



35th Hybrid Annual Meeting

28th - 29th September 2021

Rotterdam, The Netherlands **AND** online

Instructions for Online Participants

Welcome!

We look forward to welcoming you as a participant to the **35th ESVS Annual Meeting!** We invite you to virtually network with colleagues, exchange research findings and discuss new topics of emerging significance in your area of expertise. [ESVS](#) and the local organizers have assembled an outstanding program for this Annual Meeting.

We kindly ask you to **carefully read the following information and FAQs** to help you get the most out of ESVS' first hybrid Conference.

Annual Meeting Dates

The ESVS 35th Annual Meeting takes place between Tuesday, 28 September and Wednesday, 29 September 2021. The Fast Track Sessions take place between Monday, 20 September and Wednesday, 22 September 2021.

Annual Meeting Programme

The full program can be found [here](#). This year's programme has different types of sessions:

- Fast-Track Sessions
- Scientific Sessions
- Academy Sessions
- Industry-Sponsored symposia

ESVS Annual Meeting Platform

The ESVS Annual Meeting will be hosted in-person in Rotterdam, The Netherlands, as well as on an event platform called OnAIR. In this online platform, participants can access the online programme and view a list, per day, of all the online sessions taking place, visit the Meet our Sponsors exhibition hall, connect with other participants and much more.

Accessing the Annual Meeting

Your personalized link and login details to access the Annual Meeting will be sent to you by email. Please click on this link to join the Annual Meeting. If you sign out of the portal, please use this link/login details to sign in again.

What Do I Need to Do Prior to Joining the Annual Meeting?

1. We encourage you to **access the platform in advance of the Annual Meeting to ensure you can access it**. We advise you do this a few days before the Annual Meeting, as it will provide a more seamless process for you on the day.
2. For the best possible virtual experience in the online platform, we advise you **use Google Chrome and a desktop or laptop computer**. Make sure to test your system and ensure your computer and browser have the latest updates. We suggest you sign into the platform up to **30 minutes** before the event start time.
3. We suggest you **personalize your profile** in the platform – further details on how to do this can be found in the FAQ section below.

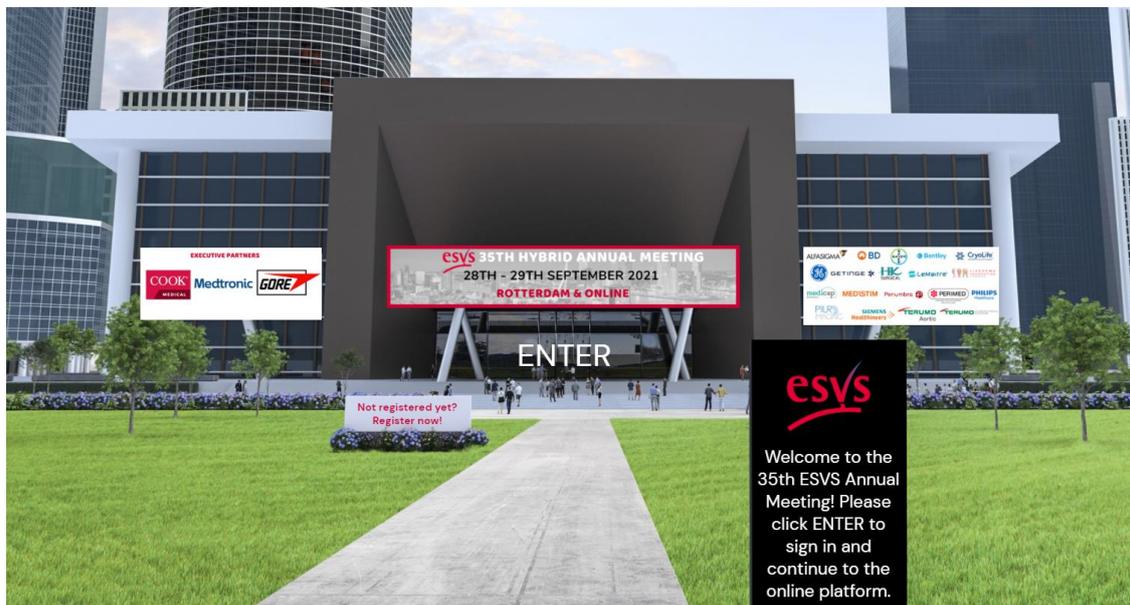
4. In order to join the Academy Online Workshops taking place in Zoom, we recommend that you **download Zoom before the start of the Annual Meeting** (if you have not done so already) via this link: <https://zoom.us/download>.
5. We suggest you **connect with exhibitors to schedule your 1-on-1 meeting now** - more information on how to do this is provided below.

