



# Frequently Asked Questions

## What equipment will I need to participate in this event?

The virtual event platform can be accessed using computers / tablets / smartphones with a stable internet connection and integrated speaker, microphone and webcam. For speakers, and anyone sharing a presentation during the event, please use a computer or a laptop to join the event rather than an iPad or a tablet. Speakers should connect to the internet using a wired connection if possible and should use headphones for the best quality sound. The programme works best in Chrome, **Chrome must be used by speakers.**

Delegates may find that using headphones improves the audio quality and that using a webcam, while this is not essential, enhances their experience by allowing face-to-face interaction.

## What are the minimum internet requirements?

The minimum internet requirements for participating in this virtual conference can be found on the virtual event platform website at <https://inevent.com/en/requirements.php>

## What preparation do I need to do in advance?

**The online platform is compatible with the most common internet browsers, but does work best in Chrome.** You may wish to consider installing more than one internet browser on your computer or device so that you have the option of using the browser that gives the best quality. You will not be able to access the event platform using Internet Explorer.

We recommend that you test your audio (speaker and microphone, and headphones if applicable) and video (webcam) before the meeting. It should be possible to test your microphone and speaker connection via the settings option on your computer or device. To further test your speaker, microphone and bandwidth connection, we recommend using the InEvent Virtual Lobby testing tool here: <https://inevent.com/en/test-your-connection.php>

**Please note that if you are joining from a work location, your company IT security may block access to the sessions. If you intend to join the event from work it is strongly recommend that you use the InEvent Virtual Lobby testing tool above. If the test does not complete then it is likely your company firewall is blocking access. Firewall settings used by InEvent Virtual Lobby can be found here:**

<https://drive.google.com/file/d/1YHJg8eUAp44NjUvbSVOio4369MCFA4A8/view?usp=sharing>

## How will the virtual event work?

In the same way as a physical event, a virtual event will allow delegates to attend sessions, hear and watch talks, ask questions and network with delegates and speakers.

We understand the importance of networking outside of the scientific sessions. The virtual event

platform provides the opportunity for delegates to interact by joining online networking rooms or having direct one-to-one chats. Time will be scheduled in the programme for this purpose.

### **Who do I contact if I need help during the event?**

During the event a Help Room will be available from the virtual lobby. If you require any assistance or have any questions, please go into the help room where a member of the events team will be able to assist you. If the Help Room is not open, you can also email [events@rsc.org](mailto:events@rsc.org) with your question and the events team will reply to you as quickly as they can.

### **How will I participate as a speaker?**

Speakers will be able to share presentations using the audio/video features of the virtual event platform. They will be able to screen share PPT, text, video, image and audio files while presenting via webcam, and also make these files available to other delegates via the platform.

Speakers will be able to receive questions from delegates and respond using the live text chat and audio/video Q&A. This process will be managed by the session chair.

Speakers will have the opportunity to join a demonstration of the virtual event platform to familiarise themselves with it in advance of the meeting.

### **How will I participate as a delegate?**

Delegates will be able ask questions using the live text chat and audio/video Q&A. The Q&A process will be managed by the session chair.

Networking will be available to delegates in the form of virtual networking rooms or direct one-to-one chats. Time will be scheduled in the programme for this purpose.