EHA2021 VIRTUAL CONGRESS USER GUIDE

This user guide aims to provide you with instructions and tips to start finding your way on the Congress Platform and explore its content and functionalities. Use it as a starting kit. The more you visit the platform and try all options available, the better you learn and experience the options.

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ABOUT THE EHA2021 CONGRESS PLATFORM

The EHA2021 Congress platform is not just a collection of sessions of the EHA2021 program, delivered to you in a traditional format of a daily program with sessions scheduled at a certain timeslot. Instead, it is an innovative platform which allows you to watch on-demand sessions of your interest at a day and time convenient to you. Additionally, the platform will be open until August 15, 2021.

When you set your account for the first time, you will be asked to select your areas of interest. This will enhance not only your user experience but also your learning opportunities. In the platform, you will have the opportunity to network with your peers, join pre-selected groups and chat with other congress participants to exchange ideas and comments on the congress sessions.

CODE OF CONDUCT

All participants, speakers, sponsors, and contributors for EHA2021 Virtual Congress are required to agree to the User Terms and Conditions as well as the EHA2021 code of conduct below. Organizers will enforce this code throughout the Congress. We are expecting cooperation from all participants to establish a safe environment for all.

REPORT AN INCIDENT?
For any concern, please contact us at a.congress@ehaweb.org or call +31 070 3020 099.

THE SHORT VERSION
We are dedicated to provide a harassment-free conference experience for everyone, regardless of gender, sexual orientation, disability, physical appearance, body size, race, or religion. We do not tolerate harassment of conference participants in any form. Sexual language and imagery is not appropriate for any conference venue, including talks, workshops, sessions, profiles, social media and any other media. Congress participants violating these rules will be sanctioned and their access to the platform will be terminated, as agreed upon in the User Terms and Conditions, without a refund at the discretion of the EHA.

THE LONGER VERSION
Harassment includes offensive verbal comments related to gender, sexual orientation, disability, physical appearance, body size, race, religion, sexual images in public spaces, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or other events, inappropriate wording, and unwelcome sexual attention.
Participants asked to stop any harassing behavior are expected to comply immediately.
Sponsors are also subject to the anti-harassment policy. In particular, sponsors should not use sexualized images, activities, or other material.
If a participant engages in harassing behavior, or violate these rules, the participant will be sanctioned and their access to the platform will be terminated, as agreed upon in the User Terms and Conditions, without a refund at the discretion of the EHA.
If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact Congress organizers immediately (see above report an incident).
CONGRESS PROGRAM

To support your user experience, EHA offers a 9-day program with a selection of live-sessions which you can find in our live program. In the menu bar, just click on LIVE and view the live sessions. If you choose PROGRAM, you will be able to search content through pre-selected topics, days or themes.

**TIP Filter:**
When you use the filters in the program search, user ‘Reset filter’ to remove all pre-selected information and click again on ‘Apply filter’ to apply the latest changes.

The Congress kicks-off on Wednesday June 9: do not miss the Opening Ceremony and Workshops. Watch the live broadcast of the sponsored sessions offered by our Partners and Sponsors on Thursday June 10. The Thematic Days will be held between Sunday, June 13 and Thursday, June 17 and will include Live Q&A Sessions and both live and on-demand New Session Formats.

**Sunday, June 13:**
- Immunology
- Lymphoma

**Monday, June 14:**
- Chronic lymphoid malignancies
- Thrombosis & hemostasis

**Tuesday, June 15:**
- Red and white cell disorders

**Wednesday, June 16:**
- Chronic myeloid malignancies

**Thursday, June 17:**
- Acute leukemia

Each Thematic Day starts with a summary of recommended presentations within a Theme, prepared by the EHA2021 Scientific Program Committee, broadcast between 08:00 and 09:00 CEST, and immediately available on-demand. Also on each Thematic Day, live Q&A panel discussions are organized for all sessions that were published on-demand on June 11. Check the Program by Day.
HOW TO ACCESS THE EHA2021 PLATFORM

For the EHA2021 Congress, the URL will be based on the EHA website, therefore, all URLs behind “ehaweb.org/” should be listed as accessible. If you are connecting through your institute/hospital network, please inform them accordingly.

Make sure that the URL ehaweb.org/ is white-listed.

The EHA2021 Virtual Congress platform will open on June 1!

- As of June 1, you can create your account in the Congress platform set your profile preferences and browse certain content of the EHA2021 Congress.
- Until June 9, you will be able to browse the program and selected content of the EHA2021 Congress program and set your preferences.
- The EHA2021 Virtual Congress officially starts on Wednesday, June 9, 2021.
- As of June 9, the content will become available. You may browse live sessions and re-watch the same sessions when available on-demand, as well as check out content from our Partners & Sponsors.
- The EHA2021 Virtual Congress platform will remain open until Sunday, August 15, 2021 (23:59 CEST).
How to Register, Create Your Account & Login

As a first step to access the EHA2021 Virtual Congress Platform, you are requested to register and create your account (as of June 1).

1. Register

- Only registered participants can access the platform
  - If you haven’t done so yet, please register HERE.
  - When you have successfully registered, you will receive a confirmation email from the EHA Registration department.
  - For any questions regarding your registration, please contact EHAregistration@mci-group.com.

