

# Frequently Asked Questions (FAQs)

## ECE 2022 - In Milan

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## Registration and access

1. **Can I register onsite?**

Yes, you can register yourself at the self-service machine. If you experience any challenges the event team will assist you at the Registration desk.

2. **I have just tried to print my badges but it is saying I'm blocked, why?**

If you have not paid for your registration then you will be blocked at the self-service stage and will not be able to print your badge. To complete the payment you will need to go to the registration desk, where the events team will be able to assist you.

3. **What happens if I have lost my badge?**

If you have lost your badge you will need to approach the registration desk where they can re-print your badge.

4. **I have registered and have been sent an email with a QR code, what do I do now?**

If you have your QR code, please go to the self-service print station and scan the code. This will print your name badge for the conference.

5. **Children**

We would like to advise that we are unable to accept registrations for any accompanying people (including spouses and children) at ECE 2022. This is due to health and safety considerations, the Pharmaceutical Code of Practice around the promotion of products to non-Health Care Professionals, and restrictions in-room capacities due to Covid-19. For registered delegates who are parents with small infants and babes in arms, there will be a breastfeeding room available close to the main registration area. Please ask the staff at the Registration Desk to show you where this is. There are no childcare facilities onsite at the Congress, therefore childcare should be arranged separately in Milan. To comply with insurance and safety requirements, infants must always be held or be in a pushchair. Entry to the breastfeeding room is subject to all regular ECE 2022 Congress entry regulations (Covid-19 check and wearing of a face mask).

*Babies are permitted to enter the Congress venue with their parent/carer to travel to and from the breastfeeding room only. Please note that children and spouses are not permitted in any ECE 2022 session halls, exhibition areas or adjoining spaces.*

We thank you for your understanding.

6. **Cancellation**

To view the full terms and conditions please click [here](#).

**In-person tickets**

If you have purchased an in-person registration, you can cancel this up to and on **7 April 2022 (23:59 CEST)** or exchange your ticket for an ECE@Home ticket and the difference will be refunded. Please send your request for cancellation of registration or refund in writing to ESE c/o Bioscientifica Ltd at [ece2022@endocrinology.org](mailto:ece2022@endocrinology.org). Cancellation of registration or refund requests will be accepted until and on **7 April 2022** – cancellation requests received before this date will be subject to an administrative charge of 25% of the ticket.

Cancellations or refund requests made after **7 April 2022** (for any reason including COVID-19) will not be accepted as we will have booked all suppliers based on the registration received at that date. However, so that you still have an opportunity to access all of the content and view the selected streamed sessions online your registration will be transferred to an ECE@Home ticket and a refund for the difference in the ticket price will be made to you. All refunds will be made after ECE 2022 has taken place. In the case of in-person ticket cancellations after **7 April**, the refunded amount will be the difference between the amount originally paid and the ticket price for the ECE@Home when the original purchase was made (i.e. if you purchased an in-person Early Bird rate ticket, you will receive a refund in the difference of an Early Bird rate ECE@Home ticket, or if you purchased a standard in-person ticket the amount refunded will be made against the standard ECE@Home ticket price).

**7. How do I verify my account for online access?**

*If you have not used the M-anage platform before for a previous online event and have been registered by a third party (or part of a group booking), please [click here](#) and log in and follow the instructions to set up your credentials and trigger an account verification email. Please make sure you do this before the start of the event. If you have registered yourself, you do not need to do this.*

*If you have already confirmed your account, but do not remember your password, you can reset this by clicking on FORGOT PASSWORD. Please check your spam folder for any communications.*

**IMPORTANT:** *If you have not used the ESE On-Demand M-anage platform before for a previous ESE online event and have been registered by a third party or part of a group, please [click here](#) and log in and follow the instructions to set up your credentials and trigger an account verification email. Please make sure you do this before the start of the event. If you have registered yourself, you do not need to do this.*

*If you have already confirmed your account, but do not remember your password, you can reset this by clicking on FORGOT PASSWORD. Please check your SPAM folder for any communications.*

**IMPORTANT ACCESS INFORMATION FOR GROUP LEADERS:** *If your participants have not previously accessed ESE's platform via M-anage (ESE's On Demand and online Congress platform), please remind them to look out for an email from the M-anage support team to verify their account. If participants do not verify their accounts, they will not be sent further instructions about ECE 2022.*

*If your participants have used the M-anage platform before, please ask them to log in to ensure they remember their login details. If they have forgotten their password, they can reset this by clicking on FORGOT PASSWORD. They will need to check their SPAM/Junk folder for any communications as these may land there depending on SPAM filter settings and firewalls.*

**8. Can I transfer my registration to a colleague?**

No, your registration cannot be transferred to anyone else.

