

Q. I am unable to login with my email address at the virtual Conference website.

A. If you have already registered, please ensure that you have entered the email address that you have used for registration.

- Email: Log in with your email (ID) used for IOHA 2021 Conference registration.
- Password : Please enter your email address before @.  
ex) 1234abc@gmail.com, a primary password for the platform is 1234abc.

If you have not registered, please note that onsite registration is available until September 11th and it takes around a day (24hours) to allow virtual web system access.  
Thank you for your participation and understanding.

Q. Can I share my virtual Conference login information with my friends/colleagues?

A. Each login ID will only allow one device to be connected. Thus, if you share your log-in information to your friends/colleagues, you will be logged out from your device.

Q. Would I be able to get copies of the presentation slides of the speakers?

A. Presentation slides and any part of the presentation is not allowed to be distributed except PDC handout materials

Q. Will I get a certificate of attendance?

A. Yes, an certificate of attendance and certificate of completion for PDC will be downloadable at My Page menu after 16 September.  
Daily Attendance Records will be available as well.

Q. Would I be able to view presentations again after the Conference has ended?

A. Conference materials will be available after the conference for viewing until 15 October. Some contents may not be available due to the authors requests.

## Q. Video disconnection or stop occurs

- A. 1. If a video is disconnected or stops, press the Refresh button in left top of the screen.
2. Check the network connection and restart the router or modem. Reset the router or modem to improve the connection and the playback quality.  
Unplug the power cord and plug it again to restart the system.
3. Update the browser.  
Browser software is constantly updated. For best performance, check if the browser is updated to the latest version.
4. Clear your browser's cache.  
This method looks simple, but the clearing cache may solve various problems including playback quality.
5. Turn off other devices connected to the network.  
If you use a shared network with multiple users or devices, the bandwidth guaranteed by your ISP is divided.  
This situation may slow down your device.
6. Disable/Enable the hardware acceleration.  
Hardware acceleration makes resource-intensive programs more efficiently, but is not well compatible with old graphic cards.  
Disable or enable this option in your browser settings.

## Q. Can I see a video fast or skip it?

- A. As the record of taking classes of presentation videos is provided after an event is over, the first watching does not provide a play bar to control video watching progress.  
When retake videos, you can control your watching progress freely.

## Q. Are all videos provided in Korean?

- A. Most keynotes, special lectures, and symposium VODs provide Korean translation services. However, the translation service may not be provided for some videos.

## Q. Videos are not displayed.

- A. This problem may be caused by a PC environment. Please, take the following steps:
1. If the problem is not solved even after refreshing the system, close the browser and access the system again.
  2. It is recommended to use the Chrome browser. Access the system with the Chrome browser and allow pop-ups.

Q. While I watch a video, its resolution is suddenly degraded.

A. If the network environment is not good, the resolution automatically gets lower to prevent the video from being interrupted. The player can automatically adjust to available quality in consideration of the user's Internet, processing speed, and video size.

Q. Live video speed is low

A. The video speed is largely affected by the method of connecting to a playing server. Generally, the network speed varies depending on many factors including time zone, Wi-Fi performance, other devices/users using the connection, and signal strength provided by your ISP.

Q. Buffering frequently occurs during playback.

A. If the user's Internet bandwidth cannot support the selected video quality, buffering may frequently occur. If there is an Auto (default) option in the Quality menu, change it to another value. If there is no Auto option, set to a lower quality.

Q. A message, indicating there is loss of frame during playback, is displayed.

A. When the device in use cannot process the video data being transmitted, loss of frame may occur. If the system cannot process higher quality videos, video frames may be skipped and the audio may not be synchronized. This problem occurs most often when other programs are running while watching a video. Close the applications or browser tabs not used, or update the browser and the graphics card.

Q. Sorry. This video cannot be played now due to privacy settings.

A. Please contact us via email at [info.ioha2021@gmail.com](mailto:info.ioha2021@gmail.com) and we will contact you.

Q. The message "Network error: The video playback is aborted due to a network error. Reload the player and try again." is displayed.

A. Check if the network is connected and is working. Temporarily disable any active browser extensions, firewalls, or proxies that may affect your connection.

Q. The message "Browser error: There is a problem with this video file." is displayed.

A. This error may occur when your browser fails to get the media due to unknown reasons. Just refresh the player (or webpage including the player). Then, the problem should be solved.

Q. The message "Playback error: Video playback fails." is displayed.

A. This error indicates that the browser tab or screen where you are watching a video has been idle for a long time. Immediately refresh the player or browser. Then, the problem should be solved.

Q. Sorry. This video does not exist.

A. Please make a request via email at [info.ioha2021@gmail.com](mailto:info.ioha2021@gmail.com) and we will contact you.

Q. No sound is heard.

A. This problem may be caused by a PC environment. Please, take the following steps:

1. Check the default settings.

- 1) Check if the speaker is properly connected to the PC.
- 2) Check if the video is muted or the volume is too low.
- 3) When an earphone or headphone is connected, check if it is properly connected to the PC, or if it is properly operated.
- 4) Access other sites and watch videos. Check if there is any problem with sound.

2. Check the browser security status

- 1) Reconnect with the Chrome browser.
- 2) Allow browser security pop-ups.

Q. After login, the screen appears white.

A. Close the current browser and access the system with the Chrome browser.

Q. Is it possible to delete video chat records?

A. During the event period, the chat record cannot be deleted.

# FAQ Part 3 [ for exhibitors ]

Q. When do I get access to my profile?

A. You will be able to access your profile(my page) during the Beta services trial periods, 11:00AM (KST/UTC+9) Sep. 2- 05:00PM (KST/UTC+9) Sep. 3.  
Log-in with your account information and please refer to the page2 for details

Q. When does the exhibition open?

A. Participants will be provided access to the platform from 10 September. Participants will be able to view VOD scientific presentations, view the virtual exhibition area, build their own agenda, view the e-posters.

Q. When does the exhibition close?

A. The virtual exhibition will remain within the platform until 15 October 2021.  
Please advise if content within your virtual exhibition stand needs to be removed from the platform ahead of this.

Q. When will I need to be present at my exhibition stand?

A. We recommend someone from your team is available throughout the main conference hours. (program: <https://www.ioha2021.org/index.php?gt=pro/pro02>)  
You are welcome to attend as often as you wish; there isn't specific allocated time for exhibition viewing, however delegates will be encouraged to spend time browsing the virtual exhibition area.

The image shows two overlapping windows from the IOHA2021 virtual platform. The left window, titled 'MY PAGE', displays a user's profile information: ID (e-mail) as 'dongbum.jang@salin.co.kr', Name as '장동범', Job Title, and Affiliation as 'Salin'. Below the profile is a 'Gose to meeting page' button. The right window, titled 'Company Name', shows a meeting availability selection interface with three radio buttons: 'available' (selected), 'in consultation', and 'Not available'. A red text box with an arrow points from the 'Gose to meeting page' button to the 'available' radio button. Another red text box explains that exhibitors select their status, which will be shown at the exhibition booth banner. The right window also features 'Meeting requests' and 'Chat' buttons.