



Frequently Asked Questions

1. HOW TO ATTEND THE CONFERENCE?

How to register?

On the Registration page of the MedTech Forum website:
<https://www.themedtechforum.eu/registration-2023>

Where can I find my login?

Your login is the e-mail address **you entered when you registered**.

Where can I find my password?

If you have registered for the event, you should have received an account activation email containing a link to set up your password.

If you did not receive it, please check your spam folder.

If you have forgotten your password you can request a new one by clicking on "Forgot password?".

My login isn't working

Please check that your email address is the same one that was used for your registration.

Should you not have received a registration confirmation, please [contact us](#).

2. ABOUT

How long is the conference?

The congress lasts three days, from Tuesday 30 May to Thursday 01 June 2022.

- Tuesday 30 May : Opening Ceremony (In-person attendees)
- Wednesday 31 May : 9:00 – 18:00
- Thursday 01 June : 9:00 – 16:00

How can I consult the conference programme?

The full programme can be found at: <https://congress.themedtechforum.eu/program-all>

3. SESSIONS

I can't clearly see the videos

You can switch the video to full screen by clicking on the button at the top left of the screen to enlarge the video and the chat, or on the button at the bottom right of the video to enlarge only the video.

I experience difficulties launching some of the videos

Make sure your browser is up to date. We recommend using Chrome, Firefox, Safari or Edge. In addition, please check that a firewall is not blocking the video stream. Please be patient as this often depends on the speed of your internet connection.

The video/audio quality isn't very good / I can't see anything in the player

- Please check your internet connection
- Please close other applications, programs and browser windows, particularly anything requiring heavy bandwidth usage (e.g. Netflix, Zoom)
- Please ensure there are no other people or devices using your Wi-Fi (streaming Netflix, YouTube, online schooling, etc.)
- Please run a speed test (speedtest.net) and check your Download speed. If it is below 10 Mbps please check the above or consider changing your network if possible: For example, if you are using Wi-Fi you may want to consider plugging directly into your network

The audio is too quiet / I can't hear anything

- Please try increasing the volume on your computer
- If that doesn't work, please check the volume on the player itself, there is a speaker button at the bottom left of the player

Is there an audio-only dial-in I can join?

Audio dial-in is not supported at this event.

How do I get in touch with other attendees?

- On desktop –by clicking on the speech bubble icon in the top menu bar next to your name, you can start new discussions with other attendees
- On mobile – download the "The MedTech Forum 2023" App from the App Store or Google Play Store and log in using your confirmation email credentials to get in touch with the community

Can I make the feed full screen?

Yes you can! This can be particularly helpful when viewing the slide portions of the sessions. Just click the maximize screen icon in on the bottom right corner of the player.

How can I take part in Q&A and surveys?

In the "Watch now" page of the platform next to the streaming window, you will find the integrated slido app where you will be able to take part in Q&A and surveys.