Industry FAQs

Please note that a dedicated FAQ/How to site is in development and can be accessed here:
https://meventscross.freshdesk.com/support/solutions/16000060875

This site is under constant review and continuously being updated as the event platform is being developed, therefore please continue to refer to this. Should you be unable to find the information you require below or on the FAQ page please contact Natalie Dass (ece2020@endocrinology.org) in the first instance.

Online Exhibition Booths

1. **Can I link from my online exhibition booth to an external site?**
   Yes. You can link to your company web page and social media channels from your company profile. For other external sites, you can link from the 'Product' tiles which are included in your exhibit booth. External links will open in a new tab or new window so that delegates can navigate easily back to the event platform.

2. **Can I include a link to a virtual 3D booth on my exhibition page?**
   Yes. You can link to a virtual booth from one of your 'Product' tiles however the virtual booth will need to be hosted externally

3. **Can I restrict access to content (including individual documents)?**
   Access can be restricted to a whole online booth but not to individual content items on that booth.

4. **When can sponsors test the platform?**
   The platform will be open to edit as soon as you receive your access email (sent out by Friday 3rd July, assuming you have provided details for at least one contact person). Within the system there is a preview function to allow you to review your content.

5. **Can I link from my online booth to another part of the event platform?**
   Yes. You can link to another part of the event platform from one of the 'Product' tiles on your exhibit booth. Details of how to do this will follow.

6. **I will not be able to upload all my content by the deadline of 29th July. Can I have an extension?**
   The back end of the platform is accessible from the point at which you receive your access link (we cannot send you a link unless you have sent us details of the people who require access), right up to and throughout the live event days, until 7 days post event (16th September). We have requested that content is uploaded by 29th July in order that any questions can be raised and resolved in plenty of time prior to the event, rather than at the last minute.

   You can continue to upload and amend content throughout August and during the live event days.

7. **Is there a restriction on the file sizes for items on the 'Product' tiles?**
   Images must be either .jpg, .jpeg or .png files only and can be a maximum size of 4MB. MP3 files can be a maximum size of 1024MB. MP4 files can be a maximum size of 2048MB.

8. **Can delegates download items from the company 'Product' tiles and add them to their Smart Delegate Bag?**
Delegates can't add additional files to their Smart Bag, they would need to save these on their personal devices. The Smart Bags are not individual to each delegate but are instead one space containing the same information for every delegate.

9. **Can sponsors add/amend Smart Bag Inserts during the event?**
Only pre-approved items which form part of the sponsor's support package can be included in the Smart Bag. There wouldn't be an option to add additional inserts without incurring additional cost.

10. **The sponsorship package states that we can 'Upload a stand visual, a video or rotating banner' - How long can the video be? What content can it be? Can the stand visual be interactive?**
There is no time limit on the videos however please be aware that these cannot contain audio - videos with audio would need to be linked to via the file download function on the 'Product' tiles. The content can be of your choosing, just as it would be on the exhibition stand at a physical meeting. The stand visual can only be a 2D render - it can however be a linked image to an external URL if you wish.

11. **What is a live meeting channel? Is this designated for certain times?**
The live meeting channel allows delegates to connect directly with a company representative. It can be set up to use the company's own meeting software (Zoom, Teams etc.), which can be added via the back end of the system, or otherwise can be set up on your behalf as a Zoom channel. The channel can be set up to link to a specific person within the company or, if that person is not available at the current time then the functionality will enable the individual to 'request a meeting'.

Alternatively the channel can be set to 'channel unavailable/offline' until a time that someone becomes available. Staffing and operation times for this are entirely at the discretion of the company. At present the scheduled breaks for viewing of industry content are between 15:00-16:30 (CET) on the Monday-Wednesday of the event (**note:** these are subject to change depending on the development of the scientific programme)

12. **Is it possible to have a live ticker on the exhibit booth**
It is not possible to include a live ticker on the exhibit booth

13. **I have purchased lead retrieval for my booth. How does this work?**
On the first occasion of accessing your booth, delegates will be presented with a 'pop up' which asks whether they agree to share their contact details with your company (you can provide the text which is presented to them in this pop up). If they select 'agree' then their details will be added to your lead retrieval file. If they do not agree, they can still view your company site however their contact details will not be added to your lead retrieval file. The visit will, however, be included in the overall metrics for your exhibit booth.

