

## Vitae Connections Week 2020 FAQs

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## General questions, session access and technical support

### My question is not answered below, what can I do?

For any other help, please see a member of the Vitae team in our virtual [Connections Week Foyer](#) (follow the link to join an MS Teams meeting).

### Where is Connections Week taking place?

All session registrations, session links, agenda, speaker bios and networking community can be accessed from our 'Bizzabo' event site at <https://connectionsweek2020.vitae.ac.uk> which can be viewed via a browser or the Bizzabo mobile app. Chrome is the preferred browser.

### How do I register for the Connections Week event?

Vitae Member and non-member rates to book a ticket can be access here <https://connectionsweek2020.vitae.ac.uk/page/1544344/registration> including weekly and daily ticket options.

### I can't access the Connections Week event website or app

Chrome is the preferred browser to use the desktop version of the event website. To access the mobile app version, please search for 'Bizzabo' in your app store.

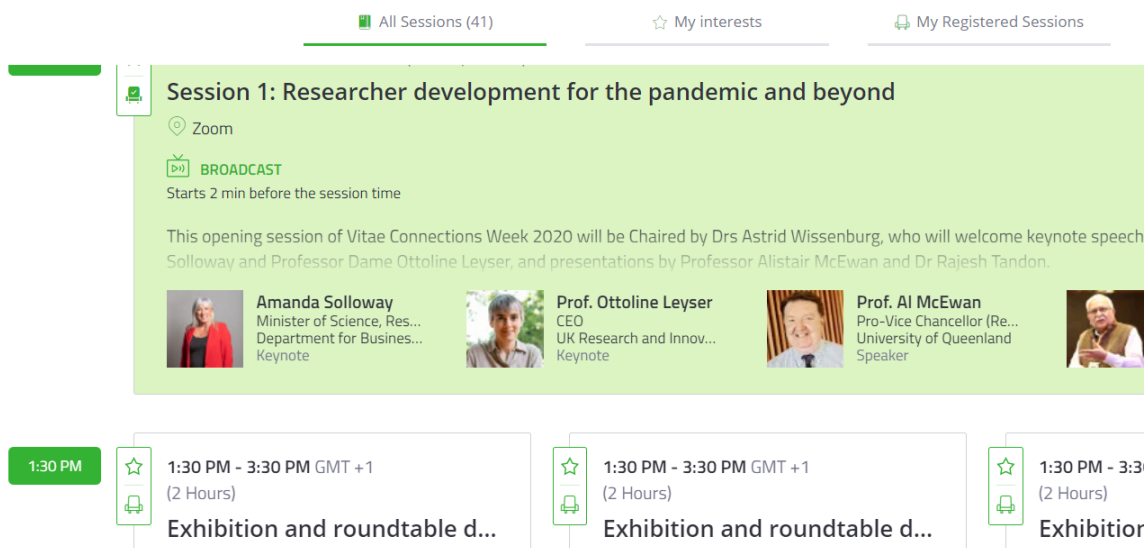
You will need to log in using the email you have registered to the event with to use some of the website and app functions. If your email is not recognised please see a member of the Vitae team in our virtual [Connections Week Foyer](#).

### I can't see the agenda

Chrome is the preferred browser to use the desktop version of the event website. To access the mobile app version, please search for 'Bizzabo' in your app store.

### How can I register to attend individual sessions?

In the [Connections Week agenda](#), sessions available for registration have a green 'seat' icon next to them. Click on the seat icon to register, which then goes green with a tick.



The 'save a seat' function is only visible when logged in. You will need to log in using the email you have registered to the event with. If your email is not recognised please see a member of the Vitae team in our virtual [Connections Week Foyer](#).

### **Do I need to register for the parallel sessions?**

For the parallel sessions (Blocks A, B, C, D, E, and F) you will only be able to register for one session per block. Some sessions will have limited numbers so please register as soon as possible to avoid disappointment.

If you have not registered for a session in advance, you will still be able to register and attend when the session starts (or during the session) unless it is already full.

Please do not register (or please cancel your registration) if you do not plan to attend otherwise you may prevent someone else from taking part.

### **Do I need to register for the exhibition roundtable discussions?**

Yes, you must select and register for your preferred roundtable discussion by 12:30 (GMT+1) on Monday 15 September to ensure your place in your preferred topic discussion.

### **Do I need to register for the plenary sessions?**

You do not need to register in advance for the daily plenary sessions (Sessions 1-4), though you may wish to register in order to add them to your personal 'registered sessions' list.

### **What are 'fringe' sessions, and do I need to register for them?**

Fringe sessions have been organised and are hosted outside of Vitae Connections week by our exhibitors and other partners. Fringe sessions may be open access to other participants not attending Connections Week. Some fringe sessions will have limited numbers so please register as soon as possible to avoid disappointment.

If the session does not have a 'seat icon' you can attend without registering in advance by clicking the broadcast button at the scheduled start time.

### **How can I tell which sessions I have registered for?**

At the top of the [Connections Week agenda](#) you can see your personal agenda under 'my registered sessions'. You will need to be logged in using the email you registered to the event with to use this function.

