

Registration Process

• Existing Registrations

Q: Can I cancel my registration for the conference?

A: According to the conference policy, only written cancellation requests will be accepted.

Any cancellation or alteration of your registration must be notified in writing by e-mail to registrations@eurosun2020.org and will be subject to the following conditions:

- Until July 28, 2020: full refund will be given less €50 administrative fee
- From July 29, 2020 onwards: No refund granted.

Alterations / Name changes

- Until July 28, 2020: name changes will be charged €20 administrative fee.
- From July 29, 2020 onwards: no name changes will be accepted.
- Virtual Non-attendees at the Virtual Conference will be charged the full fee.

All refunds will be processed one (1) month after the closing of the conference and bank charges associated with this will be the responsibility of the delegate.

• New Registrations - Attendees

Q: How can I register for Eurosun2020 conference?

A: You should follow this link [online services booking form](#) in order to complete your registration

Q: How can I pay the registration fees?

A: You can pay by credit card or bank transfer till close of registration

From then on

- **Virtual attendees** can pay by credit card through the on line registration platform operating from June 1st to August 31st
- **Virtual attendees** can pay by bank transfer through the on line registration platform operating from June 1st to August 20th

Q: What does my registration fee include?

A: For details on the entitlements of each registration category and type of participation please visit the relevant section [of the conference registration page](#)

Q: Will I receive a confirmation letter after I have finished registering?

A: Yes. A detailed confirmation letter and receipt – if the payment is complete- will be sent to you via email upon submission of your on line services booking form.

Q: Can I receive an invoice under my sponsoring Company/ Institution's name?

A: It is possible, as long as you select the option "I will need an invoice" upon completion of your [on line services booking form](#). At this point, you will also need to fill in the relevant billing details of the company/institution.

Abstracts

Q: If I submit an abstract, do I have to attend the conference?

A: You only have to attend if you are the presenting author in an accepted abstract.

Therefore, we encourage you to submit an abstract only if you intend to virtually attend the conference and present it.

Presentation details (for virtual participation) are available through the relevant website page "[Instructions for presenters](#)"

Q: How many abstracts can I submit?

A: Answers vary depending on your role in the abstract submission process. If you will be:

- **the presenter** (All presenting authors should register to the conference. The registration fees entitle an author to submit and present one abstract. For every additional abstract, a €50 fee will be requested upon acceptance.)
- **the first author** (not necessarily the presenter), you are entitled to submit up to 3 abstracts
- **one of the co-authors** (nor the presenter or the first author, both cases covered above), you are entitled to be part of as many abstracts as you want.

Q: I have submitted an abstract, when will I know if it has been accepted?

A: Answer depends on the submission period:

- For those **who have already submitted an abstract**, a confirmation acceptance, which is still valid, have reached them

Q: How can I make changes to an abstract I have already submitted?

A: Answer depends on the submission period:

- **For already submitted and accepted abstracts, you should send an email with your request to abstracts@eurosun2020.org**

Q: My abstract has been accepted but I do not have a copy. Are you able to send me one?

A: You can view your abstract through the online platform you used for submission. The codes you created the first time you logged in, remain the same, should you wish to check anything related with your abstract submission.

Q: Is there a specific template I have to use to submit my abstract?

A: No specific template is required to submit your abstract. Please visit the relevant section of the website and follow instructions provided to submit your abstract.

Virtual Attendance Platform

Q: Which device should I use to participate in the virtual Meeting?

A: You will need a desktop or laptop computer that has a working internet. Please make sure to have installed the latest version of Google Chrome, which is the browser that guarantees maximum compatibility with embedded video. Please note that you are responsible yourself for a properly functioning and charged device. Any modern operating system should work. You may log in by entering your e-mail address, and either the password that you used during your registration or the personal PIN that will be sent to you a few days before the conference.

Q: The device that I will use for online participation has a camera installed: will I be visible in Eurosun2020 Conference to other participants or anyone else?

A: No, you will not be visible, unless you decide to activate it during networking functions or one-to-one meetings with other attendees

Q: My internet connection is not working properly. Will I be able to participate the virtual conference?

A: This is a virtual event, which means that most and foremost you will need a strong internet connection. A connection of at least 2Mbps is recommended for watching the conference, and at least 8Mbps of wired connection for presenters and chairs.

Q: Can I test my access to the virtual environment ahead of the Eurosun2020 Conference?

A: Yes, you can do this. Attendees will have the opportunity to test the online platform as early as one week before the event. Presenters will be allocated a specific rehearsal time slot. All dates will be announced in the near future.

Q: Can I ask questions as a virtual participant of the Conference?

A: Yes, provided that there is a Q&A module available in a session.

Note that speakers may bundle attendee's questions by theme.

Speakers may refrain from answering questions if answering the number of questions exceeds the time frame of their Session.

Q: Which platform is used to video broadcasting?

A: Our platform uses Zoom for the scientific sessions. Make sure that you are logging in from a network that allows the use of Zoom. Some corporate or university networks employ restrictive firewalls, if that is the case you may prefer to access the conference from a different location.

Q: As of which moment can I log into the Eurosun2020 Conference virtually?

A: You can log in as of 60 minutes before the start of the Eurosun2020 Conference.

Once you have done so, you are counted as a delegate, attending the Conference virtually, even if you leave before the start or at any time during the Eurosun2020 Conference (whether or not due to an internet connection failure).

We encourage you to log in timely and not to do this last minute.

Q: The online platform is not allowing me to log in, what should I do?

A: Please contact apolyrakis@convin.gr

Q: I appreciate the possibility and option to participate in the Eurosun2020 Conference online, I wonder how the Organizers ensures that online participation will be without issues?

A: The Organizers offer the application through third parties that have such experience. However, even though the Organizers has given its best efforts to ensure delegates are offered the best possible service, they cannot guarantee that virtual attendees will not experience issues that are common to any innovative application.

Q: When I participate online, will other delegates be informed that I am participating or do they have the possibility to know that?

A: Upon logging in to the virtual platform for the first time, you will be given the option to choose which exact information you wish to share with other attendees. This information will be shown in the Meeting Hub, Networking Functions and any other module that involves interaction with other attendees, excluding scientific sessions

Q: When there is a failure in my network connection, or my device stops working during the Eurosun2020 Conference, will I be able to log in and continue to participate in the virtual conference once the connection has been restored?

A: Yes, assuming you have logged in successfully prior to the start of the virtual conference, you will be able to continue to attend the conference after the network connection has been restored. You will also be able to attend anything you might have missed due to the technical problem you have come up with, since all sessions will be recorded and available to all virtual registrants after the conference.

Q: Will I be able to ask questions or say something during the virtual conference?

A: When participating online you will only be able to watch the webcast and to submit your question(s) in writing through each session's relevant functionality.

We cannot guarantee though that all questions received will be answered, since there might be the case that the number of questions exceeds the time frame of the Session.

Q: Who can I contact if my question is not above?

A: You can contact the Professional Congress Organizer via email registrations@eurosun2020.org