Joining the Annual Meeting

Logging in on the day

We've made joining the Annual Meeting as simple and secure as possible.

1. Click on the personalized link you have received from the organization via email. It will take you to the entrance of the virtual conference building.



2. Click **Enter** and use the username and pin as per email to log in
3. Welcome to the virtual 3D platform. Use the different buttons and functionalities and enjoy the Annual Meeting!

You have now entered the Lobby of the virtual conference building, which acts like a home page and allows you to navigate through the online platform.

The **Lobby** provides access to:

- The different elements in the program through clear signage
- The 'Meet our Sponsors' Exhibition Hall
- The Poste Gallery
- The Industry Symposia (from 28 September onwards)
- The Meeting Hub – to meet and connect with ESVS participants (allowing you to send messages, direct chats, and have video calls)
- Live Support
- FAQs
- Participant Settings – where participants can change their settings and personal details; they can also choose which information will be visible for other participants



Recorded Sessions

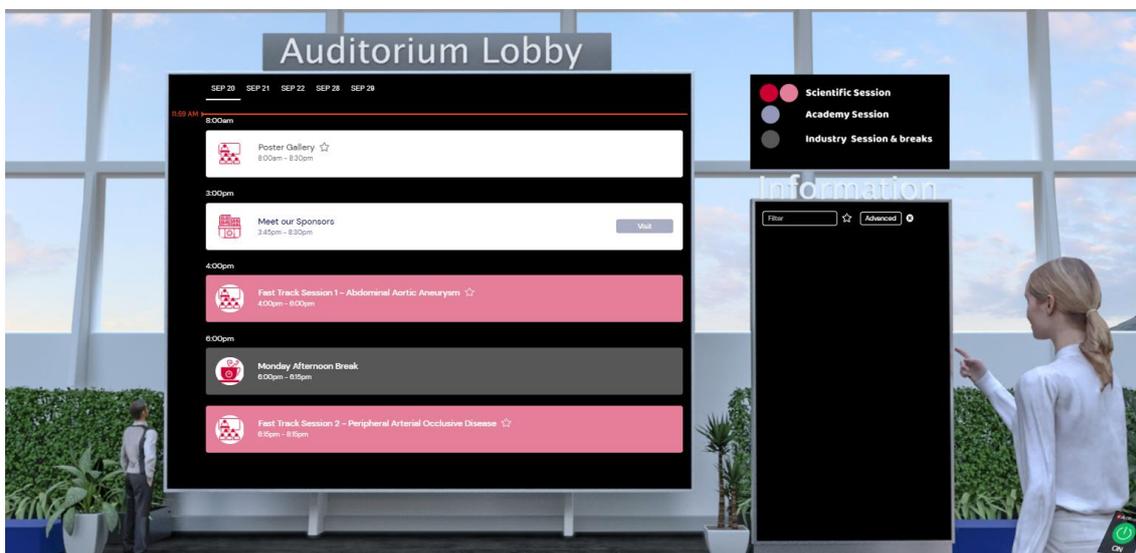
All the online sessions will be recorded. Recordings will be available on-demand in the OnAIR platform as of **Monday, 4 October**. To re-watch a specific session, please enter the specific session and click on “View”, you can find this button on the right-hand side of the screen.

How to Join the Sessions

As a participant, you will be able to access the Auditorium Lobby by clicking on the Programme or Fast Track Sessions signs.