### **How do I access a session I have registered for?**

Live sessions will open 2 minutes before the start time. You can access the session via the 'broadcast link' in the relevant session in the [Connections Week agenda](#). The broadcast link will take you to the relevant session platform (e.g. Zoom, GoToMeeting, MS Teams).

You will be able to access the session if you have a valid Connections Week 2020 ticket and are logged in to the Bizzabo event website using the email you have registered to the event with. If your email is not recognised please see a member of the Vitae team in our virtual [Connections Week Foyer](#).

### **Can I access a session I have not registered for?**

If you have not registered for a session in advance, you will still be able to register and attend when the session starts (or during the session) unless it is already full.

If the session does not have a 'seat icon' you can attend without registering in advance by clicking the broadcast button at the scheduled start time.

### **I can't get into my registered session**

First, try the following steps:

- Check you are logged in to the Connections Week platform with the email address you used to book your ticket
- Try switching to Chrome browser (and logging in)
- Check the start time of your session (broadcast will start 2 minutes before)
- Check you have the appropriate ticket type for the session/day

If the above does not resolve your problem, please see a member of the Vitae team in our virtual [Connections Week Foyer](#) (follow the link to join an MS Teams meeting).

If you suspect the session is not running or otherwise need to alert us to an issue urgently, call Jen on 07590 445184 or Hayley Evans on 01223 448507 or Katie Wheat on 07921688293.

### **The session I was attending has gone down, what should I do?**

Please wait a few moments while the Vitae team and contributors work to resolve the issue. We will try to restart the session, or in the case of the platform (e.g. Zoom) being down, switch to our planned back-up platform. Please check your email for further information and instructions in this case.

If you need to alert us to a platform/session issue urgently, call Jen on 07590 445184 or Hayley Evans on 01223 448507 or Katie Wheat on 07921688293, or see a member of the Vitae team in our virtual [Connections Week Foyer](#) (follow the link to join an MS Teams meeting).

### **I am having sound and/or video issues, what can I do?**

First, please try the usual steps of:

- checking the settings within the platform you are using
- re-joining the session
- restarting your computer or trying a different device
- dialling in by phone if that option is enabled
- seeking support from your institutional/organisation IT service, if available

The help files for common online platforms can be accessed at:

**Zoom:** <https://support.zoom.us/hc/en-us/categories/201137166>

**GoToMeeting:** <https://support.goto.com/meeting/system-check>

**MS Teams:** <https://support.microsoft.com/en-us/office/troubleshooting-6fa7c08a-6fd4-47a0-b275-90a5f60f1df9?ui=en-US&rs=en-US&ad=US>

If the above does not resolve your problem, please see a member of the Vitae team in our virtual [Connections Week Foyer](#) (follow the link to join an MS Teams meeting where you can use the chat as well as voice option).

### How do I access and use the ‘on demand’ content?

The on demand content is available to [browse from the event website](#) at any time before and during Vitae Connections Week. The content will be archived onto the Vitae website after the event.

Content includes a range of rich media and different file types. If you are unable to access a specific file or files, please see a member of the Vitae team in our virtual [Connections Week Foyer](#).

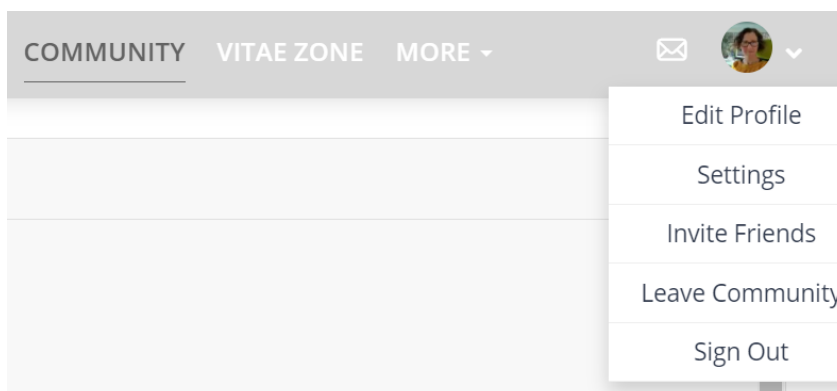
### How do I access and use the Community area?

Please check you are logged in to the event website or app using the email you have registered to the event with. If your email is not recognised please see a member of the Vitae team in our virtual [Connections Week Foyer](#).

The Community area is only available to those that have a valid Connections Week ticket. If you do not have a ticket and wish to purchase one please book [here](#).

Once you are in the [Community area](#) you can edit your profile, send and receive direct messages, and browse the profiles of other participants, contributors and exhibitors.

By adding your profile to the [Community area](#), you can help other attendees to search for you and send you messages from with the event website. The ‘edit profile’ and other settings can be found at the top right of the desktop version. If you wish, you can also set up mobile notifications for direct messages.

