



ESRA 2021 VIRTUAL CONGRESS

When will the ESRA 2021 Virtual Congress take place?

The ESRA 2021 Virtual Congress 2021 will take place from 8-10 September 2021.

How long will the platform be open?

The platform opens on 6 September. The live sessions and initial session recordings will only be available during the congress dates (8-10 September). The edited recordings will be available on the ESRA Virtual Congress platform for one year from 15 September 2021 until 10 September 2022.

The recordings will also be available on the ESRA Academy.

Will there be CME credits?

Yes, the ESRA Virtual Congress, Virtual, Switzerland, 08/09/2021-10/09/2021 has been accredited by the European Accreditation Council for Continuing Medical Education (EACCME®) with 17 European CME credits (ECMEC®s). You can claim CME credits for every session you will watch Live and on-demand during the Congress, 8-10 September 2021.

08.09.2021 - 5.00

09.09.2021 - 6.00

10.09.2021 - 6.00

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

On the congress platform, you will be able to choose your own time zone. The congress agenda will then be displayed in the time zone you chose.

How can I change the time zone in which the program is displayed?

On the top right corner of the congress platform, you will see a small square with your initial. Click on it and select "Profile" to access your "Account Settings". There you will be able to change the time zone in which the program is displayed.

How can I change my password?

On the top right corner of the platform, you will see a small square with your initial. Click on it and select "Profile" to access your "Account Settings". There you will be able to change your password.

I have lost my password, what should I do?

If you have lost your password, you need to click on "Forgot Password?" on the log in page. You will then receive an email to set-up a new password.

How will I receive my CME certificate and certificate of attendance?

On the week of the 27th, September you will receive an email asking for your feedback on the ESRA 2021 Virtual Congress. By filling out this small survey, you will be able to download your certificate of attendance as well as your CME certificate.

What is the congress language?

The congress language is English. No translations will be provided.



Can I share my account with another participant?

No, your login details are valid only in relation to your registration. Furthermore, we use your login details to track your attendance and attribute you the corresponding CME credits.

I am a speaker/ moderator at the ESRA 2021 Virtual Congress, what should I do?

As a speaker or moderator, you do not need to register. The Congress Secretariat will contact you and send you your login details as well as speaker / moderator guidelines. You can also contact esra-scientific@kit-group.org directly for more information.

TECHNICAL REQUIREMENTS

Which browser should I use?

The congress platform uses Agora for virtual sessions and private meetings. We therefore strongly recommend using the latest version of the Google Chrome, Safari, Mozilla Firefox, or Microsoft Edge browsers when accessing the congress platform.

Internet Explorer is not recommended. The congress platform may not operate as intended if you do not use one of the recommended browsers.

Are the live sessions streamed with sound only or also with video?

The live sessions will have both sound and video. You will see the speaker presentation on your screen.

Can I also log in to the ESRA 2021 Virtual Congress via a tablet or a mobile phone?

Yes, you also have the possibility of using both a tablet or mobile phone device to log in. However, we recommend using a computer or laptop to get the best experience.

The page is not loading correctly. What should I do?

If you are seeing a blank screen or not the entire content of a page when trying to view a new page or session, then you can try to hit the Refresh button, located on the top-right hand side of your browser. If this fails, we recommend that you clear your browser's cache. If you are not using Google Chrome, please try to reload the page using Google Chrome.

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

For technical issues, please write us at: esra-support@kit-group.org

REGISTRATION

Do I have to register to participate in the ESRA 2021 Virtual Congress?

Yes, those who would like to participate in the congress needs to register with their own account.

How do I register?

Go to: <https://esra2021.com/registration/> and then click on "Register here".



How do I access the congress platform after registering?

Once registered, you will receive an email from no-reply@opade.events. Click on “Join the event” in your registration confirmation email to access the congress platform.

Until what date can I register?

You can register at any moment, even during the live event from 8-10 September.

How can I edit my Business Card?

When you log in to the congress platform for the first time, you will be asked to fill out your business card. However, you can change the information of your business card at all times. On the top right corner of the congress platform, you will see a small square with your initial. Click on it, select “Profile” and go to “Event Profile”. There you will be able to change the information of your business card.

How can I upload or modify my profile picture?

When you log in to the congress platform for the first time, you will be asked to fill out your business card. However, you can change the information of your business card at all times. On the top right corner of the congress platform, you will see a small square with your initial. Click on it, select “Profile” and go to “Event Profile”. There you will be able to change the information of your business card, including your profile picture.

How can I make myself visible/invisible on the congress platform?