The **Auditorium Lobby** provides:

- The programme overview per day with personalized access to the sessions
- Information on sessions and presenters
- Access to sessions by clicking the ‘Join’ button that appears 15 minutes prior to the start of each session



- By clicking on a session in the program overview, more information on the selected session will appear in the Information box on the right-hand side.

- On the day a session goes live, a 'Join' button will appear 15 minutes prior to the start of the session, which you must click on to participate.



- Once inside that session, you will see:
 1. **For sessions taking place in the platform** – A screen that shows the livestream and Live Q&A, Discussion Forum and other functionalities on the right-hand side. These are all the sessions livestreamed from the onsite plenary room, all Channel 2 Sessions and Channel 3 EVST sessions and Industry Symposia.
 2. **For sessions taking place in Zoom** – A link provided under the **Session Information** section on the right-hand side. Click this link to join your session in Zoom. These are the Academy Online Workshops. These sessions are visible in your timeline, if you pre-registered for them only. If a session you pre-registered for is not visible, please reach out to esvs@congressbydesign.com.

Top Tip!

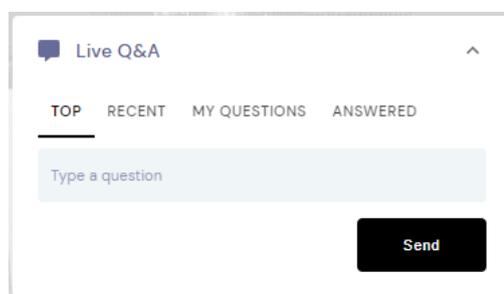


If you enter a session and the video does not appear, please wait 10 seconds as it can take a few moments to appear on your device. If it still does not appear after this time, please **refresh your screen** (you may need to log into the platform again).

Live Q&A

In order to participate in the Live Q&A:

- **For sessions taking place in the platform:** Inside the session, you will find the Live Q&A box on the right-hand side of the screen. Click on the little arrow next to it to expand the section and type in your question. Once you finish, click "Send" to submit your question.
- **For sessions taking place in Zoom:** "Q&A's" should be submitted via the 'Chat' function within Zoom meetings or asked orally by using the 'Raise hand' function.



Please keep the Q&A for **questions relating to session content only**. Any technical queries should be addressed via the Live Support (to be found in the Lobby).

Live Support Helpdesk

Live support will be available via the platform during the Annual Meeting and our support team will be on hand during this time to assist with any technical difficulties.

The Live Support helpdesk can be found in Lobby. If you are having trouble logging in to the online platform, email ESVS@congressbydesign.com or call us at +31 88 0898 101.

Meet our Sponsors Exhibition Hall

The ESVS Annual Meeting 2021 will host a vibrant Sponsors' Exhibition Hall in a dedicated exhibitor space that will include opportunities for live interaction. The virtual exhibition hall will be open during the following times (CEST):

Monday 20 September 15.45 – 20:30*

Tuesday 21 September 15.45 – 20:30*

Wednesday 22 September 15.45 – 20:30*

Tuesday 28 September 07.45 – 18:15*

Wednesday 29 September 07.45 – 18:15*

***PLEASE NOTE:** All the times listed are **Central European Summer Time (CEST)**. When you log in to the platform, please confirm your time zone in the Check-In window that appears when you first log in. Otherwise, please go to **Your Settings** in the Lobby area to change your settings.

