



# *Virtual conference FAQs*

## VIRTUAL CONFERENCE PLATFORM FAQs

### Accessing the conference

***What are the browser and Operating System requirements I need to access the virtual conference?***

- Internet Explorer 11.x, Microsoft Edge 25+, Firefox 44+, Chrome 48+, Safari 9+
- Windows with Internet Explorer, Windows with Microsoft Edge, Windows with Firefox, Windows with Chrome, Mac with Safari, Mac with Firefox, Mac with Chrome, Linux with Firefox

***What are the minimum bandwidth requirements?***

Minimum requirements are 500 Kbps

***How do I log into the conference?***

You can access the conference using the details in your delegate emails.

The link to the conference is: [http://vshow.on24.com/vshow/IFRS16\\_conference](http://vshow.on24.com/vshow/IFRS16_conference)

The email address required at log in is the same email address that was used to register for the conference.

***I can't see some of the locations or content?***

Some locations and content only become available from 2am BST on the day of the conference. Refresh your browser and trying logging out of then logging back into the environment.

You must also have cookies and JavaScript enabled on your computer.

## GENERAL

***Pressing the "Launch Presentation" button doesn't do anything***

If you have a pop-up blocking software installed and it is active, it may be blocking content and webpages from opening. You may need to temporarily disable the pop-up blocking software in order to fully participate in the conference.

***What types of presentations can be viewed in the Auditorium?***

You can view the following types of live (specific start or end time) or on-demand presentations:

- Technical and non-technical on demand sessions
- Live Q&A sessions
- Live panel discussions

### ***Where do I see live or on-demand presentation listings?***

You may view listings of live or on-demand presentations in either of the following locations:

- Agenda (in the left-hand navigation bar)
- Auditorium Listings

### ***Where can I find the agenda?***

The agenda is available in the left-hand navigation bar.

### ***How can I change my screen name and other profile information?***

All your profile information can be changed by accessing the 'Networking' menu option in the left-hand navigation bar and selecting 'My profile'.

## **BRIEFCASE**

### ***What is the purpose of the Briefcase?***

The Briefcase provides an attendee with a place to store and organize environment content, such as documents, links to presentations, scheduled chat archives, contacts and giveaways.

### ***Can I take away any of the interesting documents I find in the environment?***

Absolutely. Any document you want to carry with you can be opened for viewing and downloaded from the viewing window. You can also click the Download button in the lower right hand corner of your briefcase to email yourself content from your briefcase or download it to your desktop.

## **PROFESSIONAL NETWORKING**

### ***How do group chats work?***

Group chat facilitates communication among the attendees who are in the same location at the same time and is available in the networking lounge.

### ***How do scheduled chats work?***

These chats are scheduled to run at a specific time interval with booth reps and are available in exhibit booths.

### ***How does private chat work?***

You can engage with other attendees or sponsor representatives in private one-on-one chats. Private chat invitations will be sent to your registration email address.

## **SEARCH**

### ***Can I search for content?***

There is a "Content Search" menu item in the Search tab of the navigation bar. There are Basic and Advanced options available for defining search criteria. The search will cross all content across all locations.

### ***What information can attendees obtain about me?***

Other attendees will be able to see delegate name, screen name, company and job title details.

## LIVE Q&A AND PANEL DISCUSSION FAQs

All these sessions are essentially webinars and should be covered by the standard webinar FAQs below.

### BEFORE THE SESSION STARTS

#### ***I can't press the 'launch' button?***

You can only access the session 15 minutes before its scheduled start time so the 'launch' button is inactive until then.

#### ***My computer crashes when I try to access the event***

Check that your settings meet the minimum event requirements and try clearing your browser's cache and restart the event.

### AFTER THE SESSION STARTS

#### ***Has it started? I can't hear anything.***

The event has begun. You can refresh the player console by pressing F5 (Command+R on a Mac) on your keyboard.

#### ***I don't have any sound.***

Please try refreshing the console by pressing F5 (Command+R on Macs). If the problem persists, try closing the browser window and then relaunching the webinar. Be sure to test your system for compatibility by referring to the Help widget on the player console.

Also check that your speakers or headphones are plugged in and switched on. If you still cannot hear any audio, check your system volume settings and, if your system is properly set up, then try adjusting the system volume settings:

#### ***Is there a dial-in number? What number should I call?***

The audio is being streamed to your computer, so there is no dial-in number. Please make sure your computer speakers are turned on.

It may help to refresh the player console by pressing F5 (Command+R on Macs). Your computer must have a sound card and speakers or headphones. Please refer to the Help widget on the console to test your system for compatibility.

### DURING THE EVENT

#### ***No audio?***

The presentation is streaming. If refreshing with F5 (Command+R for Macs) didn't work, you may have to reload your browser. Please refer to the Help widget on the console to test your system for compatibility.

#### ***Echo?***

We recommend checking to see if you have two instances of the webcast running, closing one may solve the echo problem. If not, try refreshing the console by pressing F5 (Command + R on Mac). Thank you.

***Is the event available on demand?***

The event will soon be available on demand. You should receive an email as soon as it is ready.  
Thank you for your participation.