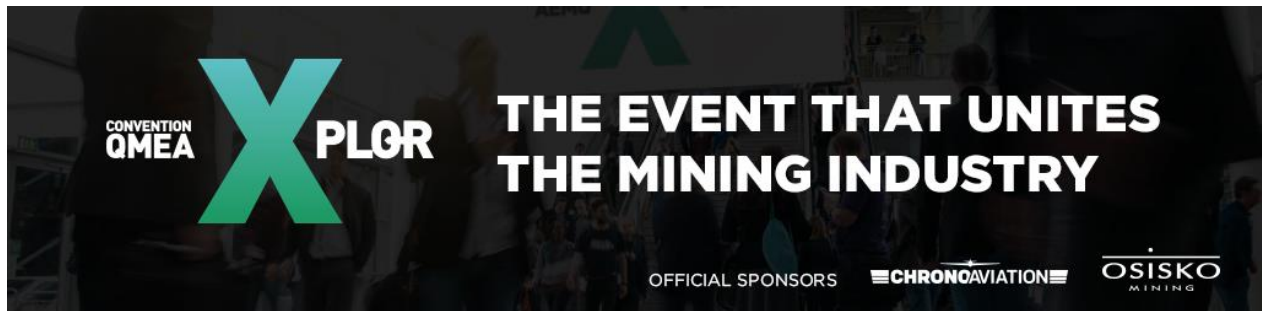


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## TECHNICAL SUPPORT & CUSTOMER SERVICE

✉ [aemq-inscription@agoraopus3.com](mailto:aemq-inscription@agoraopus3.com)

☎ (418) 658-6755 x 0

💬 Via the platform: [CONTACTEZ-NOUS](#) in the TECHNICAL SUPPORT section

## HOW TO LOG IN TO THE EVENT PLATFORM?

The event platform will be live on October 16, 2020, via the following link: <https://xplor2020.can.chime.live>

Your login credentials are as follows:

Adresse électronique/nom d'utilisateur: [the email address you initially used to register to the convention]

Mot de passe: [the password that has been sent to you by email] \*

*\*Your password was sent to you by email on Friday, October 16, 2020. Can't find the email?*

- Look through you junk mail
- Search with the keywords **Last details**, which was the Object of the email sent, from our email address [aemq-inscription@agoraopus3.com](mailto:aemq-inscription@agoraopus3.com)
- Contact us !

## UNTIL WHEN CAN I REGISTER TO THE CONVENTION?

It will be possible to register even if the convention has officially started. To do so, please write an email to the following address [aemq-inscription@agoraopus3.com](mailto:aemq-inscription@agoraopus3.com) mentioning your desire to participate and a member of our team will contact you with more details.

## I FORGOT MY PASSWORD AND CAN'T FIND THE EMAIL YOU SENT

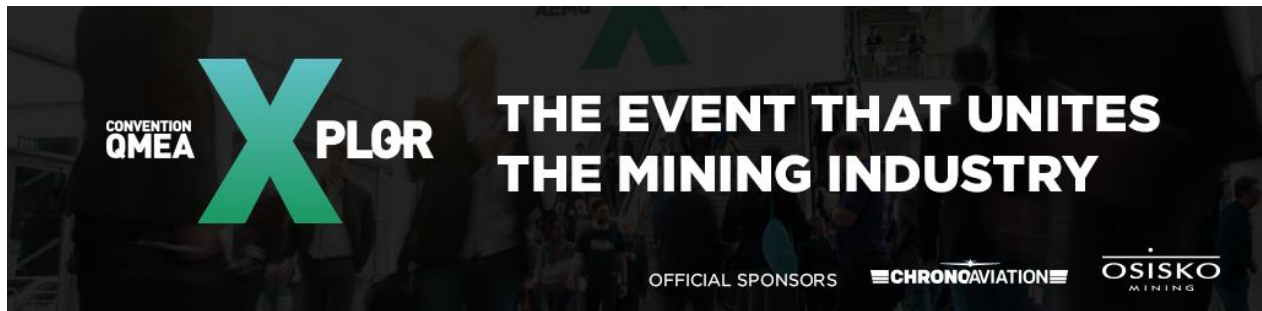
Write an email to the following address [aemq-inscription@agoraopus3.com](mailto:aemq-inscription@agoraopus3.com) and we will send you your password.

## WHERE CAN I SEE THE PROGRAM?

You can find the complete detailed program on the following website <https://xplor.aemq.org/> in the PROGRAM section. You can also find your personalized program, showing only the blocks to which you have registered, on the event platform, in the WEBDIFFUSION ET PROGRAMMATION section.

