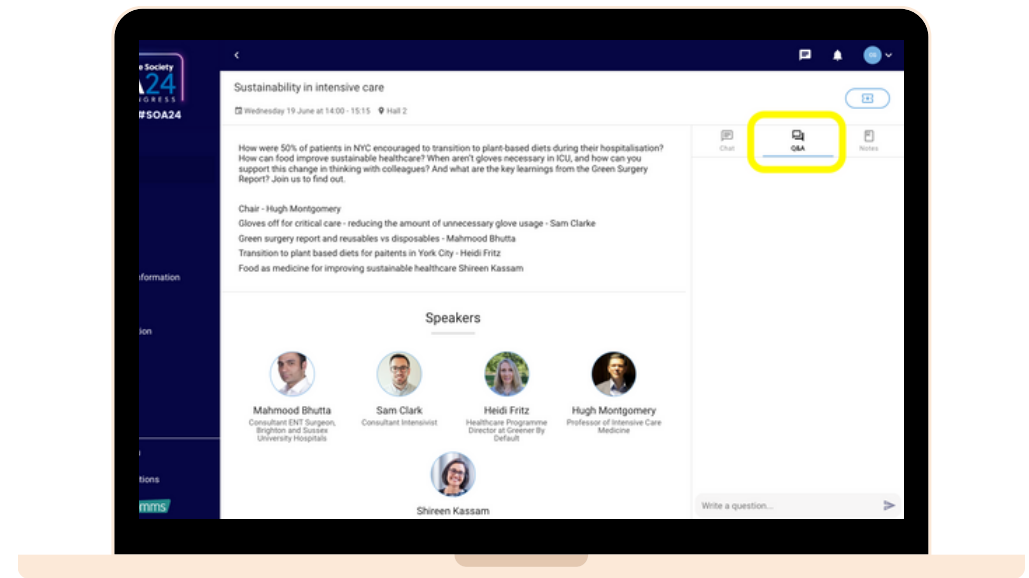
# ASK THE SPEAKER A QUESTION

- Click **Q & A**

- Type your question in the **text box**

- Questions can also be submitted on X. Go to **@ICS_Updates** and tag **#SOA23** to have your questions answered!

- All questions will be moderated

- The session Chair will try to cover as many questions as possible

- You will note be able to participate in Q&A when watching on demand

# VIEW SCIENTIFIC ePOSTER PROGRAMME

- Select **ePosters** on the left-hand side menu.

- Use the **search** bar in the top right corner to search for a poster by Author Name, Poster Name or Poster ID.

- Browse all posters using the left and right arrows.

- Select **Poster Categories** in the top left corner to filter posters by topic.

- Select **Poster Discussion Timetable** from the left hand menu to download a full agenda of all ePoster judging.
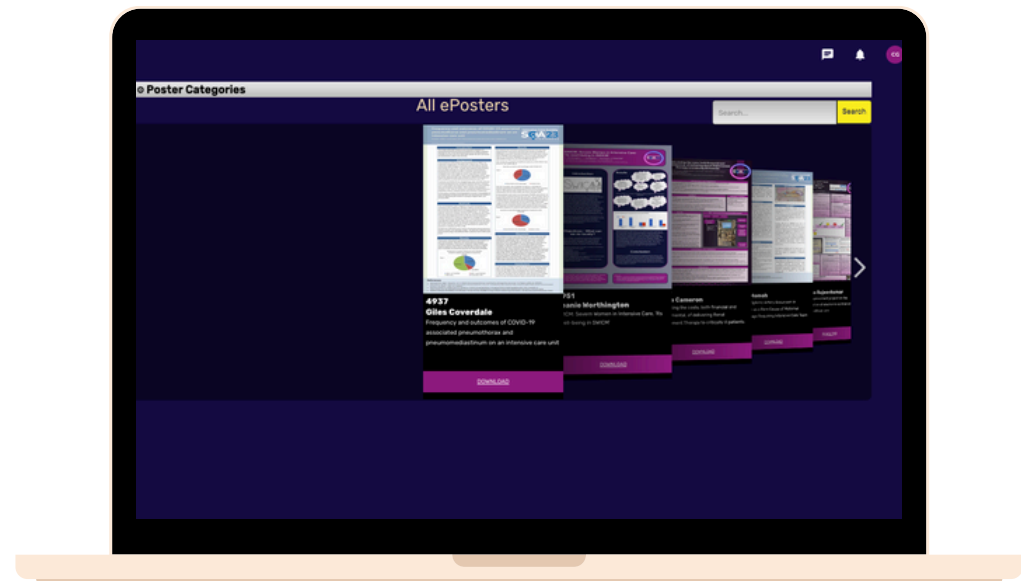
# VIEW SCIENTIFIC ePOSTER PROGRAMME