**9. Will the content from ECE 2022 be accessible after the virtual meeting has finished?**

Yes, the content (the recording which includes slides) from ECE 2022 will be accessible on ESE On Demand for 60 days after the congress to all registered delegates. Please note, some Industry content will be removed seven days post-Congress. Non-members will lose access after 60 days.

ESE Members who don't register to attend ECE 2022 will be able to access content highlights only from ECE 2022 **after** 60 days. All other content will become accessible a year after the Congress (May 2023).

#### 10. **CME and Certificates of Attendance**

ECE 2022 Congress, Milan, Italy, has been accredited by the European Accreditation Council for Continuing Medical Education (EACCME®) with **22** European CME credits (ECMEC®s) in total.

To obtain your CME points, you need to complete a short online evaluation for each session you attend:

##### 1. **SESSION EVALUATION FORMS**

You need to complete a short online evaluation for each session you attend on the Congress platform, this is recognised when you either scan into a room in Milan or watch online. You will receive an automatic notification to complete this from the Congress platform during the sessions attended and the forms will be available in your 'My Congress Activity' page.

##### 2. **GENERAL EVALUATION FORM**

The General Evaluation survey includes questions regarding your whole experience of the Congress. It will be available on this page from 16:00 CEST on Tuesday 24 May. You must complete this form to be able to download your CME certificate.

Certificates of Attendance and CME certificates will be available to download from 8 June 2022.

If you have any queries regarding CME and evaluations after the congress, please email [ece2022@endocrinology.org](mailto:ece2022@endocrinology.org)

#### 11. **Which internet browser should I use if I want to watch sessions online in Milan?**

For you to have the best user experience at the ECE 2022 Congress, we strongly recommend using Google Chrome as your internet browser as this works best with the event's digital platform. You can find instructions on how to download Google Chrome [here](#).

## Abstract and Posters

#### 12. **I submitted an abstract – what is happening with it?**

All accepted abstracts will be published in *Endocrine Abstracts* approximately two weeks prior to the Congress and will also be available online on ESE On Demand. Both publications will correspond with the ECE 2022 Congress. Abstracts accepted as poster presentations will be published online on ESE On Demand.

Please note if your abstract is accepted **at least one author must register and pay to attend the Congress, either in person or virtually.**

#### 13. **Are the abstracts published?**

Yes – they have been published in *Endocrine Abstracts*, a fully online and citable record of all the abstracts presented at ECE 2022. You can read them [here](#). There is not a printed abstract book,

but they are available to read online or as a downloadable PDF on Endocrine Abstracts. Endocrine Abstracts is not indexed in PubMed, but each abstract has a unique DOI which you can use to cite your work.

**14. Is there a list of Posters?**

Yes, a list of posters being displayed each day and all the available ePosters is available in the ECE 2022 Poster Handbook which can be downloaded from the online Congress Bag.

**15. Where can I find the ePosters?**

In addition to over 1200 ePosters, all the physical posters displayed at ECE 2022 will have an electronic version. Please find a full list of Posters and ePosters in the ECE 2022 Poster Handbook which can be downloaded from the online Congress Bag. You can view the ePoster Gallery by logging into the Congress platform, or by visiting the ePoster screens which are located in the Exhibition Hall. The ePoster Gallery will be accessible throughout the Congress and afterwards on ESE on Demand. You can contact the presenter of any ePoster through the Congress platform if you would like to ask them a question.

**16. Where should I display my printed Poster?**

All Posters will be displayed on the dedicated poster boards in the Exhibition Hall. To find your poster board, please use your allocated Poster Code (beginning with P or RC) and see the Poster Maps for Sunday 22, Monday 23 and Tuesday 24 May. These can be found in the printed Programme Book or in the ECE 2022 Poster Handbook which can be downloaded from the online Congress Bag.

