

Frequently Asked Questions for Industry Partners

This FAQ is intended to give answers on common questions asked by Industry Partners of the 7th Congress of the European Academy of Neurology. The document is divided into the core parts of the Virtual Congress:

- Industry Sponsored Sessions (ISS)
- EAN Industry Network Areas (INA)
- Abstracts and Scientific Programme
- Overall Questions

If your questions are not answered within the document please feel free to contact industry@ean.org to give you further Information.

Industry Sponsored Sessions:

Who can access Industry Sponsored Sessions during the live Congress and who can access the Industry Sponsored Session after the live Congress on-demand?

During the live Virtual Congress HCPs, scientists in the field of neurology and staff of the pharmaceutical industry, who have registered for the Congress, can experience the EAN Virtual Congress content. After the Live Virtual Congress from 6 July 2021, only EAN Individual Members have access to the content.

How to upload their recordings for Industry Sponsored Sessions?

EAN will pre-record all talks of the Scientific Programme together with M Events. EAN offers the same service for ISS. However, sponsors of ISS are free to provide their own footage in .mp4 format. Furthermore, sponsors can also stream their session live. Production guidelines and further details can be found in the Industry Download Center.

For the upload process EAN will provide a Group Upload System which allows to upload industry representatives to upload various materials and pre-recordings related to the Industry Sponsored Session. All speakers will also have the opportunity to upload their own presentation(s) via a personalised access.

Are the pre-recordings video files or audio only?

EAN is using the Audio and a speaker video for its scientific content and recommends to do the same for ISS. Oral Sessions and Epresentations will be ppt. narrations with Speaker picture and Eposters will be a pdf. with an audio narration.

What is the maximum capacity of a Virtual Session Room?

Virtual Session Rooms have capacity for up to 10.000 attendees.

If footage is provided to EAN, what does the video need to include (slides/speaker video/picture)?

Please review the production information in the Industry Download Center.

Is it possible to provide the ISS as a single video or do they need to be separated in the individual lectures?

EAN recommends having each talk separately uploaded to assign the individual webcasts to the speakers and to be able to find them individually via the search function. Merged presentations will not be automatically divided into the individual presentation slots for the OnDemand area. But from a technical perspective only, it would be possible to have everything in one video. If you want to merge everything in into one video, please let the EAN know about that, so that they can prepare a Session-Slot for that specific video. (max. 5 GB per file/presentation).

What are the technical requirements for slides? Are there any technical restrictions (e.g. animations, audio, video-components)

Please use only MS PowerPoint in 16:9 slide-format and its standard fonts. Other than that, there are no restrictions.

Is there a minimum bandwidth needed to pre-record the Industry Sponsored Session?

To ensure best quality a Minimum bandwidth is 5.0 Mbps (up/down) is required.

Is there are minimum bandwidth needed for the live Congress to join as speaker

To ensure best quality for the group video call, a Minimum bandwidth of 5.0 Mbps (up/down) is required.

When and how will technical rehearsal take place?

Technical Rehearsals will be allocated by M Events. It is expected to have Industry Session Rehearsals from 16 – 17 June 2021.

Our Industry Sponsored Session was intended to be an interactive debate between multiple speakers, how will this work virtually to allow for speaker interaction and responses to each other?

All Speaker and all Chairpersons will get an invitation and will meet in a Video-Call together. The videocall will be hosted by one of our technicians and an EAN host, who will be reachable the whole session time. The Session-Technician will also Start the Pre-Recorded presentations, polling and the switch to the live setting.

Is a live Q&A available at Industry Sponsored Session and if yes, is it compulsory to have a Q&A?

If chairs and/or speakers are available live during the ISS, it is possible to offer live Q&A. Session attendees will be able to forward their questions via a messenger tool to the chairperson/speaker and can then be answered by them.

Is it possible to review the questions during Q&A by an Industry representative before they are handed over to be answered by the speaker or chair?

If requested by the Sponsor, M Events can build in a loop to a representative of the sponsor to approve questions before they are handed to the chairperson/speaker

We were planning on using our own voting or polling system (e.g. Slido) is this still possible?

Unfortunately, there is no possibility to use external sources during the virtual sessions.

Is it possible to receive a contact list of attendees of my Industry Sponsored Session?

EAN is providing options to collect Lead Retrieval of attendees of your session. Please have a look at the S&E brochure or contact industry@ean.org.

Is it possible to receive metrics about my industry Sponsored Session?

EAN is providing options to provide Metrics of attendees of your session. Please have a look at the S&E brochure or contact industry@ean.org.

Is it possible to receive a session evaluation?

EAN is providing options to provide Session Evaluation of attendees for your session. Please have a look at the S&E brochure or contact industry@ean.org.

Is it possible to view live metrics?

Live metrics are not possible. Sponsors can receive metrics after the Congress.

Is it possible to include a Session Teaser? If yes, how and until must the video be submitted?

Yes, EAN offers the opportunity to upload Session Teasers with up to 2 minutes via the Group Session Upload System. Submission must be done until 27 May 2021.

Is it possible to host accompanying materials digitally (e.g. agenda, faculty biographies)?

Yes, EAN offers this service via the Group Upload System. Please have a look at the Industry Sponsored Sessions Manual.

Is it possible to have a copy of the footage after the EAN live Congress has finished?

EAN has included the session recording of ISS into the standard ISS packages and will include all ISS in the former NeuroTank after the live Virtual Congress. Content after the official live Virtual Congress can be watched on-demand by all Individual Members of EAN. If an Mp4 export of the live streamed session is required, M Events can provide this service upon request.

Is it necessary to include any conflict of interest/disclaimer in the slides?

Yes, please refer to the Industry Sponsored Session Manual available in the Industry Download Centre.