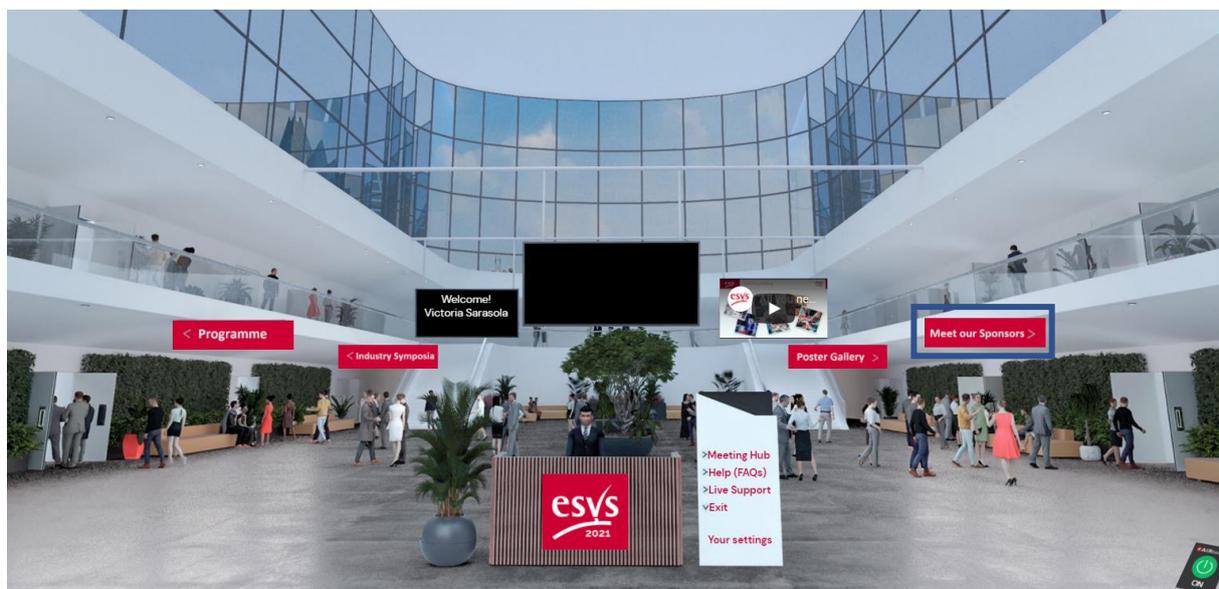
Just like at a live exhibition, you can choose and visit exhibition stands, albeit virtually! You can:

- Choose which sponsor exhibition's stand to visit
- Read the Sponsor Information
- Download their brochures
- Watch their promotional videos
- Have 1-on-1 video calls with exhibitors
- Have 1-on-1 live chats with exhibitors

How to access the Sponsors' Exhibition Hall

Access the Virtual Exhibition Hall by:

- Clicking on **Meet our Sponsors** in the Lobby



- Opening your AIRTouch Device in the bottom right corner of your screen (green **ON** button) and click:

- ✓ From the **Agenda**: click on the **Visit** button on the Meet our Sponsors agenda item
- ✓ The **Exhibition** button at the bottom of you AIRTouch Device



Meet our Sponsors

In the Sponsors' Exhibition Hall, click on the "View" button next to the Sponsor you would like to visit. You will see the name(s) of the exhibitors. A green dot next to their name indicates they are available at the stand:

There are two ways you can meet with the exhibitor:

- **Request Live Meeting** – video call. Please make sure to turn your camera on.
- **Request a Live Chat** – written chat

