EMBC’21 – Virtual Event
Frequently Asked Questions

We have compiled some anticipated frequently asked questions to help you navigate our virtual platform.

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If you have any further questions about the system or event that are not answered below, please email EMBCVirtual@Smithbucklin.com.

System Information/Platform Access

I did not receive my registration confirmation. What do I do?
Your registration confirmation email is only sent once payment is received, when you REGISTER for the event. Please contact EMBCReg@Smithbucklin.com to resend your registration confirmation email.

*Note that this is separate from your virtual platform login email.

How do I log into the virtual event site?
You will receive an email with login information the week of October 25, before the event begins. Your personalized login and access key will also be included in this email.

- If you are on the login page, but you forgot your access key – click “Forgot Access Key?” text underneath the login box. You will then be able to input your email address (that you used to register), and an automated email will be sent for you to login.
- If you are still having difficulty accessing the platform, contact EMBCVirtual@Smithbucklin.com.

What time zone is the schedule set?
Please note the conference timing follows local time in Guadalajara, Mexico.
I am having technical difficulties with the platform. What should I do?

If you experience any technical difficulties, please follow the steps below:

- **Browser** – make sure to:
  - Use the latest version of Google Chrome (preferred), Mozilla Firefox, or Microsoft Edge (avoid Internet Explorer).
  - Install/enable JavaScript/Flash Player
  - Accept “cookies” if prompted
  - Clear your web browser history and cache

- **Internet** – A wired connection is optimal; if you must use Wi-Fi ensure a strong connection prior to joining.
  - If you are in a semi-public office, try another network (some offices have robust firewalls that will block video and video chat)
  - If you are at home, make sure you are not also using streaming services like Netflix, etc. that could impact your available bandwidth
  - Close all unnecessary applications to improve speed
  - Disconnect from VPN
  - If there is a delay, refresh your screen

While the platform is accessible on both desktop and mobile devices, we strongly recommend joining the virtual event on your desktop computer or laptop to enjoy all of the platform features. If a company device is being used, it may have security protocols that can interfere. If that is the case, use a personal device and see if that makes a difference.

**If you are having any additional issues**, you can reach out to technical support by:

- Clicking on your profile name in the top right corner of the virtual platform page.
- A drop-down menu will appear with options, select “Technical Support” (highlighted in yellow below).
- A new window will open for you to submit a support ticket, or contact event management.

**How can I test to see if my computer/laptop will work in the best way during the virtual event?**

You can run a system check by clicking on your profile name in the top right corner of the virtual platform page.

- A drop-down menu will appear with options, select “Technical Support”.
- A new window will open and you will be able to submit a support ticket, or contact event management.
- In the bottom right corner of this window, you will see the option “System Check” (teal button). Once you click this, a new page will appear that will automatically access your systems to test. Make sure you “allow” all prompts that may appear to test in the best way. Also, click here to access the System Check.

If the problem persists, please contact EMBCVirtual@Smithbucklin.com or submit a technical support ticket. We will address technical difficulties as quickly as possible. If you miss a session because of a technical difficulty, all applicable session recordings will be accessible in the platform starting Wednesday, November 10, 2021 with access until Friday, December 10, 2021.

**I keep getting kicked out of the platform/asked to log in repeatedly.**

If you experience any technical difficulties, please open the technical support option (previously listed above). We will address technical difficulties as quickly as possible. If you miss a session because of a technical difficulty, all applicable
session recordings will be accessible in the platform starting Wednesday, November 10, 2021 with access until Friday, December 10, 2021.

Profile Settings

Can I adjust to my local time zone?
Yes, you can do this by updating your profile settings (this is also the first step asked when you login the first time to setup your profile).

Alternatively, you can change this setting by clicking on your profile name in the top right corner of the virtual platform page.

- A drop-down menu will appear with options, select the “My Conference Profile”.
- In the “Name and Location” section, you will be able to display times in the event time zone (CEST) or set to display in your local time zone.
- In the second drop-down menu, you will be able to select your local time zone.

What if I would like to change the language the virtual platform displays all content?
On the left hand navigation, there is an option to select the language you would like to use. The platform will then use the Google Translate feature to adjust to your preferred language.

*Note: that all text will originate in English.*

How do I take myself off the attendee directory?
If you would like to hide your attendee profile so that no one is able to view it, you will need to update your profile settings.

- Click on your profile name in the top right corner of the virtual platform page. A drop-down menu will appear with options, select “My Conference Profile”.
- Once on this new page, click “Save and Continue” for the Profile and Photo sections. You will then be on the Networking page (image below). Click on the boxes below to adjust your privacy options.
- To complete process, click “Save and Finish” button.
How to I export My Schedule to my Outlook calendar, or print my schedule?

Click on the “My Experience” hyperlink listed at the bottom of the left side navigation. A new box will pop up with two options; click “My Schedule.”

