



FAQ

GENERAL QUESTIONS ABOUT THE ISPAD 2020 VIRTUAL CONFERENCE

Do I have to register to participate to the ISPAD 2020 Virtual Conference?

Yes, every person who would like to participate in the conference needs to register. Check [here](#).

You can register to the conference at any time before or during the official dates and times of the conference.

ISPAD Conferences are accessible to certified healthcare professionals, associated press, industry representatives and other stakeholders in the science, management and prevention in the field of pediatric and adolescent diabetes.

The Industry Symposia program is an integral part of the ISPAD 2020 Virtual Conference and available in this regard to the above-mentioned audience only. Certain industry symposia and exhibition pages contain information only intended for prescribing healthcare professionals, therefore, **non-prescribers should not read, share or download the clearly marked prescriber information.**

Can I share my account with another participant?

No, your login details are valid only in relation to your registration.

In what time zone are the times in the agenda displayed?

All times in the agenda are displayed in Central Daylight Time (CDT). You can easily check your time in the time converter [here](#). All content will be available on demand two hours after the live session.

What are the technical requirements in order to attend the ISPAD 2020 virtual conference?

You will need a computer, a strong Internet connection, and one of the recommended Internet browsers. The following Internet browsers and their latest releases are recommended for use:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Safari

Internet Explorer is not recommended. The virtual conference platform may not operate as intended if you do not use one of these recommended browsers.

Can I also log in to the ISPAD 2020 Virtual Conference via a tablet or mobile phone?

Yes, you can but we recommend using a computer for a better experience.

How to access the virtual conference platform?

If you are entering the virtual conference platform for the very first time:

- Please open the Email received from ctimeetingtech (check your SPAM folder) to **activate your account**. It will allow you to generate your password.
- To re-enter the platform afterwards, just log-in to the platform by entering your **USERNAME*** and **PASSWORD** under the log in button.

(*please make sure you are using the same Email address as the one used to register for the ISPAD 2020 conference!)

Who should I contact if I have login issues?

Please contact ispad@support.ctimeetingtech.com if you are registered and have not received any log in Email from **ctimeetingtech** (Don't forget to check in your spam folder).

How do I navigate into the virtual conference's platform?

Please see the tutorial video on the help page.

I am unable to see or hear the live sessions. Who should I contact in case of technical problems?

For technical issues, please contact ispad@support.ctimeetingtech.com

What is the conference language?

The conference language is English. No interpretation is available during the conference.

How long will the content be available for on-demand viewing?

On-demand viewing (upon speakers consents) will be available approximately two hours after the live sessions. All sessions will be available until the end of December 2020. However, the ability to chat with the speakers will only occur live or on demand until the end of the conference (October 17). If you are looking to engage with presenters, the best time to do so is when the session is live streamed.

Will I be able to interact with speakers?

All the sessions will have an open chat where you can ask your questions to the speakers and share your impressions live and on demand until the end of the conference.

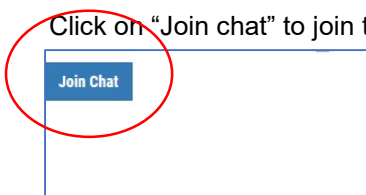
Please use only the chat for sessions related questions!

If you need technical support, please do not write in the open chat - click on the link provided in the pin to contact the technical team directly (you can see the technical contact at the bottom of each pages).

