



INSTRUCTIONS FOR PARTICIPANTS

THE VIRTUAL EUROPEAN CONFERENCE OF FAMILY DOCTORS

TECHNICAL PRE-REQUISITES

For correct function of the online Conference platform please follow the minimum system requirements:

- Microsoft Windows or Mac OS based device
- **Latest Chrome** and **Microsoft Edge** internet browsers (*other browsers are not fully supported*)
- Noise cancelling headphones with microphone to reduce background noise
- Stable Internet connection (minimum 10/10Mbps)

LOGIN

To attend the Virtual Conference, please visit the live conference website (<https://familydoctorseurope2020.gcon.cz>) and click the **User Login** link in the top right corner of the page.



The site will request your login credentials (*email address and password*)

- On your first login attempt the site will ask you to provide your email address (*the e-mail address you were registering with*), your password will be automatically sent to this address (*it is coming from the e-mail address info@qcon.cz*).
- **!! Please note the LOGIN to the LIVE part of the Conference will be available for PARTICIPANS from December 14/ December 15) !!**
- **!!! Please note the password for Virtual Library differs from the password for LIVE STREAM !!!**



Core Values of Family Medicine: Threats and Opportunities

LIVE STREAM AND Q&A

To attend the running sessions, you can find the full Conference program under the **Live Stream** button. Here find your desired section/hall and the list of sessions will be presented to you. Please click on the Room to enter the stream.

Under **Live Stream** there is a one Virtual Room available according to the program:

- Once you click on the room, you enter live stream Conference.
- For having open program next to the live streaming, we suggest to open program on another tab of the web browser.



List of live streams

<p>Virtual Hall 1</p> <p>Hall is not currently running</p>	<p>Virtual Hall 2</p> <p>Hall is not currently running</p>
<p>Virtual Hall 3</p> <p>Hall is not currently running</p>	<p>Virtual Hall 4</p> <p>Hall is not currently running</p>
<p>Virtual Hall 5</p> <p>Hall is not currently running</p>	

! While attending the live stream of the Conference participants have the option to raise their questions in 2 ways **!**

Questions: Serves as chat for the currently running presentation. It is closed when the presentation ends and cleared before start of next presentation.

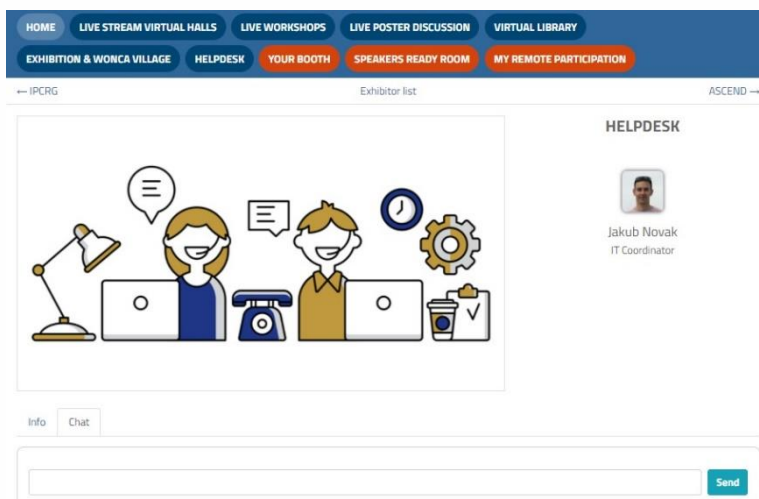
Discussion: Is open for the whole room and available through-out the full duration of the event for continuous discussion.

! During your presentation, the questions are reviewed by the chair and will be read by him/her after your presentation ends.



Core Values of Family Medicine: Threats and Opportunities

HELPDESK



In case you face technical difficulties and need support from our technical team, please contact us through the **Helpdesk** menu. Here you can find links to download system manuals or use the **Chat** option to communicate directly with our support personnel. Type your message to the chat box and click **send**, this will add your chat in to our support queue and one of our agents will reply to you as soon as possible.

- You can leave the chat and return to it at any time, it will stay saved for you.
- You can have the chat open in separate browser window while still watching the live stream or visiting other part of the online event.
- The Helpdesk operating hours are
 - 16 Dec 14:00-20:00**
 - 17 Dec 08:30-19:15**
 - 18 Dec 08:30-19:15**
 - 19 Dec 08:30-14:15**

HOT LINES

- In case of urgent matter, you can also contact our agents **from Wednesday, December 16;** (2 PM CET) on **HOT LINES**

HOT LINE 1: +420 601 322 107

HOT LINE 2: +420 720 966 009 (*only for WORKSHOPS, on Thursday and Friday*)

HOT LINE 3: +420 720 966 003

Please note we are happy to help you however we would like to kindly ask you to try to use these numbers only in case of urgent and unexpected matters

Conference Secretariat

GUARANT International, Českomoravská 19, 190 00 Praha 9, Czech Republic
Phone: +420 284 001 444, e-mail: woncaeuropa2020@guarant.cz

<http://www.woncaeuropa2020.org>



Organized by
DEGAM (WONCA Member)