- Then, click the “Export” button on the right side of your schedule page. You can choose to export the full agenda to your calendar, to Microsoft Word or Excel, save as a PDF, or select print.
- If needed, you can also add personal appointments to your calendar within the virtual platform by selecting the green “Add Personal Appointment” button next to the Export button.

Education Session Information

How do I search for a session, keyword, or author within the schedule?

If you want to quickly search a keyword, author name, paper number, etc., you can enter the information into the universal search bar at the top of the platform. This will generate all associated content on the site that aligns with your search.
How do I add sessions to my schedule?
First, make sure you are logged in to the site. Then, navigate to the “Full Schedule” page listed in the left side navigation, or click to search a presentation by date, title, or presenter/speaker. Each session on the schedule will have a small star in the top-right corner. If you would like to add a session to your schedule, click the star.

To review favorited sessions, click “My Experience” listed at the bottom of the left side navigation. A new box will pop up with two options; make sure to then click “My Schedule.”

*Note: Some sessions are listed as invitation only and pre-registration is required; clicking the star only adds that session to your personal schedule, but does not confirm you are registered for this networking session (i.e. Meet with Leaders, Women in Engineering, etc.).

How do I join a session?
Navigate to the “Full Schedule” page listed in the left side navigation, or click to search a presentation by date, title, or presenter/speaker. Click on the title of the session and select the “Join Live Stream” button.
- Sessions will go live at their scheduled start time, be patient as we may be running behind.
- You will be able to join the live stream approximately 15-minutes prior to the start of the session; however, the start of the session will not take place until the scheduled time.

What if I can't hear the session?
When joining a session, wait to connect to audio until the video/image loads. This should ensure you have a clear audio connection for the session. If you are in the session and are having audio difficulties, disconnect and reconnect your audio.

If my connection freezes for a moment on the chat or the live broadcast, what should I do?
Try first to refresh your page. If that does not resolve the issue, we recommend running a System Check. Click here to access the System Check. If the issues persist, please contact EMBCVirtual@Smithbucklin.com.

When will all session recordings be available for attendees?
Applicable session recordings will be accessible in the platform starting Wednesday, November 10, 2021 with access until Friday, December 10, 2021 for all registered attendees.

Will the live sessions be recorded?
All permitted presentations will be recorded and uploaded onto the Virtual Platform, available on demand until Friday, December 10, 2021. Note that these on demand recordings will not be public, and will only be exclusive to the EMBC’21 virtual platform for registered attendees only.

Will the Chat box and discussion box be visible to all or only to the speaker?
The Chat box will be visible to all registered attendees, including the speaker.
Can I chat with a specific attendee or speaker?
Within a session, you can engage with other attendees in the “Chat” tab, which is visible to all participants. To message attendees and speakers individually, search for them within the “Attendees” tile on the homepage.

How do I access the full paper of each session?
The proceedings for EMBC 2021 will include all papers for each applicable session. Click on the Proceedings tile on the homepage, or click on the Proceedings menu item within the left navigation. Once on the proceedings site, you will be able to review the ACCEPTED papers and browse by author, title, or keyword.

I want to view the technical program with accepted papers through Papercept, how can I do that?
Click on the Proceedings tile on the homepage, or click on the Proceedings menu item within the left navigation. Once on the proceedings site, you will be able to review the ACCEPTED papers and browse by author, title, or keyword.

When will papers be available on IEEE xplre?
Only full-contributed papers will be published in IEEE Xplore after the paper has been presented by the corresponding author at the conference. Full-contributed papers that meet the requirements for publication will be visible in IEEE Xplore approximately 90 days after the conference. Conference Proceedings are indexed in PubMed Central (PMC) but require access to IEEE Xplore. EMBC 2021 Open Access papers will be immediately available online once transferred to PMC.

5&10 Minute Video Presentation Information

What are 5&10 Minute Video Presentations and how do they relate to the papers submitted?
Authors who have been accepted by EMBC have been categorized into 5 & 10-minute video presentations (based on paper length). See below for an explanation.

- 10-minute Videos: Full Contributed Papers: an EMBC Full Contributed Paper is a complete paper describing research of scientific relevance to the field of biomedical engineering, in a full 4 to 7 pages, drafted on the EMBS Full Contributed Paper Template.
- 5-minute Videos: 1 Page Research Abstracts: an EMBC 1 Page Research Abstract is an extended abstract that provides a high-level summary of research of scientific relevance to the field of biomedical engineering, in a single page, drafted on the EMBS 1 Page Research Abstract Template.

Where can I find the on demand 5&10-minute videos?
You can find videos (2) ways:

- By selecting “5&10 MINUTE VIDEOS” from the main tile screen on the homepage OR
- By selecting “5&10 MINUTE VIDEOS” on the left navigation, and choosing the way in which you would like to search (title, author, number, date).