Will speaker biographies be included on the platform?

EAN has not planned to provide speaker biographies. However, sponsors are welcome to provide this in their Industry Network Area if booked or as supplement via the Group Upload System for the Livestream.

“EAN Industry Network” Area:

How does EAN plan to attract congress attendees to view the “EAN Industry Network Area”?

The “virtual exhibition” will be available in a dedicated space on the homepage of the EAN Virtual Congress. Furthermore, EAN will provide banners and links in further area to increase the traffic in the “Virtual Exhibition”. Furthermore EAN will provide incentives to participants to visit the Industry Network Areas during the official Virtual Congress days.

What data formats can be provided in the “EAN Industry Network Area”?

Please refer to the Technical Sponsorship Manual

Is it possible to have videos of streaming platforms (e.g youtube and vimeo) embedded in the “EAN Industry Network Area”?

Yes, you can link from a product item to an external video. This can be requested by M Events.

Is it possible to split the booth into two parts (e.g. medical/commercial)?

Yes, EAN offers a service included in Industry Network Areas Superior Package to divide a booths into two parts and can be provided to a certain group of Congress participants (e.g. Prescriber/Non-Prescriber). Please have a look at the S&E brochure or contact industry@ean.org.

Is it possible to host “Meet the expert sessions” at the “EAN Industry Network Area”?

Yes, EAN offers a package which includes 2x “Meet the Expert” Sessions per day during the live Congress included in the Industry Network Area Superior Packages. Please submit the planned Programme and dates of your Meet the expert sessions until 27 May 2021 to industry@ean.org.

How can a company interact with EAN Virtual Congress participants?

Congress participants will have two options (depending on purchased package) to interact with Sponsors:

- Messenger Service (included in all Industry Network Area packages):
 - o Congress participants can send any comments or questions to the Sponsor. The sponsor will receive Name/Email of the inquirer and can then answer the question or appoint a meeting

- Get in touch via the integrated Zoom Meeting Tool (included in the Plus- and Superior Industry Network Area Package):
 - o The sponsor has booth staff available live to directly get in touch with the Sponsor. This can also be used to invite Congress Participants to a live Q&A session with Industry faculty after Industry Sponsored Sessions.

Abstracts and ePosters:

Will the virtual congress provide opportunity for poster/oral presentation?

The EAN virtual Congress will have a dedicated ePoster Area. The principle of the ePoster session will be very common to what participants of the EAN were used to in past physical Congresses of EAN.

How do abstract submitters upload their poster?

Please find here further information on how to submit an abstract [here](#).

Will poster presenters be pre-recorded and if yes, how long will they have time for their talk?

Poster presenters can record a 2-3 minutes presentation which can be pre-recorded as pdf. with narration within the M Events System.

Will there be a Q&A option available?

There will be a Q&A messenger service available so that congress participants can forward questions to the poster presenter.

Does EAN still accept late-breaking abstracts until 23 May 2020?

EAN accepts late breaking abstracts and deadlines will be announced here. EAN strongly recommends submitting late breaking abstracts as soon as possible and cannot be claimed if content has not been included in the Virtual Congress in time.

Will data still be published in a journal supplement and online?

Abstracts will be published in the European Journal of Neurology.

Overall Questions:

What platform will be used for the EAN Virtual Congress?

The EAN Virtual Congress will take Place on M-Events Virtual-Meeting-Platform

Where are the servers located to be used for the EAN Virtual platform?

Servers used for the EAN Virtua Congress platform are located in Berlin and Frankfurt, Germany.

Where is it hosted (vendor i.e. AWS and geographical location)?

EAN virtual congress platforms are hosted in Germany via AWS.

Are there any changes of the scientific and educational content?

There are slight adaptations and changes to realise specific sessions. Only few had to be cancelled due to unfeasibility as a virtual session. ISS remains in the scheduled slots.

What will be the domain name?

www.eanvirtualcongress.org

What Internet browser would you recommend using?

We recommend Google Chrome but Firefox and Safari will also work.

Will attendees have to enable cookies and cross site tracking in browser?

If delegates want to avoid having to constantly re-login with their congress registration details, they should allow cookies. Otherwise, an uninterrupted congress experience cannot be guaranteed. Participant data will not be shared automatically. For this purpose, there will be a lead retrieval system, which each participant can individually agree to or reject.

Are delegates able to open multiple tabs and easily click between congress sessions and external exhibitor pages (or will they be logged out of sessions if they click onto another tab?)

It will be possible to open several tabs at the same time without being logged out of the virtual congress platform. However, to obtain CME certificates and to participate in evaluations, for example, it will be necessary to **actively** follow sessions in the livestream.

What will be the process for people to register for the online congress? How will the registrations be checked / validated?

The registration process remains like in former EAN Congresses. Participants need to register first via their EAN Log-In. After successful Log-In, the participant is forwarded to the EAN Virtual Congress.

Who can access the content of the Virtual Congress and when will it be available?

During the live Virtual Congress, the content will be available for Congress participants. After 6 July 2021 the Congress remains accessible for Individual Members of EAN.

Is it possible to download Sessions?

No, sessions can only be streamed online.

How will the virtual congress be promoted?

EAN will promote its Virtual Congress via its Website, Social Media and via the EAN Database. All sponsors are welcome to invite professionals in the field of neurology via their database.

Do you have any historical data of online views from previous years?

Please find here the Congress Report of EAN 2020 here. As this year EAN is raising Registration fees, which was different in 2020, we have no valid data available.

Is content available during the Live Virtual Congress also for participants outside of the CET time?

The content will be available throughout from 19 June 2021 – 22 June 2021. Live sessions are streamed as scheduled (CEST) and will remain available as on-demand webcast. Most sessions will be available from the first day of the Congress.