

ECCE 2020 VIRTUAL PLATFORM FAQ

REGISTRATION

I did not receive my registration confirmation. How do I confirm I am registered for the event?

Please contact BadgeGuys at ecce2020@badgeguys.com for your registration confirmation.

My access link is not working. How do I gain access into the conference?

The [link](#) to access the platform was sent to you via email. If you are having trouble logging into the platform, please email ecce@iplanitmeetings.com or call +1.800.781.1193 ext. 73. Remember to use the email address you used to register for the conference to log in.

What sessions can I attend for free?

The following sessions are free to all. To register for the complimentary sessions, please visit the virtual platform [here](#).

- Opening and Plenary Sessions
- Special Session 1 – Professor Tom Lipo Memorial Session
- SS-17 – Dealing with Public Health Emergence: Online Life and Advanced Technologies in Remote Education
- SS-20 – Energy Access: Technologies, Impact and The Opportunity for PELS
- Award Session
- Exhibition

Will I be able to register after the conference takes place in October?

Yes, registration will be open until November 16, 2020. All those who registered will have access to all content during this time.

EXHIBITORS AND SPONSORS

How do I search for an exhibitor?

For a full listing of exhibitors, visit the [exhibit hall](#).



[HOME](#) [BUILD YOUR AGENDA](#) [EXHIBIT HALL](#)

What are the live Exhibit hours?

Monday, October 12

- 10:45-11:00 am: Dedicated Product & Service Sessions
- 12:40-1:30 pm: Dedicated Exhibit Hours

Tuesday, October 13

- 10:40-11:00 am: Dedicated Product & Service Sessions
- 12:40-1:30 pm: Dedicated Exhibit Hours

Wednesday, October 14

- 10:40-11:00 am: Dedicated Product & Service Sessions
- 12:40-1:30 pm: Dedicated Exhibit Hours

Thursday, October 15th

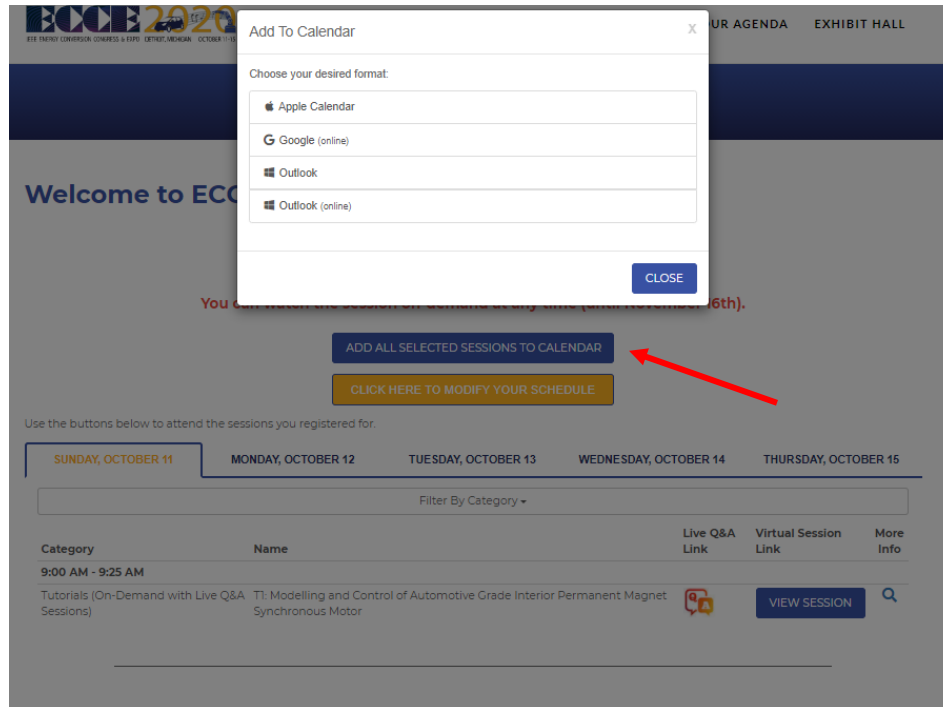
- 10:40-11:00 am: Dedicated Product & Service Sessions
- 12:40-1:30 pm: Dedicated Exhibit Hours

Please click [here](#) to view the full schedule. *All times are in Eastern Standard Time.*

PROGRAM AND SESSIONS

How can I add a session to my Outlook or Google calendar?

The sessions can be added to calendar after they have been added to your personalized agenda. **To learn how to create your personalized agenda watch the [6-minute instructional video](#).**



When will the session videos be made available?

The availability of session video is dependent on the event type. To view a session video, add the session to your agenda, and click on the view session button on the My Agenda page. All sessions will be available on the platform through November 16, 2020.

- **Live** – Session happening in real time, similar to attending an in-person session at a live event.
- **Simulive** – A simulive webinar simulates a live webinar by playing a rerecorded event at a specified time.
- **On-demand** – An on-demand webinar is available for viewing at any time. Once the webinar is published, attendees can access it whenever they please.

Can I download the videos?