When and how can I see an author’s 5 or 10-minute video presentation?
Videos are available on-demand from the start of the event until Friday, December 10, 2021. You can search for the video by using the left navigation; select the video you wish to view. A new window will pop up, then select the “Video” button. You can also view the presentation slides (if uploaded by the presenter) within this pop-up.
I want to ask a question to a video author; do I have to join the live session?
You can post/ask a question to the author at any time by selecting “Q &A” at the bottom of the pop up window within their specific video/author details. This posts your question publically, while also emailing the author as a reminder to provide a response. You will receive a response back via email, or by checking back in and reviewing the Q&A log within their video.

- Select “Q &A”, then “Ask Question”, enter question details, and click “Submit”
- You can also facilitate a conversation and interact with the author by engaging in the chat feature. To access this, click the “Q&A” button, and then the “Chat” option. Note that the chat is public.
- If you’re having any trouble, please select the “Help” option and there will be additional information about the options for Questions & Chat.

I saw there is an option to rate the video. What does this mean?
Within the same popup screen used to ask view information about the video, you will see an option to “Rate Video”. Click this if you would like to give a rating to the Author’s video. Collective ratings will be public through the hearts; however, comments will not be public (if you choose to leave one, as adding a comment with your rating is optional).

- The rating scale is 1-5, please click on the amount of hearts you wish to give the video; 1 being the least and 5 being the best. This will show the number of rating a video received and the average number of stars (i.e. 3.9).
The rating data will only show once a video has accumulated 5 or more ratings from users. Each user can rate a video once (and they can go back and modify their ratings).

- Add any comments you wish to add and then you can leave your review publicly, or anonymously. Then, click “Submit”

I don’t see an option to view the presentation slides from the author’s video that I selected?
If an author did not upload their presentation slides, that is because this was an optional field for presenters. If you would like more information we recommend asking a question through Q&A or the chat feature.

**Speaker Information**

Where can I learn more about the featured keynotes?
On the homepage, select the “Keynote Speakers” tile to read more on each speaker featured as a keynote (opening, trending, theme, & plenary).

How can I see a speaker’s bio or affiliation?
You can view a speaker’s bio and profile information by clicking their name in blue hyperlink. This brings up a pop up window with their information and any sessions they are a part of at EMBC’21.

- You can also search the speakers name in the universal search bar at the top right of the platform, this will bring up a tab of options associated with the speaker’s name for you to choose from (if applicable).

Can I email a speaker?
Yes, but only if a speaker has selected to allow email communication.

- Navigate to their profile (instruction above)
- Select “Email”, this generates a new email draft for you to write

How do I search for a session, keyword, or author within the schedule?
If you want to quickly search a keyword, author name, paper number, etc., you can enter the information into the universal search bar at the top of the platform. This will generate all associated content on the site that aligns with your search.
Sponsors

How can I see who sponsored this event?
From the homepage, use the left navigation menu to find “Sponsors & Exhibitors”. Click this to be brought to our sponsors & exhibitors page. Here you will find more details, videos, and links to additional information that the sponsor or exhibitor have uploaded. You can also chat with exhibitors and sponsors throughout the entire event and there are no dedicated exhibit hours.

Post Event

I missed a session and wished I could attend, how can I watch it?
You can access the recordings from the live sessions by navigating to the agenda and clicking the session title. Alternatively, by selecting the “On Demand” title from the home screen post event.

All permitted presentations will be recorded and uploaded onto the Virtual Platform, available on demand until Friday, December 10, 2021. Note that these on demand recordings will not be public, and will only be exclusive to the EMBC’21 virtual platform for registered attendees only.

If I watch a recording of a session, will I be able to hear the Q&A?
Yes. The Q&A portion will be part of the recording for all applicable LIVE sessions (i.e. keynotes and some mini-symposia sessions). Workshops will NOT be recorded.

I want to provide feedback on the experience, how can I do that?
Starting Friday, November 5, 2021 you can select the “Survey” tile on the homepage, think opens our conference survey. We appreciate your feedback!

Where is the next EMBC event being held?
The IEEE Engineering in Medicine and Biology Society is pleased to announce that the 44th International Engineering in Medicine and Biology Conference will be held in Glasgow, United Kingdom from 11-15 July 2022. This conference is themed, “Biomedical Engineering transforming the provision of healthcare: promoting wellness through personalized & predictable provision at the point of care”. Click here for more information.

How do I submit a paper for the 2022 EMBC Annual Conference?
Click here for more information and deadlines for the 44th International Engineering in Medicine and Biology Conference.

How do I receive a certificate or participation for the 2021 EMBC Annual Conference?
A certificate of participation will be automatically emailed to all registered attendees within 1-week post-event.
**Platform Tips**

**Favoriting sessions/posters**
Use the “favorite” tool by selecting the star icon next to a session. This saves the session in the “My Experience” area of the platform. As a reminder, “My Experience” is anything you have tailored personally to optimize your experience during the event.

- “My experience” can be found on the bottom left side of the navigation list.

**Universal Search**
If you want to quickly search a keyword, author name, paper number, etc... you can enter the information into the universal search bar at the top of the platform. This will generate all associated content on the site that aligns with your search.

**Hyperlinks**
Anything shown in blue on the platform is a hyperlink. These are all clickable links that bring up more information.