Request Live Meeting

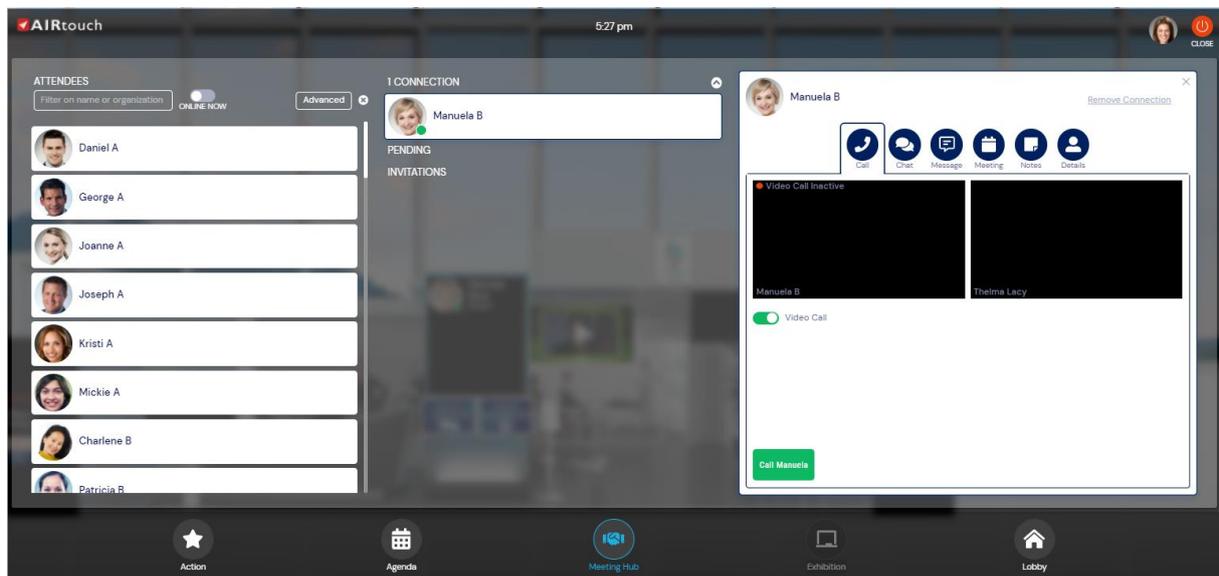
Request Live Chat

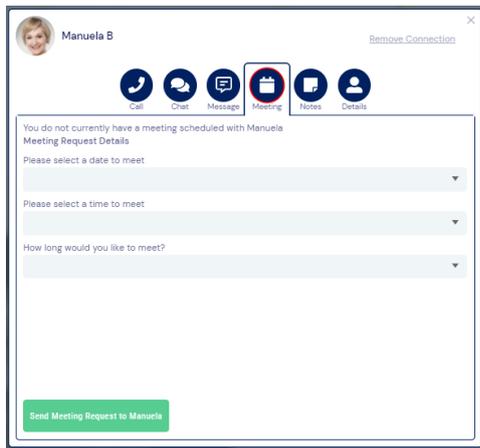
Once you have requested the above by clicking on one of the buttons in the stand, you will be put in a queue and the sponsor will meet with you as soon as he/she is available. Your position in the queue will be visible in the stand.

Please note: if you leave the sponsor's stand you will lose your place in the queue.

Request your 1-on-1 meetings with Sponsors now!

You don't need to wait until the Annual Meeting to request your 1-on-1 meetings with our sponsors. **Connect with our exhibitors now** via the Meeting Hub, accessible via the Lobby and your AIRTouch Device. Here you can invite exhibitors to connect, chat, message, video call and request a meeting.





Once connected, you can schedule a 1-on-1 meeting with them at the time of your choice. Once they accept, you will receive a notification and it will appear as an agenda item on your main timeline.

Book your meeting now! Simply **search for sponsor representatives' names** in the Meeting Hub.

Meeting Hub

The Meeting Hub is the **main networking hub**, where you can connect with participants and exhibitors during the Annual Meeting. It is accessible via the Lobby and your AIRTouch Device and allows you to invite participants to connect, and once connected, engage in live chats, video calls, meetings, and messages.

Please ensure you update your profile when you first login and select the Virtual Name Badge option that display your full name, position and company name. This way it will be easier for your fellow ESVS participants to find you and connect with you! To check this, please go to **Your Settings** in the Lobby.