- Click on the ePoster to enlarge and view.

- Use the plus and minus buttons in the top right corner to zoom in/out.

- Click the three lines on the left-hand to open up the poster menu. Here you can view the abstract, send an email to the poster author or download a PDF of the poster (subject to permissions).

- Please note, the **Judges Vote** button is for poster judges only. This is not available to delegates.

- Poster discussions will take place in the Exhibition hall on Tuesday, Wednesday and Thursday.

- Poster winners will be announced during the closing plenary 13:30 on Thursday 20 June.
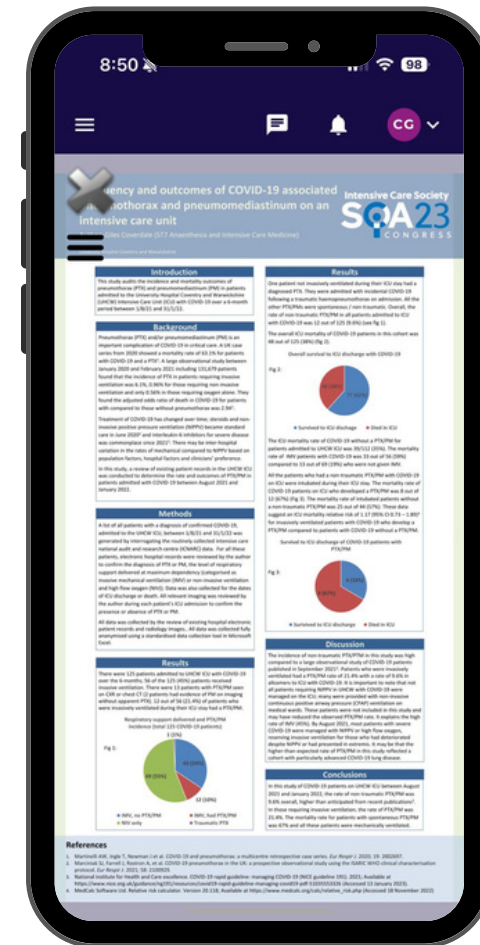
# MESSAGE OTHER DELEGATES

- To network with colleagues and start a conversation, select **Delegates** from the left-hand side menu.

- Scroll through the delegate list or use the search function to locate the delegate you want to message.

- Select the person you want to send a message to. Click **Chat**, type your message and **click send**.

- If the **Chat** button is not available, the delegate you have selected has opted out of receiving messages via the app

