



General Questions

Q. How do I access to the virtual website?

A. *Paid registrants can access to the virtual website with give code.*

Q. Where can I find my login information?

A. *Please send an e-mail to secretariat of IMID 2021 (imid@k-ids.or.kr).*

Q. What time zone will be used for the live session?

A. *The session will be held in Korea Standard Time.*

Q. What are the technical requirements needed to participate in IMID Virtual?

A. *You need and internet connection and web browser. For the best viewing experience, we recommend joining the conference using a supported internet browser, which includes Chrome, Firefox, Microsoft Edge or Safari. Our webinar platform does NOT support Internet Explorer.*

Q. Is it possible to record or download presentations files?

A. *All works provided through the IMID 2021 Virtual website granted under existing copyright laws and all rights are reserved by original author. To protect to copyright of the presentations, downloads, captures and recordings are strictly prohibited, and legal action can be taken by the IMID 2021.*

Q. Who do I contact for other questions?

A. *If you have any questions, please contact IMID 2021 Secretariat. Then, we will get back to you as soon as possible.*

Q. Who do I contact for a technical help if I have any problems to access?

A. *First, check your internet connection and browser whether they are accessible to our platform. If you still have problems after checking the above points, and still need our technical assistance, please send an email to secretariat of IMID 2021 Secretariat (imid@k-ids.or.kr).*



Registration

Q. How do I register for the conference?

A. *Registration is still open – for more information, please visit*

<http://www.imid.or.kr/2021/reg.asp>

Q. I need a registration receipt or a certificate of participation.

A. *You can download it from your ‘Registration page’ on our official site.*

Q. How can I get Invoice / Receipt / Confirmation letter?

A. *Before completing the payment, you can view the invoice on the ‘Registration Online System’. And if you have completed the payment, you can view and download all of them.*

Q. How can I get e-Name Badge / e-Participation Certificate?

A. *If you have completed the payment, you can view and download them on our ‘Registration Online System’ from August 25th.*

Q. I can't move to the next process to pay after writing my name and email

A.

- 1. Please unblock the pop-up and remove your cookie.*
 - 2. Please try with another browser such as Chrome, Edge, Whale, Safari, etc.*
 - 3. Please try with mobile.*
 - 4. If you still have same problem, please email to secretariat (reg@k-ids.or.kr).*
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Q. How can I check my registration number?

A. *You can check the registration number at the left side of the ‘Registration Submission/Status’ menu after logging in to the ‘Registration Online System’.*

Q. Can I register after the conference starts?

A. *Yes. The Registration Online System will be open until August 27th, so you can register online.*



Program

Q. How can I enjoy the program?

A.

- **Off-line** : On-site Presentation according to the program schedule. The presentation video will be updated on on-line platform within 2 days after presenting.
- **On-line (Pre-recorded)** : The pre-recorded presentation video will be updated on on-line platform (On-demand) on August 25(Wednesday), 2021.
- **On-line (Live-streaming)** : The pre-recorded presentation video will be played and live-streamed according to the program schedule. After presenting, a real-time live Q&A will be held through Zoom.

Q. How can I ask questions?

A.

- **Live-Streaming / Off-line Session*** : Those who attend live sessions, whether at the scene or through Zoom, can ask questions right after each presentation. (Zoom users: please use a chat window for questions during or right after a talk.)
- **Pre-recorded On-line Session** : Please use the Q&A board prepared for each presentation.
* Talks presented live will be recorded and uploaded two days after the original session for online viewing. The same Q&A board as pre-recorded sessions will be available for those who miss the live session.

Q. How do I access the pre-recorded presentation?

- #### A. Click the 'View Details' button for the presentation of interest, you will see the presentation VOD.

* The presentation video for off-line will be updated on on-line platform within 2 days after presenting according to the program schedule.

Q. How can I access the live-streaming of Opening Ceremony & Keynote Addresses?

- #### A. Click the 'ON-LINE LIVE STREAMING' menu. You can see the live-streaming via Youtube. Opening Ceremony & Keynote Addresses will be held from 09:00 to 11:45 on August 25, 2021 (Korea Standard Time (GMT +09:00)).

Q. How can I join a real-time Q&A for a Featured Invited Session?

- #### A. Click the 'FEATURED INVITED SESSION' sub-menu on 'FEATURED INVITED / SPECIAL & ORAL SESSIONS' menu. You can see the Zoon button for the presentation of before the 15min. of each assigned session. Plan ahead – know which presentation you want to join a real-time Q&A. All times listed in the program are Korea Standard Time.

★ Mark on the list of the featured invited speakers: The pre-recorded presentation video will be played and live-streamed according to the program schedule. After presenting, a real-time live Q&A will be held through Zoom.



Program

Q. How can I participate in voting for the 'Best Poster Awards'?

A. *After clicking the 'View Details' button for the presentation of interest, Click the '♥' button below the VOD of the presentation you wanted.*

**If you would like to cancel it, please click one more time.*

Q. How can I see the presentation file for Tutorials?

A. *You can download the E-Tutorials Book in the 'DOWNLOAD' menu.*