You can make yourself visible or invisible on the congress platform by clicking on the small square with your initial on the top right of the congress platform. Select “Profile” and go to “Event Profile”. There you will be to set your “Preferences” to visible or invisible. If you are invisible, your name will not be displayed in the participants list and all your comments or questions will be shown as coming from “Anonymous”.

I did not receive a registration confirmation email. What do I do?

Please check your spam folder. If you cannot find your registration confirmation email in the spam folder, please contact the Congress Secretariat at esra-registration@kit-group.org.

How will my personal data be protected?

Please refer to our [Privacy Policy](#).

Who do I contact in case I have any registration questions or queries about my profile?

Please contact the Congress Secretariat at esra-registration@kit-group.org.

What if I am not available during the dates of the ESRA 2021 Virtual Congress?

If you are not available during the dates of the ESRA 2021 Virtual Congress, you can still access the congress platform after the live event until 10 September 2022 to view the recording of the sessions on demand and visit the exhibition booths. Please note that no CME credits will be given for the session watched on-demand after the congress is over.

How do I get updates for the ESRA 2021 Virtual Congress?

Sign up to the ESRA mailing list: <https://esraeurope.org/>.

Is access to the ESRA 2021 Virtual Congress platform restricted?

Yes, you need to register to access the congress platform. To register please go to: <https://esra2021.com/registration/>.



What will be available to me as a registered participant?

- Attend the live sessions or see recordings of past sessions
- Interact with speakers and other attendees during the sessions
- Earn CME credits by attending a live session or watching a session on-demand from 8 to 10 September 2021 from your individual account
- Interact with speakers and other attendees at any time
- Visit the exhibition booths and interact with exhibitors

Can members of the press attend the ESRA 2021 Virtual Congress?

Yes, they can. They should register as "Media".

SCIENTIFIC PROGRAMME

How can I create my personal agenda?

To create your personal agenda, go to the programme and hover your mouse over the session you are interested in. You will then see a "+" button which will appear on the top right corner of the session card. When clicking on this button, the session will automatically be added to your agenda.

Can I download the slides of the sessions?

No, you cannot download the slides of the speakers on the ESRA 2021 Virtual Congress platform.

Can I record the live sessions? Where can I watch the recordings of the live sessions?

No, as an attendee you cannot record the live sessions. However, the organiser will record the live sessions and the unedited recordings will be available on the congress platform from 8-10 September approx. 60 minutes after the end of each session. These recordings will stay on the congress platform for one year until 10 September 2022. After the congress, the edited recordings will be available on the ESRA Academy.

How can I become an ESRA Member?

You can become an ESRA Member by filling out the Member Application Form here: <https://esraeurope.org/join-esra/>.

Will there be poster presentations?

During the ESRA 2021 Virtual Congress 2 sessions will be dedicated to the best free papers. Other ePosters will be available in the eLibrary on the congress platform.

Will there be a possibility for Q&A?

Yes, in each session you can find an "Interactive" tab on the right-hand side of the page. In this tab you have the possibility to ask the speakers questions.



INDUSTRY SESSIONS / INDUSTRY EXHIBITION

Will there be an exhibition?

Yes, there will be a virtual industry exhibition. It will be available on the congress platform from 8-10 September. During the congress dates, the exhibitors will answer your queries as fast as possible. On the other days, please expect some delay in the answers of the exhibitors.

How can I interact with the exhibitors?

Go to the exhibitor booth. You can contact one of the booth representatives directly by clicking on the “Chat” button next to their profile picture. You can also leave your contact details to the exhibitors by clicking on the button “Leave Business Card” located on each booth.

Can I chat with the exhibitors?

There is no chat function on the exhibitor booth. However, you can start a private conversation when you click on the name of the booth staff and then via the “Send Message” button.

Will industry sponsored sessions be part of the ESRA 2021 Virtual Congress?

Yes, there will be Industry Symposia. Please refer to the agenda.

How can the Industry Symposia be accessed via the congress platform?

You can access the Industry Symposia directly from the Programme tab or by clicking on corporate Hub and then click on Industry Programme

INTERACTION POSSIBILITIES

How can I interact with speakers and other attendees?

You can send private messages to speakers, partners, or other attendees on the congress platform. You will find the lists of participants in the interactivity panel on the right of the screen. They are divided between attendees, speakers, and partners. You need to look for the person you want to send a private message to and click on his/her name. Then, you can either view the person’s business card or chat privately. If you click on “Chat privately”, a chat window will open.

What is the Forum Chat?

The Forum Chat is the general chat of the ESRA 2021 Virtual Congress. Your private chats will not be visible in the Forum Chat.

CONTACT US

Who can I contact for more information?

For all further questions, please contact us at esra@kit-group.org.