- To view all messages click **My Chats** the top right corner
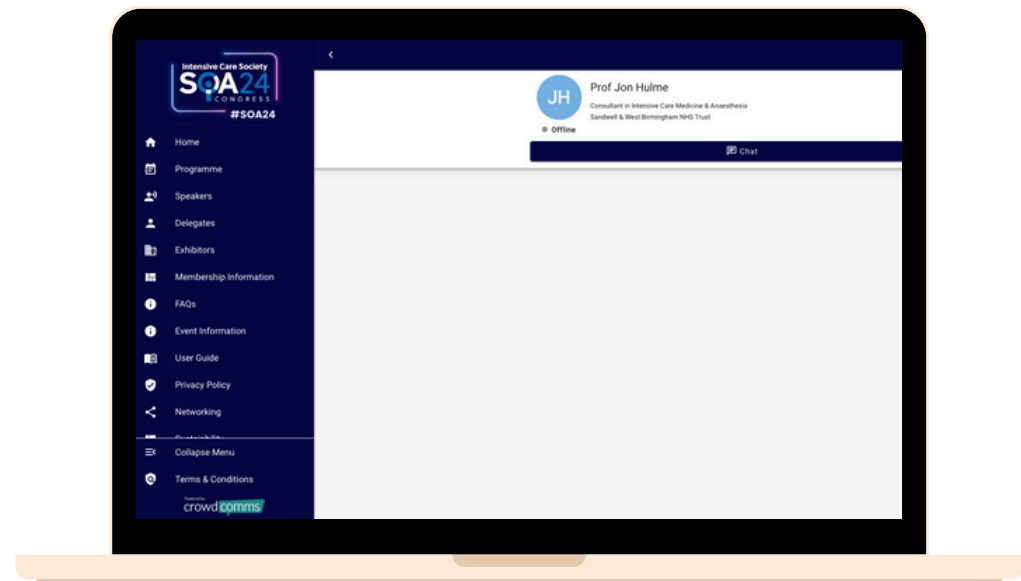
# NETWORK WITH SPEAKERS & CHAIRS

- Select **Speakers** from the homepage or left-hand side main menu.

- Browse or use the **search** bar to select a speaker or chair.

- Click on a speaker to view their profile or sessions.

- To send a message click **Chat**. Type your message, then click **Send.**

- If the **Chat** button is not available, the speaker/chair you have selected has opted out of receiving messages via the app.

- To view all messages click **My Chats** in the top right corner.
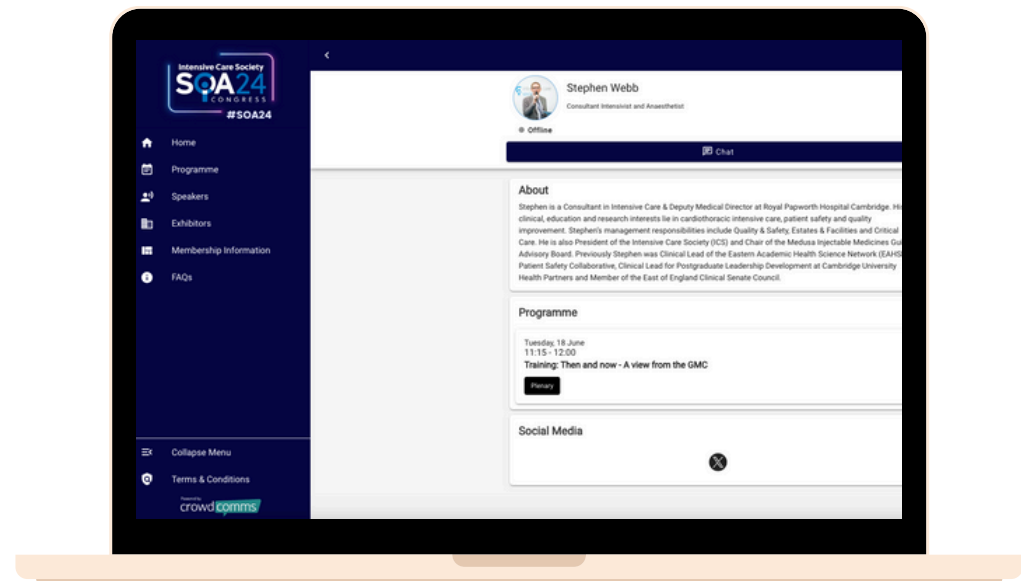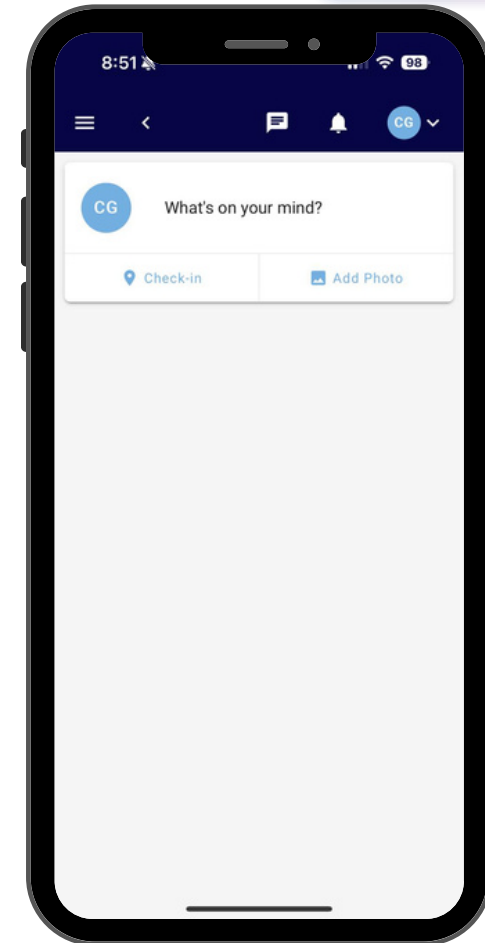
# JOIN THE CONVERSATION