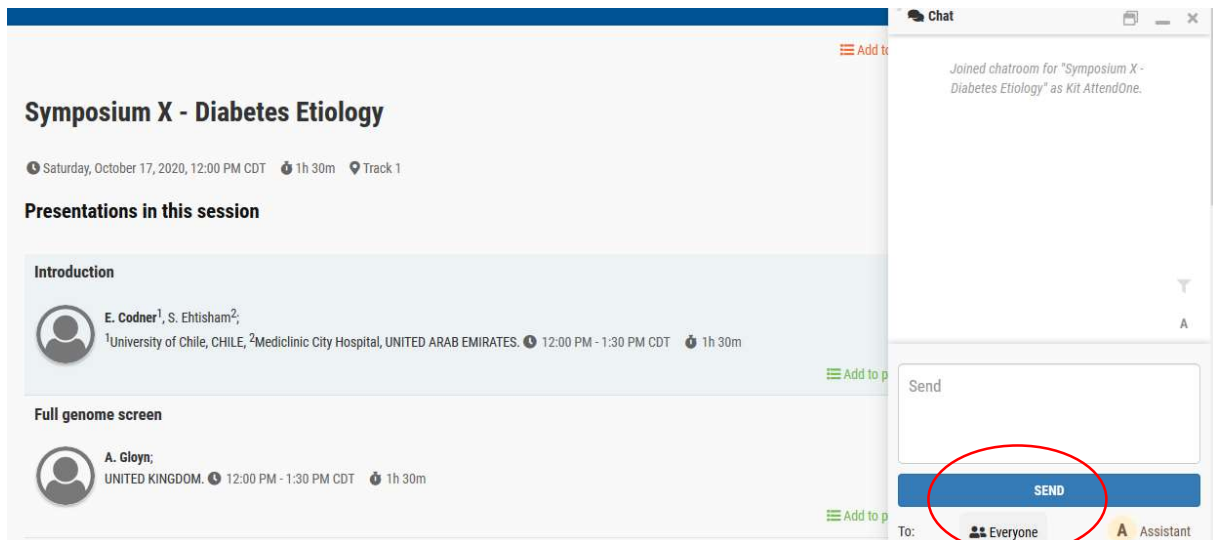
To open the chat, click on the Chat icon in the top right corner of the details page of the session:



Click on "Join chat" to join the chat room.

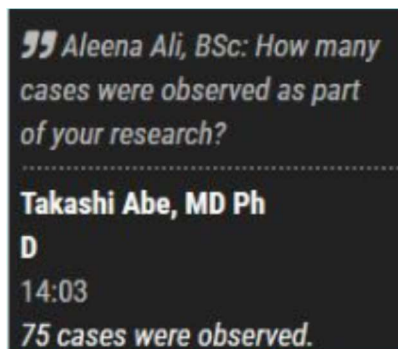


After joining the chat room, enter your question in the text box and click **SEND**.

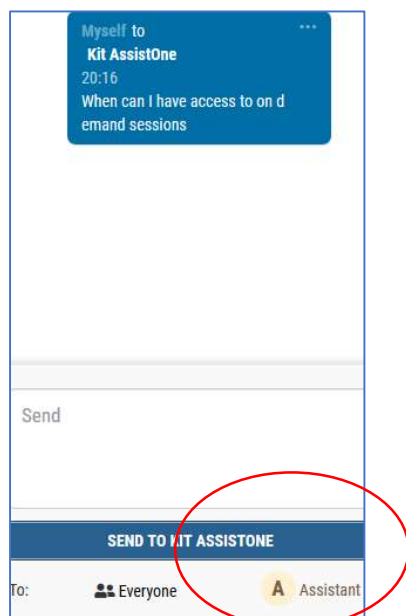


The speaker can either answer your question in writing while his/her presentation is running or orally during the panel discussion during the live session.

The speaker's answer will appear directly below your question.



You can also write to the chat assistant privately if needed: click on "Assistant" and send the message via the "Send to chat assistant" button.



How can I interact with speakers after the live session?

You can use the open chat in the on-demand presentation by clicking on the chat icon and “join chat”. Please note that the speakers will check the messages until the end of the conference only and the chat will be closed after the end of the conference.

ePoster Presentations Chat:

During the ePoster Sessions, the authors of the ePosters will have the opportunity to answer questions on the chat forum dedicated to their own ePoster.

The ePoster presentations will be split over three days as follows:

Poster Session 1	Thursday 15 Oct. from 14:40-15:40 CDT	eP001-eP053
Poster Session 2	Friday 16 Oct. from 06:00-07:00 CDT	eP054-eP119
Poster Session 3	Saturday 17 Oct. from 13:35-14:35 CDT	eP120-eP177

You have also the possibility to contact the ePoster author per email until the end of the conference by sending him/her an Email (click on the icon “Email presenter” on the ePoster)

How can I create my personal playlist?

You can create your personal itinerary from 12 October. In the navigation bar, go to “Program”, select a session, click on the icon “Add to my Playlist” in the top right-hand corner of the session and enter a name for your Playlist.

You can then access the selected sessions by clicking on “My Playlist” in the navigation bar and access all the selected sessions.

