



ESCRS

38th Congress of the ESCRS

FAQs

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How can I attend the virtual congress?

You will need to register for the congress. All registration information, including registration categories, is available here: <https://www.es CRS.org/amsterdam2020/registration.asp>

YOU CAN REGISTER UNTIL 18.00 ON THE EVENING OF SUNDAY 4TH OCTOBER.

How do I register?

If you are an ESCRS Member, have submitted an abstract, or have an existing account you must login with your account details to register.

New delegates, should create a new account to register.

[CLICK HERE TO REGISTER.](#)

What is my username?

Your username is the email address linked to your ESCRS Membership or the email address used when creating your registration account.

What do I do if I forget my password?

To retrieve your password, go to the virtual meeting login page and click 'Forgot Password'
You can re-set your password immediately.

After I register how can I login to the virtual meeting?

When you have completed payment you will be directed to your registration summary which includes the link to the virtual meeting.

After I register what information should I expect to receive?

You will receive an email confirmation which includes your payment invoice and information on accessing the virtual meeting.

When will I receive my congress username and password?

Your username and password are the details used to complete your registration. If you were registered by a third party an email will be sent in the days preceding the virtual meeting with instructions to retrieve this information.

How will I receive my Certificate of Attendance?

On Sunday 4 October, a short survey will be emailed to all attendees. Upon completion of this survey, you will receive a PDF Certificate of Attendance by email.

When can I access the ESCRS Virtual Congress?

You can access the congress on Friday 2 October from 10.00 (CEST). We strongly recommend that you log on to the congress platform early so that you can familiarise yourself with the layout of the venue and optimise your congress experience.

What is the congress schedule on Friday?

The Exhibition will be open on Friday and there are Industry Sponsored Satellite Meetings taking place from 12.15 – 16.00 (CEST). The scientific programme begins at 16.30. (CEST)

Will the congress presentations be in English?

All presentations will be in English.

What time zone will the congress take place in?

Central European Time (CEST)

After I register, if it is not possible for me to attend the congress can I apply for a refund?

Unfortunately, no refunds are possible once a registration is completed.

How do I join the congress from my laptop/ipad/phone?

For the best possible congress experience connect from a laptop or PC.

You can use a mobile phone, but due to the size of the screen your congress experience may be diminished.

What internet connection do I need?

You should have at least a 1.4 Mbps (megabits/second) internet connection

What is the best browser to use?

Chrome is recommended as the most stable and consistent browser.

Set your browser zoom level to 100% (and adjust as necessary)

Can I log in on both my PC and phone?

Please note that multiple simultaneous connections using the same email address are not possible.

What will I see when I first log into the virtual event?

You will arrive into a congress lobby – it will be similar to the entrance hall at a live congress. From there you can choose to go to the Exhibition or the Scientific Programme Rooms (Auditorium), the ESCRS Resource Centre or the Networking and Relaxation Lounges.

How do I enter the Scientific Programme or Satellite Meeting Rooms?

There is a clickable link from the main congress lobby to the Auditorium where all congress rooms are located.

Will there be an Exhibition at the Virtual Congress?

There is a 3D Interactive Exhibition in four Exhibition Halls. Click on Exhibition in the Main Lobby to visit the Exhibition Halls.

Can I interact with exhibitors?

Yes, when you visit a booth in the Exhibition Halls you can speak with a booth representative

Can I become a member during the congress?

You can visit the ESCRS Resource Centre and you can become a member or discuss the benefits of becoming a member.

Can I get information on iLearn or EUREQUO during the virtual congress?

Yes, staff will be available to speak to you once you visit the ESCRS Resource Centre during the congress.

Will I receive CME credits for attending the Virtual Congress?

Yes, the virtual congress has been awarded 16 CME credits by the UEMS.

If I registered but cannot log in until after the weekend of the congress will I still get CME credits?

CME credits can only be awarded if you attend the congress from 2 – 4 October.

Can I ask questions in sessions?

You can ask a question in every session by clicking on the Q&A tab on the screen. Many sessions will have a dedicated question and answer discussion period at the end of the session.

See here for the full schedule: https://www.es CRS.org/amsterdam2020/programme/prog_overview.asp

Can I watch sessions that I missed?

Yes, all content will be available to view in the On Demand section of the congress platform..

Where is 'On Demand 'located at the Virtual Congress?

The On Demand Sessions can be accessed after the virtual congress by logging into the virtual congress platform and going to the programme platform ("Auditorium").

How can I view Free Papers, Posters, Case Reports and Videos?

These presentations are all available to view, on demand, in the programme section of the virtual congress platform.

How long will I be able to access the scientific content of the virtual congress?

On Demand access to the scientific content will be available to registered congress delegates for 3 months, until the end of 2020.

Can I access the content after 2020?

Yes, once you are an ESCRS Member you will have free access to all previous congress content.

Can I communicate with other attendees as if I were at an in-person congress?

Yes, when you are logged in to the congress platform, you can see other attendees who are present and can invite them to a text chat with you other attendees.

What will I find in the 'briefcase' at the virtual congress?

The Briefcase is the virtual equivalent of the Delegate Congress Bag, and has documents/literature which you may find of interest including EuroTimes, Clinical Trend Survey Flyer and some Industry documents.

Who should I contact if I have any questions during the congress days?

During congress open hours there will be a Help Desk where you can message your query to the relevant department – e.g. if you have a query relating to the programme or if you are having problems navigating the congress platform.

Can I use social media at the virtual congress? Is there an official congress hashtag?

Yes, you can indeed, ESCRS have a presence on Facebook/Instagram/Twitter and LinkedIn. Please follow us on your preferred platform if you would like to follow our Society and Congress updates. The official # for the Congress is **#ESCRS2020**