## WHAT DOES MY REGISTRATION INCLUDE?

Your registration includes access to all the blocks you selected when registering. If you do not have access to one (or more) block(s) and wish to have access to it, send your request as soon as possible to the address




[aemq-inscription@agoraopus3.com](mailto:aemq-inscription@agoraopus3.com) . When you have paid the fees (\$ 150 + taxes / block), you will be able to access the related conference(s).

### I WAS NOT ABLE TO ATTEND SOME LIVE CONFERENCES, CAN I WATCH THEM LATER?


Yes, the lectures will be available for 2 weeks following the live broadcast. You'll find them on the event platform.

### HOW CAN I ATTEND A CONFERENCE?

Once you are logged in the event platform, you'll be able to attend the conferences using one of these methods:





- You can click on the button  which is located at the top right of your screen. A pop-up will then appear, and you can attend the current conference\*.


*\*If the current conference is part of a block selected when you registered.*

- You can also navigate to the menu bar on the left of your screen and choose the WEBDIFFUSION ET PROGRAMMATION section. This way, you'll be able to see the detailed conferences and their respective broadcast times. Feel free to use the green flags  to isolate your interests and display them by activating  **MON HORAIRE** .

### WHICH BROWSER SHOULD I USE TO NAVIGATE ON THE PLATFORM?

The platform is only compatible with the following browsers:

- Google Chrome 
- Firefox 
- Microsoft Edge 
- Safari 

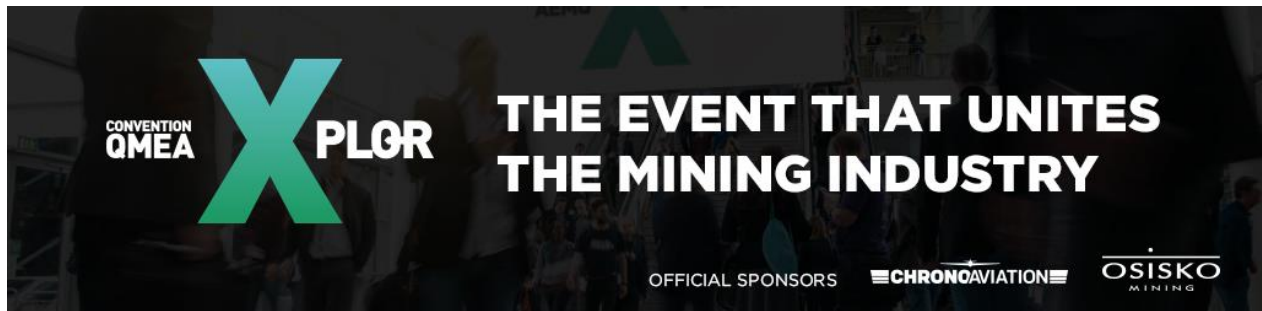
*\*You may encounter problems if you are using Internet Explorer. *

### HOW TO DISABLE THE POP-UP WINDOW BLOCKER?

It is possible that when you click on the live broadcast buttons, nothing happens. If so, please make sure you have enabled pop-ups.

#### GOOGLE CHROME VIA PC

1. Open a window and select the three vertical dots (:) at the top right of your browser.
2. Select Settings.
3. Select Privacy and security from the left menu.
4. Click Site settings.
5. In the content section, select Pop-up and redirects and make sure you allow the setting:

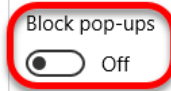


Blocked (recommended)

FIREFOX VIA PC

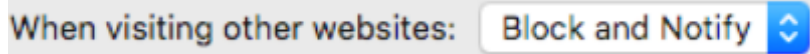
MICROSOFT EDGE VIA PC

1. Open a window and select the suspension points (...) located at the top right of your browser.
2. Select Settings, then Privacy & security.
3. Scroll down to Security and make sure the Block pop-ups is disabled.



SAFARI 12 VIA MAC

1. Open a window, click on Safari in the menu bar at the top of the screen, and select Preferences.
2. Under the Websites tab, click on Pop-ups in the left menu.
3. Where it says « When visiting other websites » there will be a dropdown menu, and allow pop-ups.



GOOGLE CHROME VIA MAC

1. Open a window and select the three vertical dots (:) at the top right of your browser.
2. Select Settings.
3. Scroll to the bottom and select Advanced
4. Under the privacy tab, go to Content settings and select Pop-ups
5. Make sure to uncheck the pop-up blocker



### TECHNICAL ISSUES? BEFORE CONTACTING US...

1. Is your operating system (eg Windows, IOS) up to date?
2. Is your web browser (eg Chrome, Firefox, Safari) up to date?
3. Are you physically close enough to your router (if wireless connection)?
4. Are you able to get a wired connection, which might improve the quality of your connection?
5. Are you connected remotely on a work network? The latter could block access to the event platform.
6. Are all unnecessary applications and windows closed? Too many jobs at one time could affect the speed of conference transmission.