Should a delegate who has opted not to share their information decide they wish to contact/be contacted by your company, they can click an 'ask a question' box on your profile or contact you directly via the live meeting function.

Your lead retrieval file can be accessed at any point via the back end of the system.

Satellite Symposia

1. **Can I include subtitles on my satellite symposium/e-ECE Hub content? Can these be switched on/off?**
   You are welcome to include subtitles on your MP4 file prior to upload, however these will be embedded in the MP4 file so cannot be switched on or off. They will be visible to all delegates should you choose to include them.

2. **What is the process for the digital branding of the Satellite Symposia?**
   This will be detailed in the online 'How to' documents housed here (in development):
   https://meventscross.freshdesk.com/support/solutions/16000060875

3. **Can we incorporate a link to the satellite live location in our HTML Email/PDF invitation? (Direct access links?)**
   As the event platform will not be live until 7 days before the event live days, it will not be possible to include links within your HTML email.

   For the purposes of your PDF invitation (Smart Bag Insert) we are happy for you to include a placeholder in the document for the purposes of the approval process, and then you can add the link to your satellite symposium listing in the online programme once this goes live 7 days pre- event.

4. **How do I provide the speaker permissions? Can I do this on behalf of the speakers?**
   Instructions for how to do this will be included in the 'How to' documents (in development) here:
   https://meventscross.freshdesk.com/support/solutions/16000060875
   You can provide permissions on behalf of your speakers as long as you have received permission internally from your speakers in order to do this.

5. **How does evaluation survey work?**
   Details of the evaluation survey will be available in the online 'How to' documents (in development) here: https://meventscross.freshdesk.com/support/solutions/16000060875

6. **How does polling work?**
   Details of polling will be available in the online 'How to' documents (in development) here:
   https://meventscross.freshdesk.com/support/solutions/16000060875

7. **Do we need to provide one MP4 file _per presentation_ or is it one file with the entire satellite symposium?**
   To ensure that presentations are easily searchable within the platform please provide one presentation file _per speaker_

8. **What format do the calendar invitations take?**
   When clicking on the 'Add to my calendar' link in the platform, a calendar invitation will appear which can be saved to the delegate's personal calendar. The content of this is under discussion and will be confirmed in the coming weeks. The calendar invitation will be a downloadable .ics file so is compatible with multiple softwares including Microsoft Outlook, Google Calendars and Apple Calendar.

9. **Is it possible to include a Q&A after each speaker presentation rather than just at the end of the satellite symposium?**

Yes. If you wish to do this, it is important that you inform the Congress Organiser in advance of the event so that the technical team can do what is required for this to happen. This can be tested during your technical rehearsal.

10. **What is the cost for an additional technical rehearsal?**
We would strongly advise against additional technical rehearsals due to the timeframes in which our technical team is working in order to deliver the event. Should you wish to discuss this further please contact Natalie Dass (ece2020@endocrinology.org)

11. **Is there a maximum file size for downloads on product tiles?**
Image uploads can be only ".jpg", ".jpeg", ".png" files up to 4 MB
mp3 files can be up to 1024 MB
mp4 files can be up to 2048 MB

e-ECE Hub

1. **Can I include subtitles on my satellite symposium/e-ECE Hub content? Can these be switched on/off?**
If you have booked the unlimited attendee package then you can include subtitles on your uploaded MP4 file, however these will be visible for all attendees and cannot be switched on and off. If you have booked a limited audience package then it will not be possible to include subtitles.

2. **Is it possible to provide priority/VIP access to the limited attendee e-ECE Hub sessions to ensure particular people can view the live content?**
We are looking in to whether this will be possible and will update in due course

3. **What format do the calendar invitations take?**
When clicking on the 'Add to my calendar' link in the platform, a calendar invitation will appear which can be saved to the delegate's personal calendar. The content of this is under discussion and will be confirmed in the coming weeks.

The calendar invitations take the form of a downloadable .ics file. This is compatible with the majority of software, including Microsoft Outlook, Google Calendar and Apple Calendar.

General

1. **Do metrics include country?**
TBC

2. **What are the parameters and restrictions for the Push Notifications?**
Push notifications are not available within the platform as it is web-based rather than an app, however there will be a 'live ticker' on which satellite symposia will be promoted (schedule to be confirmed). Live ticker messages should not exceed 116 characters in length (including spaces).

3. **How will people find their way to the industry pages from the main event landing page?**
The user journey is currently in development and details will be shared in due course.