**17. When should I display my printed Poster?**

Due to the high number of physical posters at ECE 2022, each presenter can display their poster for one day only. The display date you have been allocated is final and cannot be changed. Please see our previous communications to confirm which day you are presenting, or alternatively, you can find your Poster Code in the printed Programme Book or ECE 2022 Poster Handbook which can be downloaded from the online Congress Bag. You are invited to stand by your Poster during the Networking session on your display date, in case any delegates have questions for you:

- Sunday 22 May: 17:50-18:20
- Monday 23 May: 17:20-18:00
- Tuesday 24 May: 13:20-14:30 (during the lunch break)

Printed posters cannot be displayed in the Exhibition Hall before or after the date that they have been allocated. All posters must be displayed by 09:40 on their display day, and removed by 19:00 if displaying on Sunday 22 and Monday 23 May, and by 16:00 if displaying on Tuesday 24 May. Please note that if posters have not been collected by this time, they will be taken down and disposed of.

**18. When should I take down my printed Poster?**

Due to the high number of physical posters at ECE 2022, each presenter can display their poster for one day only. Printed posters cannot be displayed in the Exhibition Hall before or after the date that they have been allocated. All posters must be displayed by 09:40 on their display day, and removed by 19:00 if displaying on Sunday 22 and Monday 23 May, and by 16:00 if displaying on Tuesday 24 May. Please note that if posters have not been collected by this time, they will be taken down and disposed of.

## MiCo - Congress Centre

**19. How do I get into the Congress centre?**

Entry into the Congress centre should be made via gate 2.

Address: Piazzale Carlo Magno, 1, 20149 Milano MI, Italy

**20. Is there a Prayer room at the Congress Centre?**

A prayer room is located on Level 1 of the Congress centre.

**21. What do I do if I lose my face mask?**

If you lose your FFP2 mask please go to registration and ask for another. Masks must be worn in the Congress centre at all times.

**22. Do I have to buy refreshments?**

Refreshments are made available during coffee breaks, lunch and poster sessions each day.

Water stations have been placed around the congress centre for you to refill and stay hydrated.

**23. What do I do if I have a dietary requirement?**

If you mentioned your dietary requirement in your registration submission, such as Kosher, celeriac etc. Please ask at the main catering table in the exhibition area and you will be given a specific lunch.

**24. How do I register to attend the Informal Networking Social on Sunday evening?**

To register to attend the informal networking social visit the registration help desk and a staff member will help you to register.

## COVID-19

**25. What Covid measures have been put in place at the MiCo Congress Centre?**

The event will take place at the MiCo Congress Centre who have been working hard over the last 18 months to ensure that the centre is COVID safe and complies with all government guidelines. These include; reduced room capacities in order to comply with social distancing rules, increased cleaning and sanitation to take place, provision of self-service sanitation stations, extra signage and personnel to manage visiting flows and control gatherings and checking of digital COVID certificates on arrival. Government guidelines are subject to change but please be rest assured that we will keep you updated with any changes in the lead up to the event. For information on the current measures please visit the [Italian National Tourism Agency](https://www.italia.it/en/covid19). Please note: Current measures are valid until 15 December 2021.

Please visit the Italia website to learn more about travelling to

Milan- <https://www.italia.it/en/covid19>

**26. I submitted an abstract but I can no longer attend in person due to Covid-19 restrictions. What do I do?**

**Rapid Communications:**

We will ask you to submit a pre-recorded presentation which we will play live at the Congress. The session will be recorded and will be made available on ESE on Demand. As you will not be onsite you will not be able to take part in the Q&A but delegates can leave comments/questions for you alongside your session on ESE on Demand which you can respond to.

**Oral Communications:**

Instead of delivering your presentation live, we will ask you to submit a pre-recorded presentation which we will play live at the Congress. The session will be recorded and will be made available on ESE on Demand. As you will not be onsite you will not be able to take part in the Q&A but delegates can leave comments/questions for you alongside your session on ESE on Demand which you can respond to.

**Physical Posters:**

As you will not be onsite to display your poster, we will leave a blank space on the poster board to say that unfortunately you were unable to attend in person but your ePoster will be available online. However, if you have a colleague who can attend in-person, they can display your poster for you onsite.

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