Frequently Asked Questions for the Online Virtual Meeting Platform

For Live Event Support:
Chat with us live during program hours by clicking on the blue “Contact Us” button on the bottom right side of your screen!

- How do you join a session/symposium?
  - Navigate to the left side of the page and select the meeting type you would like to join (Ex: Symposums)
  - Find and click on your selection
  - From there, search by day of event or use the search feature to search by topic or by speaker.
  - Select the event you would like to attend. The “Join Session” button will appear 15 minutes prior to the start time

- Where can I find the schedule for the day or the next day?
  - On the Home Page - select Full Agenda OR
  - Navigate to the left side of the page and select Full Agenda
  - At the top of the Full agenda page, select which meeting day you are looking for
    - Find and click on your desired session OR
    - Use the search feature to search by topic or by speaker

- NOTE:
  - If you want to add a session to your personal “My Agenda Experience”: click on the star located on the right of the session you’re interested in, and that will add it to your “My Agenda Experience”

- Why do I not see any sessions under My Agenda Experience?
  - You must create your “My Agenda Experience” by bookmarking/starring the sessions you want to attend.
  - You can add sessions to your My Agenda Experience by clicking on the star located to the right of the session on the Full Agenda

- Can I view sessions later/on demand/ is anything recorded?
  - YES!
  - All sessions will be available on demand for 12 months following the virtual meeting.
  - Return to the virtual platform at any time (beginning Monday, September 13th), and navigate the platform as you did during the event to find the sessions you want to watch.
• Where can I find the sponsor booths?
  ○ You can visit the sponsors booths by clicking the sponsor tab located on the left navigation bar. You can view their websites, brochures, links, request more information, and even text chat live with some of the sponsors!

• Where can I find the Networking Events?
  ○ The Women’s Networking Event, Student New Researchers, and Affinity Discussion Groups can be found under the Networking Opportunities tab on the left navigation bar, or select from the tiles on the main home page.

• What are the preferred web browsers?*
  ○ Google Chrome - most reliable/compatible web browser for the best attendee experience
  ○ Microsoft Edge
  ○ Safari
  ○ Firefox
  *Please make sure to have the latest version of the browser you use.

• Who do I contact for technical support if I continue to have problems after troubleshooting on my own?
  ○ You can chat live with our support team during conference hours by clicking the “Contact US” button at the bottom left hand corner of your screen.

• Why isn’t my poster showing?
  ○ If the poster was not submitted, it will not appear on the Virtual Meeting Platform
  ○ Please follow the upload instructions sent by MCaldarella earlier this summer and then the poster will be visible on the platform.
  ○ If you need assistance, please contact Mallory at MCaldarella@wellingtonexperience.com

• Where can I register for next year's Meeting?
  ○ Registration for ISES 2022 will open in late 2021.
  ○ Check back at https://intlexposurescience.org/ regularly for more details.
  ○ Also, as a registered attendee of ISES 2021, we will send you registration and program information for ISES 2022 as it becomes available.

• If you'd like to contribute to our ISES 2021 Annual Meeting playlist, please login through Spotify and update from your account.