

## **Frequently Asked Questions**

### **EDTNA/ERCA Spring Virtual Seminar**

#### **April 23-24, 2021**

*The year 2020 was supposed to be a celebration of the “International Year of the Nurse and the Midwife”. Unfortunately, it turned into a time in which nurses and all other healthcare professionals have to rise to the exceptional challenges of the dreadful COVID-19 pandemic. It has made us realize the absolute need for a strong, resilient and sustainable nursing workforce.*

*That is why EDTNA/ERCA keeps the wheels turning and our volunteers are working hard to respond to its members expectations and to uphold the Association’s mission. So we would love to, with great pleasure and honour, invite you to join us in the first **EDTNA/ERCA Spring Virtual Seminar**.*

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## GENERAL INFORMATION

### *When will the virtual seminar take place?*

The virtual seminar will be held from Friday, April 23 till Saturday April 24, 2021. The programme will start in the afternoon.

### *In what time zone is the virtual seminar taking place?*

The seminar takes place according to the Central European Summer Time (CEST).

## DELEGATES

### *How do I register and pay for the virtual seminar (until April 19, 2021)?*

You can register by filling out the online registration form [HERE](#). At first, please fill in the Personal Data Form. To finish the registration process successfully, you are required to choose the adequate registration fee and submit the form. Registration fees have to be paid in EUR. Both on-line credit card and bank transfer payments are possible. More details can be found on our website in the registration section [HERE](#).

### *How do I register and pay for the virtual seminar (after April 19, 2021)?*

You can register by filling out the online registration form [HERE](#). At first, please fill in the Personal Data Form. To finish the registration process successfully, you are required to choose the adequate registration fee and submit the form. Registration fees have to be paid in EUR. **Please note, that immediate on-line payment by credit card will be required.**

**After this date, the organizers have up to 24 hours to enable you the access to the virtual platform. The participant will be notified via email.** We strongly recommend registering for the seminar at least 24 hours before it starts.

### *How can I pay membership to register at the Delegate Rate for Members?*

If you would like to become a member, please go to the membership system [HERE](#) and click on "Registration". You will be asked to enter your email address and set up your password. These will serve as your login details.

If you are a member and wish to renew your membership or check your member profile, please go to "[Membership renewal](#)" section. Any questions regarding the membership to be sent to [edtnerca@associationhouse.cz](mailto:edtnerca@associationhouse.cz).

### *What is included in my registration fee for the virtual seminar?*

Registration fees include:

- Access to the EDTNA/ERCA Spring Virtual Seminar (Live Stream)
- Questions and Answers, Discussions, Chat Networking
- Access to the recorded webcasts and virtual library for one month after the Seminar
- ICN credits

***Can I register during the seminar?***

Yes, you can. Please refer to [“How do I register and pay for the virtual seminar \(after April 19, 2021\)”](#).

***When do I receive the login details into the virtual platform?***

No login details will be sent. The virtual platform will be accessible upon your email address from April 19, 2021. For further instructions please refer to [“How do I access the virtual seminar?”](#) For participants who have registered after April 19, 2021 the organizers have up to 24 hours to enable you the access to the virtual platform. The participant will be notified via email.

***Will I get ICN credits for attending the EDTNA/ERCA Spring Virtual Seminar?***

Participants will be awarded 9.75 ICNECs for attending all sessions. Session attendance will be verified by the conference organisers for participants requesting ICNECs.

***Will I receive a Certificate of Attendance?***

To obtain the Certificate of Attendance it is required to fill out the Seminar Evaluation Form, which will be available in the virtual platform after the end of the first seminar day. The Form will be available for 10 days.

***Where can I find the EDTNA/ERCA Spring Virtual Seminar programme?***

The programme can be found [HERE](#).

***Will I be able to watch on-demand recordings after the seminar has concluded?***

Yes, if you are a registered delegate you can access the virtual library once it is made available. The virtual library will then be accessible for one month. All participants will be notified via email.

***I would like to cancel my registration. Will I receive a refund?***

Your fee will be refunded according to the cancellation conditions available on the website [HERE](#). Make sure you inform the Secretariat about the cancellation at [edtnaerca-springseminar@guarant.cz](mailto:edtnaerca-springseminar@guarant.cz).