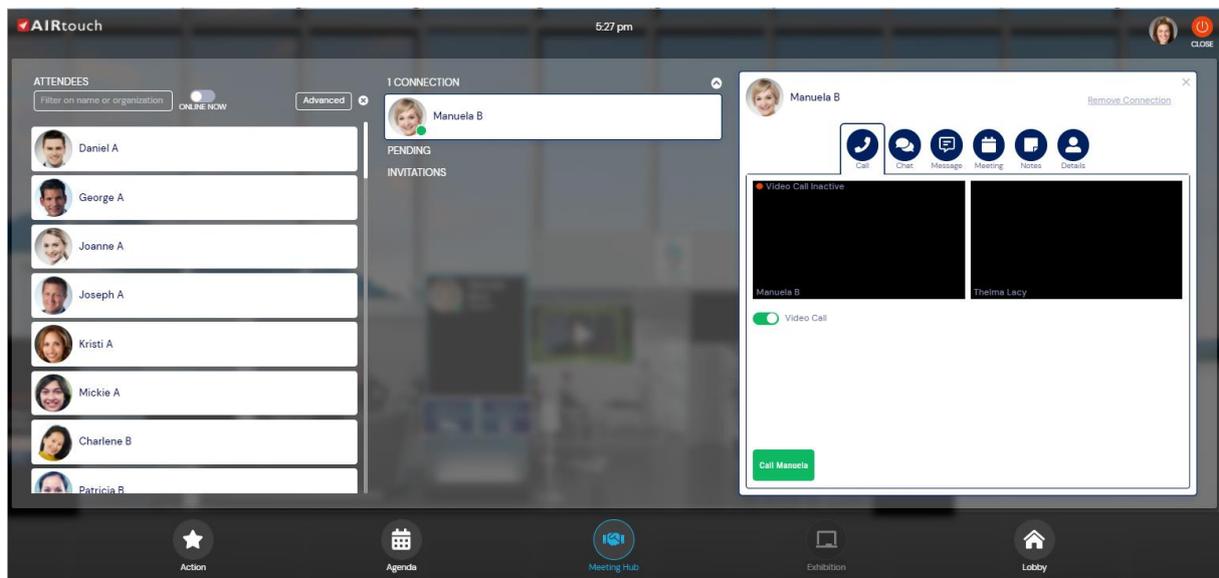
Personalizing your profile

We encourage you to personalize your profile by clicking **Your Settings** in the panel in the Lobby. If you plan on doing lots of networking, we suggest you update your profile and make it as complete as possible! Here you can:

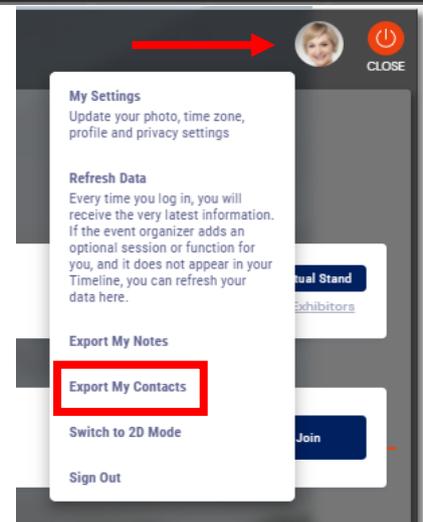
- add/replace your photo
- edit your biography and social details
- change camera and mic
- set your time zone
- set privacy options
- change password
- export contacts and notes

How to Connect with Participants.....

- Click on Meeting Hub in the Lobby or in your AIRTouch Device located in the bottom right corner of your screen (green **ON** button). This will bring you to the main networking function in the platform – see image below. Here you can search participants by name or organization.



- Click on the participant you would like to connect with and click 'Connect'. Once they accept, you can live chat, video call, message and request a meeting within this function of the portal. (If someone instant messages you, you will receive a notification even if you are elsewhere in the portal and not in the Meeting Hub). You can export all your connected contacts in an Excel file at any time by clicking on 'Export My Contacts' under your **profile photo** in your AIRTouch Device.



Frequently Asked Questions

A full list of FAQs can be found below. If you have a question that isn't covered here, please don't hesitate to get in touch with us at ESVS@congressbydesign.com.

We look forward to seeing you there!

Q: Which browser should I use?

A: We advise you to use the most up to date version of Google Chrome.

Q: Can I view the Annual Meeting on my phone or tablet?

A: For optimal experience, we suggest using a desktop or laptop computer. The online platform is not compatible with phones or tablets.

Q: Do I need to have a webcam and mic for the Annual Meeting?

