

Frequently Asked Questions (FAQs)

Pre-registration

- I am an ESE member, and the 'Choose tickets' button is not working, what can I do?
- I am registering on behalf of someone else, but it won't let me 'Choose tickets'?
- I have a new membership, why isn't my registration working?
- Can I still apply to become a member of ESE and be eligible for discounted registration to ECE 2022?
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- I want to make a booking for more than one person but less than 10. Is this possible?

Pre-registration

I am an ESE member, and the 'Choose tickets' button is not working, what can I do?

If this is the case, then there are two reasons why this is happening:

1. You are using a different email address from the one which is associated to your ESE membership account. Please note that you must use the email address which is linked with your membership to be able to proceed with registration.
2. Your membership number is incorrect.

If you cannot remember which email address you have used for your membership, or what your membership number is, please email info@euro-endo.org for a reminder of your membership details.

I am registering on behalf of someone else, but it won't let me 'Choose tickets'?

In this case, you are most likely using your own email address to register the delegate you are registering on behalf of. Once you have created an account for yourself, you are given the option to 'Register or book tickets for someone else' - after selecting this option, you must use the delegate's information and not your own.

I have a new membership, why isn't my registration working?

It can take a few days for new memberships to update on our registration system. Please allow a few days after applying for ESE Membership before registering for the event, to ensure that the membership data on our systems have been updated.

Can I still apply to become a member of ESE and be eligible for discounted registration to ECE 2022?

To access the early bird discounted membership registration rates, please submit a new membership application by **Thursday 24 March 2022 (23:59 CEST)**

I do not have an account, what do I do?

Please click on the link within 24 hours of receiving it (if the link has expired, you can request a new one from the login page). If you have not received this email, please check your SPAM/JUNK folder.

Which registration type should I select?

You need to select the option that is appropriate to your membership and career stage: If you are uncertain, please contact ece2022@endocrinology.org

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.

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. 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).

ECE@Home

Once your booking is confirmed for an ECE@Home ticket, and payment has been made, registration for ECE 2022 cannot be cancelled or refunded as all content will be available for you to access during and after the Congress dates on ESE On Demand.

How do I verify my account?

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.

I want to make a booking for more than one person but less than 10. Is this possible?

Yes, you can make a booking for more than one person but you will need to do the bookings one at a time so every delegate has a separate invoice. This is to ensure that each delegate receives a QR code so that they can collect their badge onsite and receive instructions on how to access the online platform. Please select the option 'Register or book tickets for someone else' during Registration.