- Join the conversation!

- To post messages and images on the conference social feed, select **Networking** from the main menu

- Share knowledge and case studies with colleagues

- Like or add a comment to existing posts

**Join the conversation on twitter @ICS_Updates and tag #SOA23**

# CONNECT WITH SPONSORS

- Select **Sponsorship and Exhibition** from the left-hand side menu

- Browse or **Search** for organisations

- Click on an organisation

- To send a message, click message icon next to the representative

- Type your message, then **click Send**

- To view messages, click on the message icon on the top right-hand corner
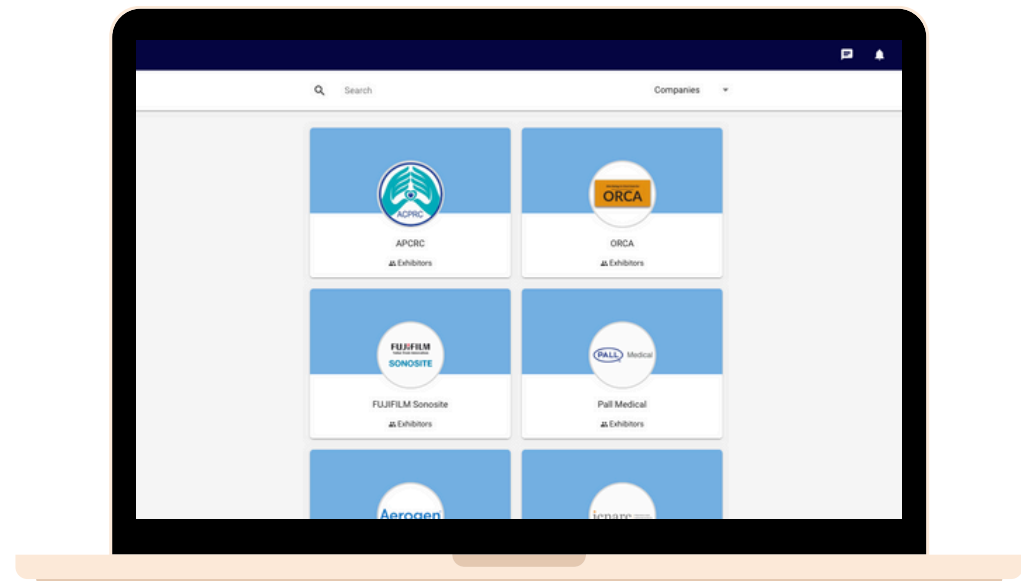
# LOCATE EXHIBITOR STANDS
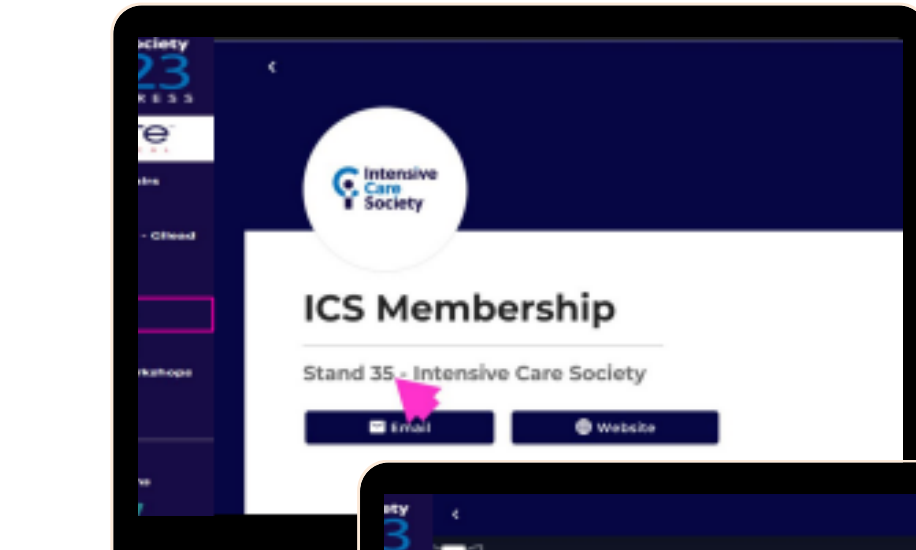
**Exhibition**