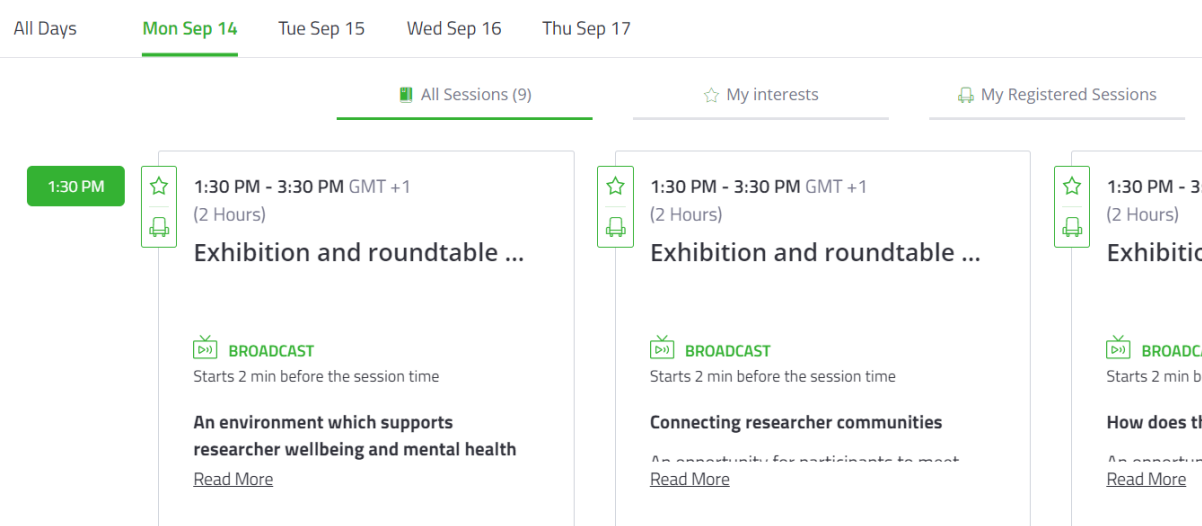


### I would like to contact an exhibitor

If you would like to contact an exhibitor you can message them directly from the [Community area](#) or go to their [Exhibition booth](#) for more information on their drop-in sessions or contact details. Timed drop-in sessions allow you to have a casual chat and hear about what exhibitors can offer, similar to a traditional exhibition stand.

Many exhibitors are attending the Exhibition and roundtable discussion session on Monday 14 Sept so you will be able to meet some of them there. Please register for your preferred topic discussion on the [Connections Week agenda](#) by 12.30 (GMT+1) on Monday 14 Sept.

Some exhibitors are running open access fringe sessions, which you can also find on the agenda. Most fringe sessions will take place on Wednesday 16 Sept.



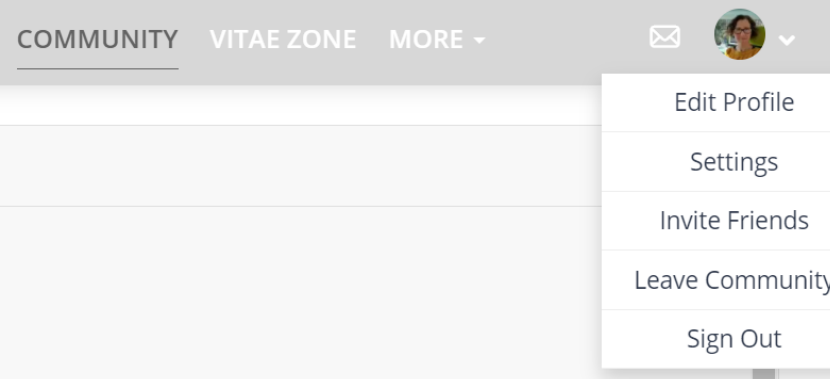
### I would like to contact a Connections Week delegate or contributor

Please use the [Community area](#) to connect with other attendees and contributors at Vitae Connections Week. You can search by name, organisation and more.

You can also view speaker and contributor profiles linked from their relevant session in the agenda, or through the [speaker area](#) for plenary speakers.

### How can other delegates contact me?

By adding your profile to the [Community area](#), you can help other attendees to search for you and send you messages from with the event website. The 'edit profile' and other settings can be found at the top right of the desktop version. If you wish, you can also set up mobile notifications for direct messages.



**I am no longer able to attend, can someone else use my ticket?**

Event daily and weekly tickets can only be used by one person, however you can transfer the full use of a ticket to another person if you are unable to attend. Please contact us as soon as possible by email to arrange this [events@vitae.ac.uk](mailto:events@vitae.ac.uk).

**Questions about the Vitae 3MT® competition final 2020**

**How can I access the Vitae 3MT® competition final?**

All Connections Week ticket holders will automatically be sent an email on the day of the competition providing you with log in details.

Anyone not already attending Connections Week can [register here](#) any time before 11.00 (GMT+1) on Wednesday 16 September. You will be sent an email on the day of the competition providing you with log in details.

**How can I vote for the People's Choice winner?**

All attendees viewing the live competition final through their personal access link (sent by email on the day of the competition) will be able to vote through the live platform.

**I do not belong to a member organisation and do not have a ticket to Connections Week 2020, can I still access the 3MT® competition?**

Yes, the competition is open to view and vote. You will need to [register here](#) in advance.