How can I interact with participants?

There will be an open chat per session to share your impressions on the session only (see the open chat function on the previous question).

To connect with other delegates privately, download the ISPAD 2020 Virtual Conference App to your mobile device or desktop. Log into the app with your conference credentials to join the conversation. You will find the delegate chat in the main menu, here you will be able to chat and interact with your fellow delegates.

Can I take screenshots or photography of the presentations?

It is strictly forbidden to take photographs or make screenshots of slides or ePosters. Please note that the entire content of the program will be available on demand after the live streaming on the virtual conference platform until the end of the year (upon Presenters’ consent)

Will I receive a Certificate of Attendance?

Please answer the conference survey to receive your certificate of attendance. The survey and instructions will be sent to you after the conference.

Will there be CME credits?

The ISPAD 2020 Virtual Conference has been accredited by the European Accreditation Council for Continuing Medical Education (EACCME®) with 15 European CME credits (ECMEC@s). Each medical specialist should claim only those hours of credit that he/she actually spent in the educational activity.

Maximum number of credits: 15

Maximum of 5 credits per day on Thursday 15 October, Friday 16 October and Saturday 17 October

How do I earn CME credits?

CME Credits can ONLY be claimed for attendance during the LIVE digital conference using your own account.

CME Credits will NOT be available for attendance and/or viewing of the on-demand sessions.

How will I receive my CME certificate?

To claim your CME certificate, you will need to write an email to registration-ispad2020@kit-group.org . Credits can be claimed until Monday, November 30, 2020.

I cannot attend the live sessions but will watch the recordings. Will I be able to earn CME credits?

No, only watching the LIVE sessions will allow you to earn CME credits.

How do I earn CME credits?

CME Credits can ONLY be claimed for attendance during the LIVE digital conference using your own account. Please make sure to accept the cookies when you enter for the first time the virtual platform to make sure that your attendance can be tracked properly. This is important to allocate the CME credits to the attendees.

CME Credits will NOT be available for attendance and/or viewing of the on-demand sessions.

How will I receive my CME certificate?

To claim your CME certificate, you will need to write an email to registration-ispad2020@kit-group.org . Credits can be claimed until November 30, 2020.

I cannot attend the live sessions but will watch the recordings. Will I be able to earn CME credits?

No, only watching the LIVE sessions will allow you to earn CME credits.

Where can I watch the recordings of the live sessions?

The recordings of the live sessions will be available on demand on the ISPAD 2020 Virtual Conference Platform from 15-17 October approximately 2 hours after the end of each session and will be available on the ISPAD 2020 virtual platform until 30 December 2020.

How can I become an ISPAD Member?

To become an ISPAD Member you can either go to the website or send an email to secretariat@ispad.org

How much is the ISPAD Membership?

For more information, please visit <https://www.ispad.org/page/newfeestructure>

How can I attend the ISPAD AGM?

The AGM will take place on Friday 16 October 13:35-15:05 CDT.

The AGM is open to all ISPAD members for free and only to ISPAD members.

How will my personal data be protected?

ISPAD follows the European general data protection regulation (GDPR) for data protection, privacy, processing and transfer of data. Please refer to our Privacy Policy.

What social media does the conference feature?

Twitter - https://twitter.com/ispad_org **Facebook** - <https://www.facebook.com/ISPAD.org>

LinkedIn - <https://www.linkedin.com/in/ispad-charity-630a35127/?originalSubdomain=de>

Participants are encouraged to share their conference experience on their social networks!

Share your impression and invite your colleagues and peers to join you at ISPAD 2020 Virtual Conference by posting on Twitter. Include the **#ISPAD2020** and we will award the attendee with the most Tweets with a free Registration to the ISPAD 2021 Conference in Lisbon, Portugal.

You will receive a Survey after the ISPAD 2020 Virtual Conference has finished. Please share your experiences and your feedback with us.

A participant is violating the code of conduct. Whom can I notify?

Please see [here](#) the code of conduct of the virtual conference.

Send an email to ispad2020-support@kit-group.org

Can I record the live sessions?

You cannot download a video from the ISPAD 2020 Virtual platform. The recordings of the live sessions will be available on demand on the ISPAD 2020 Virtual Conference Platform from 15-17 October approximately 2 hours after the end of each session and will be available on the ISPAD 2020 virtual platform until 31 December 2020.

