Innovation Talks: A Way Forward for Industry
June 23-25, 2020

Frequently Asked Questions

Agenda & Event organization

Where can I find the agenda?
The agenda overview is available here.
For a complete schedule including recommended session by time zones & countries, subtitles available, etc., register here.

Where will the event be held?
This is an online event. You do not have to travel to any specific location. You can participate anywhere where you have Internet access. The event is accessible from a computer/laptop, mobile and tablet devices.

Who will I be able to chat with?
Our Subject Matter Experts will be available during the sessions. You will be able to chat (written mode only) with them to ask your questions/provide comments.

Can I access the recordings if I've missed the event?
Yes. The sessions will be available on-demand after the event. We encourage you to register so that you can receive our follow-up email with the link to the on-demand center. Or you can also check the event page after the event.

Can I invite my colleagues and friends to attend the event?
Absolutely. We are counting on you to invite others! Help us spread the word. You can simply share the link to the event page, and they can register at their convenience.

Technical Questions / How to access the event

How do I log in on the day of the event?
The URL link to the event will be emailed to you once you have registered. Simply click on it and you will have access to the event. A reminder email will also be sent to you prior to the event with the direct link to the streaming platform.
Note that for each session happening on a same day, the link to the streaming platform is the same so you do not have to disconnect/reconnect.

Do I need to download or install anything to be able to attend this event?
No installation of software or application is required, except for the Adobe Flash plugin depending on the browser you are using to watch (please see below how to verify and remedy that). You also need to have access to the internet.

Can I login using my laptop, phone or tablet?
Yes.

Can I watch the event on a MAC?
Yes.

What browser can I use?
Both Google Chrome and Internet Explorer on Windows machines or Safari on Mac OS can be used to watch the event.

Do I need Flash? And if yes, how do I check I have the right version?
Google Chrome had Flash built in so if you plan on using this browser, there are no further checks to be done.
If you're using Internet Explorer, please access this link https://helpx.adobe.com/flash-player.html to verify your current Flash version and update as necessary. Version 10 is the minimum requirement to watch the event via Internet Explorer.

Can I view the event while connected to WiFi?
Yes, but we recommend that you connect to a wired network, as it provides you with better internet stability. If you opt for wired, please ensure you disconnect your WiFi altogether, to avoid conflicts.

Can I view the event from home on my company's VPN?
Yes you can, depending on your company's VPN policy. Nevertheless, we do not recommend watching the event through a VPN, as usually internet connection speed on VPN is lower than via direct connection to home broadband.

Can I view the event on my mobile phone?
Yes, access to the digital event via your mobile phone is possible, on both Android and iOS devices. No installation of any apps or plugins is necessary.
Please bear in mind, however, that this could impact your monthly bill, depending on your existing mobile data plan, if your device is not connected to WiFi.

Will the video start instantly?
Once you access the event page, you will have to click on the Play button. The video should start playing instantly or fairly quickly at the time the session is scheduled.

What should I do if the image freezes?
If your local internet speed fluctuates or is not very reliable, you might see some freezing. Likewise, if you're using your machine simultaneously for other bandwidth draining operations.
If this should happen, please stop any other applications on your machine and refresh the event window.

What if I don't hear any audio from the beginning?
Please check your computer's audio and/or mixer settings to ensure your speakers or browser audio are not muted.
What should I do if I lose audio?
Audio and video are delivered together in the same stream. If you experience loss of audio, please check your computer settings.

Who do I contact if I have troubleshooting issues on the day of the event?

There will be a chat function available on the streaming platform for any technical assistance.