You cannot download the videos; however, the videos will be available within the session in the agenda through November 16, 2020.

Where do I find the zoom link for the live Q&A?

Zoom links for the live Q&A sessions can be found in the agenda for each session. To join a Q&A session, select the zoom link. Please note: You will not be able to join the meeting until the session time. If you enter before or after the time of the session, you will be entered into a waiting room. [View the agenda](#) to check the start time of each session. Links for the live Q&A's will only be available if you are logged into the virtual platform. **For more information on live Q&A sessions, view the instructional video [here](#).**

Use the buttons below to attend the sessions you registered for.

SUNDAY, OCTOBER 11 MONDAY, OCTOBER 12 TUESDAY, OCTOBER 13 WEDNESDAY, OCTOBER 14 THURSDAY, OCTOBER 15

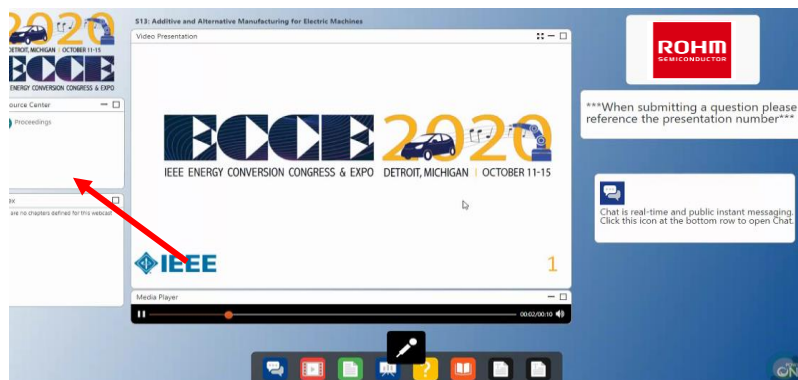
Filter By Category ▾

Category	Name	Live Q&A Link	Virtual Session Link	More Info
9:00 AM - 9:25 AM Tutorials (On-Demand with Live Q&A Sessions)	T1: Modelling and Control of Automotive Grade Interior Permanent Magnet Synchronous Motor		VIEW SESSION	



How do I access the conference proceedings?

When viewing a session, the proceeding file will be available in the resource section. Click the link provided. After clicking the link, you will be directed to a new webpage to download the proceedings. Please note that it may take time to download due to the large file size.



For more information on navigating the virtual platform, view the instructional video [here](#).

TECHNICAL ISSUES

I am unable to access a session. What should I do?

Please refresh the browser and test your system using the following instructions:

- Use Chrome or Firefox (avoid Internet Explorer)
- Install and/or enable JavaScript/Flash Player
- Accept “cookies” if prompted
- Clear your cache before logging into the platform

I clicked on the zoom link provided in the session to join the Q&A and it says waiting for host. What does this mean?

You will not be able to join the meeting until the session time. If you enter before or after the time of the session, you will be entered into a waiting room. [View the agenda](#) to check the start time of each session. **For more information on live Q&A sessions, view the instructional video [here](#).**

The “Launch Presentation” button does not seem to be working.

If you have a pop-up blocking software installed and it is active, it may be preventing the presentation console from opening. You may need to temporarily disable the pop-up blocking software in order to participate in the event.

The media player automatically stops or it continually stops and rebuffers.

Network congestion can occur at any time due to the following problems:

- If you are connecting to the Internet through a slow connection, or over a congested Wi-Fi or cellular (mobile) network.
- You are trying to access an event during peak Internet traffic hours.
- If you are connecting to the Internet from a mobile device.
- There is heavy traffic on your company network.

To alleviate network congestion, you may want to consider the following:

- Upgrading to a faster connection.
- Minimize the amount of applications you are running while accessing the event.
- Try accessing the event during an off-peak Internet traffic period.
- If you are accessing an on-demand event, try accessing the presentation at a later time when network congestion may have lessened.

I can't hear anything (or the sound is very faint).

Please make sure you have an up-to-date browser, that your speakers are connected, and the volume is turned on by clicking over to an alternate website (like YouTube).

Verify that your speakers are plugged into the power outlet, turned on and up, and connected to the audio port of the computer. Your speakers or headphones must be plugged into the sound card, not into the sound out jack of the CD-ROM drive. If you still cannot hear any audio, check your system volume settings and the volume on the media player. If your system is properly set-up, then try adjusting the system volume settings:

1. Click Start, Settings, and then Control Panel.
2. Double-click on the Multimedia Icon.
3. On the audio tab, turn up the volume.

My computer crashes when I try to access the event.

Verify that your settings meet the minimum event requirements. Try clearing your browser's cache and restart the event.

MISCELLANEOUS

Where can I find contact information for other attendees and/or speakers?

We cannot provide contact information for other attendees or speakers due to data privacy restrictions. Attendees can exchange email addresses in group chats or at exhibitor booths.

Where should I go for any daily updates or changes?

Please visit the ECCE website for any updates throughout the event. Daily emails will also be sent containing important information. Make sure to keep an eye on your inbox!

For any issues accessing sessions or videos during the event, please contact ecce@iplanitmeetings.com for assistance