

We are thrilled to have you join the first EuropeFides Virtual General Meeting on Friday, 11 September 2020.

We realize that everything is a little different this year... including our General Meeting. This guide will prepare you for an engaging experience with multiple opportunities to network and connect. **We look forward to seeing you online!**

About the virtual platform

EuropeFides has selected Acelevents as the platform that will host our virtual event. Watch a [quick tour](#) to get a "lay of the land."

The event platform will open a day early so that you can get acquainted with it.

Minimum technical requirements for the best attendee experience

- Join the event using a **laptop, desktop computer, or tablet**.
- Make sure you are using a **compatible browser**. Acelevents works best on **Chrome**. You will also want to make sure your browser is up-to-date and your **internet or mobile hot spot** is reliable. A minimum speed of 5 mbps is recommended.
- You will need headphones or built-in/external **speakers** to listen to all presentations

Additional recommended technology

- Most laptops will have a built-in **microphone**. we recommend a headset with a microphone if you have access to one. If you don't have a microphone, all sessions will have a dedicated text-based chat panel for you to share your thoughts and questions, but presenters and other attendees won't be able to hear your voice.
- A **webcam** is not required but will allow others to see your face during the workshops, our networking Cocktail Hour and for 1:1 chats at other times throughout the conference. We encourage your to use it for the most engaging experience possible.

Find your way around the Virtual General Meeting

Once logged in, you will be able to freely navigate between six areas of the platform. Please take note of which sessions will be accessed in the "Stage" tab versus the "Workshops" tab.

- **Lobby:** Use as your "**home base**."
 - » View the agenda and click into the main stage and workshop sessions.
 - » Participate in live chat (visible to all attendees).
- **Stage:** Watch the morning and keynote sessions and presentations. Interact with other participants in the chat panel and Q&A function.

- **Workshops:** Join our interactive workshop sessions for open discussions between attendees. Up to 16 attendees and speakers can be on camera and microphone at once including attendees and speakers.
 - » Breakout sessions and open panel discussion in the afternoon.
 - » Coffee Break Rooms: Meet up with other attendees; open all day.
- **Networking:** Join our virtual Cocktail Hour. During this speed-networking session you will be matched with other attendees for 5-minute 1:1 video chats.
- **People:** See who else is attending and connect with other attendees for 1:1 meetings.
- **Virtual Help Desk:** Chat with a member of our facilitator team.

Need help before and during the conference?

We look forward to engaging with and supporting our members! A support email will be available leading up to and during the conference, and online chat support will be accessible during the conference. See below for availability.

Here is how you can get in contact with us:

- **By chat:** Swing by our **Virtual Help Desk** for text chat support during the conference. We will also be monitoring the lobby for any SOS calls if you feel totally lost.
- **By Email:** virtualmeeting@europefides.eu

Help! I forgot how to log in to the virtual event platform!

If you are logging in for the first time, just create a new password.

You can reset your password by accessing [this page](#) and entering the Email address associated with your account, or go to the login page and select “Forgot Password?” at the bottom of the page.

Log in early for a “Connectivity Check”

The event platform will open a day early on 10 September so that you can take a look around.

We encourage you to sign in the day before to get a feel for the platform and to ensure your internet connection is working.

This way our support team can assist you with any issues before the event and you can enjoy the sessions when the real event starts on Friday.

Use the [Accelevents System-Checker](#) to see if you have the correct browser settings to access the site.

Thank you for your understanding and flexibility as we venture into new territory in the virtual world. **We look forward to seeing you online!**