A: Yes. You are encouraged to use your webcam and microphone during the Annual Meeting to allow for a virtual face-to-face experience with other participants.

Q: Can I log in to the portal on multiple devices?

A: No. In order to keep the Annual Meeting secure, each delegate has been allocated one pin to access the platform, meaning you can only log in to one device at a time. If you try to log in with a second device, you will be logged out of the other device.

Q: Can I view full screen?

A: Yes, and we highly recommend that you do. Please click on the expanding arrow image at the bottom right-hand side of the video screen. This will automatically make your view full screen. To exit full-screen mode, simply hit the "Esc" button on your computer keyboard.

Q: How do I ask a question?

A: In sessions taking place in the online platform, you find the Q&A function during sessions on the right-hand side. Type your question into the Q&A box and click Send.

Q: Can I take notes in sessions?

A: Yes. In each session in the portal, there is a **My Session Notes** function on the right-hand side. Please make sure to **save** your notes. You can export your notes at any time by clicking the 'Export My Notes' button under your profile photo in your AIRTouch Device. This will prompt the platform to send your notes to your e-mail address in a word document.

Q: I can hear the host, but I can't see any slides or video.

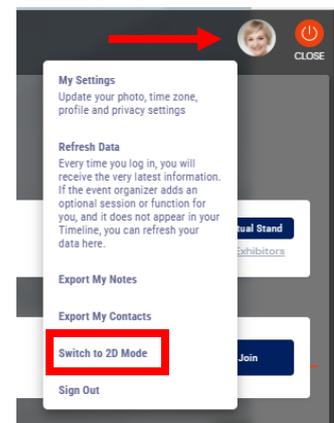
A: Please refresh your screen. This will require you to log back in but will nudge the system to allow you access to all areas of the Annual Meeting. If your Internet connection is not fast enough, it might cause the video to be disrupted but allow the audio to continue. Also check to be sure no other programs or applications are running on your computer.

Q: I can see the slides or video, but I can't hear the host.

- A:** Please follow these steps:
1. Check to see that your speakers are on.
 2. Ensure that your speakers are not muted.
 3. Check the volume level.

Q: My internet connection isn't strong enough for the 3D platform. Can I still attend the Annual Meeting?

A: Yes, if your internet connection finds it difficult downloading the 3D graphics, you can always switch back to the 2D platform and join sessions from there. Simply click on your profile photo in your AIRTouch Device and choose 'Switch to 2D Mode':



Q: I can't login to the online platform/access a session.

A: If you have tried all of the above and can still not access your session, contact our **Live Support Helpdesk** who will do their best to get you back online as soon as possible. If you can't access the online portal, email ESVS@congressbydesign.com or call us at +31 88 0898 116.

Academy Online Workshops Questions.....

Q: An online workshop I have pre-registered for is not appearing in my timeline. How can I access it?

A: Please send an e-mail to esvs@congressbydesign.com or contact the online helpdesk (Live Support) during event hours and we will look into this for you.

Q: I can't access a session taking place in Zoom

A: We highly recommend downloading the desktop version of Zoom ahead of the event. To download the desktop version go to zoom.us, hover over Resources in top right corner and

select Download Zoom Client from the dropdown menu that will appear. Download the Zoom Client for Meetings.

Please make sure you have the most recent version of Zoom downloaded to ensure all functionalities work properly. To check whether you have the latest version of Zoom installed on your laptop, click on the icon in the top right corner and select Check for Updates from the drop down menu. The system will tell you whether an update is needed or you have the latest version already installed.

Q: I am in a Zoom session and my audio is not working

A: If your audio is not working while in Zoom, click on the arrow next to the microphone icon and select Audio Settings from the menu that will appear. Here, you can test your speaker, select a different speaker from the menu or adjust the volume.

Q: Can I speak or ask questions during a session?

A: The online workshops will take place in Zoom. Participants' microphones will be muted throughout the sessions (unless they require discussion). If you have a question, please use the Chat or 'Raise hand' function.