

# Innovation Day: Sustainable Digital Transformation Middle East & Africa 2021

## Frequently Asked Questions

### Agenda/Content & Event organization

**When is the event scheduled?**

Innovation Day is scheduled on **July 6<sup>th</sup> 2021, from 10:00 AM to 16:30 pm (GMT+3)**.  
This event is a [virtual event](#).

**Where will the event be held?**

This is a [virtual 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.

**Where can I find the agenda?**

A high level overview agenda is available on our event page [here](#).

**Who will I be able to chat with?**

You will be able to engage with Schneider Electric subject matter experts as well as your dedicated sales team. Please visit the live sessions as well as the virtual Innovation Hub.

**Will I be able to take away any documents or files from the event?**

Yes, there would be content available for download in our virtual Innovation Hub. The content can be selected and delivered to your email. If you are unable to find a content, feel free to contact a Schneider sales representative in our lounge.

**Can I access the recordings if I've missed the event?**

Yes. The sessions will be available 30 days on-demand after the event via the same streaming link. We encourage you to register so that you can receive our follow-up email with the link to the on-demand content. 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](#).

### Technical Questions / How to access the event

**How do I log in on the day of the event?**

You must be registered for the event in order to log into the event platform. Your unique UR access link to the event platform will be emailed to you a few days before the event. Simply click on it to access the event. You will have to login using the email address you used at registration.

**I cannot find my unique URL access link. What should I do?**

Simply connect with [innovation-experience@se.com](mailto:innovation-experience@se.com) to request for a new one.

**Do I need to download or install anything to be able to attend this event?**

No. You do not need to download or install any software to participate. You do need to have access to the internet, ideally via Google Chrome or Safari.

**Can I login using my laptop, phone or tablet?**

Yes.

**Can I watch the event on a MAC?**

Yes.

**What browser can I use?**

Ideally Google Chrome on Windows machines – although it also works on the latest versions of Internet Explorer or Safari on Mac OS.

**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.

**Is a webcam required?**

No. Some exhibitors may have the ability to request a video chat, but it is not required in order to participate.

**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.

**This is a video webcast. Why am I only receiving audio, low quality video or buffering?**

The media player will automatically adapt the video quality down depending on your available bandwidth. The lowest adaptation is an audio only stream.

If you are on a slow internet connection, you may experience moments of buffering. If you are connected over VPN, disconnect from it and refresh the page. If you are using Wi-Fi, try connecting to the Internet directly via Ethernet cable.

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

Send an email to [tech@vfairs.com](mailto:tech@vfairs.com) for any technical assistance or use the chat on the event platform. You can also access the Lounge > Help Desk to ask for assistance.

## Event Navigation

**How do I access the live / on-demand sessions?**

You can simply access the content by clicking on "Auditorium".

**What can I do in the Auditorium?**

In the auditorium, you are able to access live and on-demand sessions. The live sessions will have a live chat which you can share your questions with experts across the globe and start a conversation.

**How do I access the Lounge?**

You can simply access the Lounge by clicking on "Lounge".

**What can I do in the Lounge?**

You are able to join multiple expert chatrooms by clicking "Meet the Experts > Launch Chat" or join our digital wellbeing sessions.

**What are Digital Wellbeing Sessions?**

Digital Wellbeing is a concept where we believe that technology should play a helpful role in people's lives, and we're committed to help our customers find a work life balance. Enjoy 3 sessions from a Yoga session with an Olympian, a Sandwich Masterclass with a New York Professional or take a magical break with Australia's Got Talent contestant, Magician Alex.

**How do I access the virtual Innovation Hub?**

You can simply access the Lounge by clicking on "Innovation Hub".

**What can I do in the virtual Innovation Hub?**

You are able to browse through digital exhibition booths to view videos, white papers, brochures and also chat with an expert.