- Go to **Exhibitors** on the main menu

- Browse or use the search bar to find the exhibitor you would like to visit

- Click the stand number underneath the company name. This will take you to an interactive floorplan hosted on the app

**Venue map**

- Go to **Venue map** on the main menu

- Select Exhibition Floorplan

- Click the pindrops to see the company name

# TECHNICAL ISSUES

### Logging in
If you are unable to log in, please double check you have entered the correct email address that you used to register. To reset your password, please click the reset password button on the login screen. An email will be sent to you with a reset link. Please check you junk box. The link will expire after 15 minutes.

### Internet Browser
For best results we recommend using the latest version of Google Chrome, Edge or Safari (not Internet Explorer). Please also check your organisation security policies to ensure pop outs are not blocked as this functionality is required for Q&A. Alternatively, the event website can be accessed on an android enabled tablet or iPad.

### Sound / Playback
If you can hear an echo or the live stream being played twice, this is usually the result of multiple tabs or windows being open. If the problem persists after closing the other tabs, please close the virtual platform window completely and restart in a new window.

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# FAQS

**I am unable view all sessions on the platform**

Session visibility is subject to the ticket(s) you have registered and paid for. You will only be able to access the sessions being delivered on the day(s) you have booked. If you have booked all days but you are unable to see all sessions on the platform please contact soa@ics.ac.uk.

**Will I receive a certificate of attendance?**

Certificates of attendance will be sent to attendees' registered email addresses within 7 working days of completing our post-Congress survey.

**Do I need to download anything or have a web camera?**

No. You do not need to download anything and you do not need a web camera to join sessions. You can access the digital platform using a web browser. We recommend using an up-to-date browser.

# FAQS

**Will I be able to access the conference on demand?**
Subject to copyright, permission and medical approval, sessions are available to watch on demand within 1 working day for 6 months post-event.

All plenary sessions and concurrent sessions taking place in the main theatres, will be live streamed via the conference app. All content will be available to watch on demand for up to 6 months on the digital platform. You can access on demand sessions from the left-hand side menu, in the same way you access live sessions.

Please note, you will only be able to access on demand sessions for the days you have booked to attend. For example, if you have booked a ticket for Wednesday 19 June, you can only access on demand sessions presented on that day.