How do I get updates on the ISPAD 2020 Virtual Conference?

[Sign up](#) to the ISPAD mailing list and check the ISPAD social media.

REGISTRATION

What will be available to me as a registered participant?

- Attend the live sessions or see the recordings of past sessions via the on-demand program
- Interact with speakers during the sessions or on demand until the end of the conference (open chat)
- Add presentations or ePosters to your playlist
- Rate the sessions, presentations and ePosters from 1 to 5 stars
- Share the content of the sessions with your peers on social media or per email
- Contact the ePoster presenters and speakers per email until the end of the conference
- Interact with speakers and other attendees via the Conference App
- Visit the exhibition booths and interact with exhibitors

Can I register as Patient?

ISPAD is pleased to open its registration to patients, patient representatives and patient advocate associations. The patient's voice is essential, this is why ISPAD wants to offer you the opportunity to interact with both healthcare professionals as well as non-healthcare professionals at the ISPAD virtual conference.

Please note that the access to commercial booths and industry satellite symposia is spared for Patient Representatives. The Industry Symposia program is an integral part of the ISPAD 2020 Virtual Conference and available in this regard to Prescribers audience only. Certain industry symposia and exhibition pages contain information only intended for prescribing healthcare professionals, therefore, non-prescribers should not read, share or download the clearly marked prescriber information

Can the Media attend the ISPAD 2020 Virtual Conference?

If you are a journalist and wish to attend the conference, please kindly send an email to registration-ispad2020@kit-group.org to apply for a free registration.

PROGRAMME AND ePOSTERS

Where can I see the program on the conference platform?

Please click on the program button of the navigation bar.

Can I download the slides from the sessions?

No, you cannot download the slides from speakers on the ISPAD 2020 Virtual Platform. They will be available only via the stream on the virtual conference platform until 31 Dec. 2020.

I am a speaker/ moderator at the ISPAD 2020 Virtual Conference, what should I do?

The ISPAD Conference Secretariat will contact you and send you your login codes as well as speaker or moderator guidelines. You can also contact ispad2020-industry@kit-group.org

INDUSTRY SPONSORED SESSIONS / INDUSTRY EXHIBITION

How can the Industry sponsored sessions be accessed via the platform?

Access the Industry sessions tab through the navigation menu (LIVE or on DEMAND) or clicking on the button Exhibition. Then click on the door “Satellite Symposia LIVE or ON DEMAND”.

How can the Exhibition be accessed via the platform?

Access the exhibition tab through the navigation menu or clicking on the Exhibition button.

How long is the virtual exhibition open?

The virtual exhibition will be open from 15 October until 17 October. All booths and resources will be accessible until 31 December 2020 (without interaction with exhibitors).

What are the exhibition opening times?

The exhibition is open 24/24. A booth representative will be available at following times during the conference:

Thursday 15 October: 07:00 – 15:00 CDT

Friday 16 October: 07:00 – 15:00 CDT

Saturday 17 October: 07:00 – 15:30 CDT

The booths will be available (without the chat interaction with the exhibitors) until the end of December 2020.

How can I interact with the exhibitors?

Go to the exhibitor booth. You can either contact one of the exhibitors directly by clicking on the person and sending a message or click on the ‘Request Info’ button and send your question. In the second case your email address will be given to the exhibitor.

There is a chat function on the exhibitor booth

How long after the ISPAD 2020 virtual Conference will the exhibition booths be available?

The exhibition booths remain available until 31 Dec. 2020.

How can I receive more information about ISPAD?

ISPAD will have a virtual booth called ISPAD Networking Space. Click on the Exhibition Page and click on the ISPAD Networking Space to discover more about the society, its mission, and members.

CONTACT US

Who can I contact with more questions?

Should you have any questions do not hesitate to contact us via email or phone:

For technical inquiries during the conference opening times: ispad@support.ctimeetingtech.com;

For registration inquiries: registration-ispad2020@kit-group.org ; Hotline: +49 (0)30 24603-270

For general inquiries: ispad2020-support@kit-group.org

If you are a speaker or moderator and need help with your session, please contact us: ispad2020_scientific-helpdesk@kit-group.org

If you are an industry partner please contact us: industry-ispad2020@kit-group.org