

Virtual Platform FAQ

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1. Can I share my login information with others?

No, each login grants access to only one (1) device at any time. Please do not share your login details with anyone else because you will not be able to access the platform if so.

2. Which web browsers and devices can support all the features and functions of the virtual event platform?

Web Browsers

- Google Chrome 75+
- Safari 12.1+
- Edge 85+
- Mozilla Firefox 67+

Note: Internet Explorer is not supported.

Operating Systems

- Windows 10
- Android 9+
- Apple Mac OS X 10.14+
- Apple iOS 13.4+

You can access the platform from any device, as the web interface is optimised for mobile devices, tablets, laptops and desktop computers respectively. If you are accessing the platform via a TV screen, for optimal viewing, please note that the maximum screen size is 65”.

3. What should I do if I encounter connectivity issues?

Clear your web browser’s cache and try accessing the platform, using one of the recommended browsers. For the best viewing experience, use Google Chrome.

4. My mobile device or laptop is not playing the video, what do I do?

Click on the media ‘play’ button to start the video and ensure that you are using a compatible browser (please refer to Question 2 for the list of recommended browsers). If this does not work, please clear your web browser’s cache and try again.

5. I don’t think my audio is working, what do I do?

- If you are using built-in speakers on your device, please ensure they are not muted.
- If you are using external speakers, please ensure that they are switched on and are not muted.
- Check that your internet is connected and stable.
- If you are using a mobile device, such as an iPhone, please ensure you have enough bandwidth to stream the livestream/video.
- If you are using an Android device, an iPad or an iPhone, please ensure that you have clicked on the media ‘play’ button, in order to begin the stream. Android and iOS devices do not allow streams to start automatically.

6. The video is not playing, what do I do?

Check that your internet is connected and stable.

- If you are using a mobile device, such as an iPhone, please ensure you have enough bandwidth to stream the livestream/video.
- If you are using an Android device, an iPad or an iPhone, please ensure that you have clicked on the media ‘play’ button, in order to begin the stream. Android and iOS devices do not allow streams to start automatically.
- If you are accessing the platform using a laptop or desktop, for optimal viewing, please ensure that the zoom level of your browser is set to 100%.

7. How do I clear my cache in Safari on my iPhone and/or iPad?

Open Settings and scroll down to the fifth group of options (starting with Passwords & Accounts). Tap Safari.

- Scroll down and tap Clear History and Website Data.
- In the pop-up, tap Clear History and Data to confirm.
- Restart Safari.

8. How do I clear cache for Chrome on Android?

On your Android phone or tablet, open the Chrome app.

- At the top right, tap More.
- Tap History, and Clear browsing data.
- At the top, select a time range. To delete everything, select All time.
- Next to Cookies and Site Data and Cached Images and Files, check the boxes.
- Tap Clear Data.
- Restart your Chrome app.

9. Is the event platform tablet/mobile responsive?

Yes, the web interface is designed to be responsive across all devices. However, we highly recommend streaming the conference from your desktop or laptop for an optimal viewing experience. If you're using a tablet or a mobile device, please view it in landscape mode.

10. Will I be able to ask questions during the sessions?

Yes. During the Q&A sessions, look out for a Q&A box/slido, right below the Livestream. From there, you may choose to post your question(s).

11. Tell me more about the features of this platform.

Apart from live streaming the conference, you can also use the platform to network with other virtual participants, who belong to the same industry as you. Importantly, let's fully immerse and create the best experiences with us.

- Bookmarking the interesting Sessions, Exhibitors, Attendees that you wish to engage as well as the available Resources in the Exhibition tabs that you wish to save.
- Afraid that you are missing out on an interesting talk? We got you covered! Add the preferred session to your own Schedule; conveniently, you can choose to add them to your personal Google/Office 365 Calendars, too.
- Messaging, Schedule video calls privately or strike up a conversation with other participants in the Public Chat – all within the platform!
- Engage and Post your Questions / Interests on the ****Activity Feed****.
- Fully utilise the Recommendations feature, click through the profiles and engage your industry peers.

12. Will the videos of the conference be made available afterwards?

No, the on-demand will not be made available after the congress.

13. Will you share the speaker slides with participants after the event?

No, the speaker's slides would not be shared post-event.

14. How can I contact the organiser/helpdesk?

To get in touch, please direct your enquiries to us at spc2022@wearemci.com