***When will I receive a refund?***

The appropriate refund will be made after the EDTNA/ERCA Spring Virtual Seminar.

***I have an unanswered question regarding my registration and virtual seminar. Who should I contact?***

Please contact us at our e-mail address: [edtnaerca-springseminar@guarant.cz](mailto:edtnaerca-springseminar@guarant.cz)

## **VIRTUAL PLATFORM**

### ***How do I access the virtual seminar?***

To attend the virtual seminar, please click the **User Login** link in the top right corner of the page. The site will request for your login credentials (email address and password). On your first login attempt the site will ask you to provide your email address (which has been used for the registration), your password will be automatically sent to this address (from the e-mail address [info@gcon.me](mailto:info@gcon.me) so please remove this address from your spam filter).

The virtual platform will be accessible from April 19, 2021 and not sooner. For participants who have registered after April 19, 2021 the organizers have up to 24 hours to enable you the access to the virtual platform. The participant will be notified via email.

### ***What can I find in the virtual platform?***

The full virtual congress programme is available under the **Programme** button. Here you may find your desired section/hall and the list of sessions will be presented to you.

To attend the running sessions visit the virtual halls button. Please click on the **Room** to enter the stream:

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

While attending the live stream of the virtual seminar you will have the option to raise your questions and to offer points of discussion in 2 ways

- **Questions:** Serves as chat for the currently running presentation. We recommend to use it for questions directed to the particular presenter. It is closed when the presentation ends and cleared before start of next presentation.
- **Discussion:** Is open for the whole room and available throughout the full duration of the event for continuous discussion. It serves as discussion with other participants.

### ***What will be the Helpdesk working hours during the Seminar?***

Helpdesk will be at your disposal in the virtual platform in the following hours:

- **Friday, April 23, 2021:** 12:00 – 19:00
- **Saturday, April 24, 2021:** 12:30 – 19:00

### ***What do I need technically to attend the virtual seminar?***

To attend the virtual seminar, you need a good internet connection, your device or computer, and a valid registration. Your log in detail (such as password) is automatically sent to you once you first enter the system with your e-mail address. More technical and detailed information will be posted at the official website of EDTNA/ERCA Spring Virtual Seminar in due course.

### ***Is there any other specific technical instructions I should be aware of?***

Yes. Please note there are these technical pre-requisites:

- Microsoft Windows or Mac OS based device (except iPhones)
- Latest Chrome or Microsoft Edge Internet browser (Other browsers are not fully supported)
- Stable internet connection (minimum 10/10Mbps)
- Some of the older types of iOS mobile phones and iPADS might not be supported for this streaming platform

## **ABSTRACTS / SPEAKERS / CHAIRS/ PANELISTS**

### ***Will my abstract be published, if so, where?***

All accepted abstracts will be available in the virtual platform and in the Book of Abstracts.

### ***Will I be able to amend my accepted abstract?***

No changes to the abstract submitted are possible.

### ***When must the presenting authors pay the registration fee?***

Presenting authors must pay the registration fee by March 24, 2021.

### ***Will there be any detailed information for chairs and speakers on how to be ready for the session and/or presentations?***

Yes, instructions for speakers and chairs will be released soon and posted at the official website. You will be informed in due course.

## **EXHIBITORS**

### ***Will there be an Exhibition at the EDTNA/ERCA Spring Virtual Seminar?***

No, there will be no virtual exhibition, but you can contact our partners via chat.

### ***Are there any Exhibition opportunities for the EDTNA/ERCA Spring Virtual Seminar?***

There are several ways of exhibition opportunities. You can find the classification and list of possibilities in the Partnership prospectus [here](#).

### ***I am a commercial company and would like to participate. Who should I contact?***

Please contact [vinsova@guarant.cz](mailto:vinsova@guarant.cz) for all inquiries regarding the above.

## **OTHER QUESTIONS**

For any other questions, please contact the following:

### **General Information & Registration/Membership Management Congress Secretariat**

**GUARANT International spol. s r.o.**

Českomoravská 19, CZ-190 00 Prague 9, Czech Republic

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### **Partners & Exhibitors**

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