2. Create an Account/Set Your Preferences (This step is mandatory)

- As of June 1, all registered participants will receive an email from a.congress@ehaweb.org containing a personal access link to the Congress platform.
  - Subject line: Your EHA2021 Personal platform access link.
  - This personal access email will be sent to you only when your registration is complete and to the same email address you registered with.
- Read the instructions in your personal access email carefully.
- When clicking on your personal access link, you will be re-directed to the platform to set up your account.
  - The email address you used to register will be automatically prefilled and will be used as your username.
  - During this step, you will be asked to confirm your email address as a security protocol. You will receive an email asking you to confirm your email address, this is mandatory to proceed further. Please make sure to check your spam folder.
  - You can setup a password of your choice, you will need this password to return to your account afterwards.
  - As a final step, you can set your preferences to get the most out of the Congress by selecting areas of your interest and making yourself visible to allow participation in group discussion, chats and message communication. At any time, you can update your preferences by accessing your account.

> We recommend creating your account as soon as you receive your personal platform access link by email.

> This account is separate from the registration account and your EHA membership account.

> You cannot log in to the EHA2021 Congress platform if you have not created an account on this platform via your personal access link.
3. LOG IN TO THE EHA2021 VIRTUAL CONGRESS

- After creating your account, you can access the EHA2021 Virtual Congress platform and browse the available content.
- We recommend bookmarking this page to access the platform in one click (also save your email and password - you will need them when you wish to access the platform).
- At any time, you can update your preferences by accessing your account.

> We advise you to have a good internet connection, a proper device or computer, Google Chrome browser, and a valid registration.

> We recommend using Google Chrome with the newest update; however the platform is also accessible via all common operating system browsers such as Firefox or Edge. Be aware that ad blockers can prevent loading content and opening new tabs. Please ensure that the latest versions of operating systems and browsers are installed.

> For the EHA2021 Congress, the URL will be based on EHA website, therefore, all URLs behind “ehaweb.org/” should be listed as accessible.

If you are connecting through your institute/hospital network, please inform them accordingly. Make sure that the URL ehaweb.org/ is white-listed.
HOW TO EXPLORE THE CONGRESS PLATFORM

MAIN MENU
When you enter the platform, you will see the menu bar on top of the platform that will direct you to each of the main pillars of the EHA2021 Virtual Congress.

HOME
On the HOME page, you can oversee the entire congress platform; browse by themes, view program highlights and search through available services and information!

LIVE
Find a list of currently live EHA2021 sessions here. Click on the play button in a virtual room to access the session.

You will be informed which session is running, when the next session will be live broadcasted and/or if there is no more sessions for a particular channel.

All the sessions live broadcasted (LIVE) will be available on-demand soon after the session ends.
PROGRAM

Browse through the program by category, per day or by theme.

You may be re-directed to particular topics of your interest such as e-posters, abstracts, the YoungEHA Research Meeting and more...

SEARCH

The detailed program is accessible through the program overview illustrated below. You can search the program in the Live Overview (live broadcasted sessions), via the function Search program content and/or create your own program.

To create your own program, favorite your session by clicking on the star next to the session you are interested in. All these favorite sessions will show up in ‘My Program’. You may also retrieve these details in your account ‘My EHA2021’ (see below Networking features for more details).

FILTER

Browse the program by using the filter Theme/Tracks – topics pre-selected by EHA in order to help you narrow down your search. You may also use the Session Type filter.

SHOW

You can choose to only see your tailor-made program ‘My Program’. Click Change view and you will see the agenda by rooms.
EHA PLAZA

Access all information related to the EHA, explore congress materials, check the official EHA journal HemaSphere, be informed on what is in EHA for you as clinician, researcher or young hematologist and check out all EHA activities.

Do not hesitate to contact us:
CONGRESS: a.congress@ehaweb.org
MEETINGS: scientificmeetings@ehaweb.org

PARTNERS & SPONSORS

Visit all Congress Partners & Sponsors company profiles, browse all sponsored sessions in the Sponsored Session Gallery, and check out more sponsored content in the Product Spotlight (HCP’s only).

Partners and Sponsors can be searched by EHA Corporate level, alphabetically or by company name. In each profile, you can explore various content from our partners and sponsors and interact with them through various channels.

Do not miss all the exciting sponsored sessions released during the live days - you can (re-)watch them by accessing the Sponsored Session Gallery.

COMPLIANCE: Only HCPs (Healthcare Professionals authorized to prescribe or supply prescription medicine) are allowed to access the information displayed by companies advertising prescription medicines. Non-HCPs will have the access restricted with a pop-up message: No access – we are sorry to inform you that you have no access to this content.
HOW TO (RE)WATCH SESSIONS

You can watch live sessions (LIVE page) or watch on-demand content (PROGRAM).

A live session is broadcasted at a certain time of a certain day (see LIVE overview). All sessions live broadcasted (LIVE) will be available on-demand soon after the session ends.

On-demand content is released at dedicated times and can be watch at any time. All on-demand sessions can be viewed per presentation in the dedicated session page.

When the session is broadcasted live:
Simply click on the play button on the LIVE page and you will access the session.

When the session is available on-demand:
Simply watch the presentations available on the page.

Each session has a dedicated page in which you can find:
- Session title
- Presentation titles
- Name of the Chair(s)
- Name of the Speakers
- Q&A options during live sessions as well as on-demand.
- Polling (only possible during live broadcasting)
- Evaluation (if applicable)
- PDFs (extra material if applicable)
HOW TO PARTICIPATE AND NETWORK

WRITTEN Q&A
Each session in the EHA2021 Congress program is equipped with the option of posting Q&A from the audience. The box will appear on the right side of the video. Any Questions posted while on-demand and/or broadcasted live will be visible on the session page.

POLLING
Some sessions in the program contain a polling feature to test the knowledge of the topic at hand. We actively encourage congress participants to share their thoughts with the faculty.

EVALUATION
You may evaluate some of the sessions, in order to help us improve, please do not hesitate to contribute.

PDF
Extra content can be available per session, feel free to open and browse to get additional information.

PARTICIPATION IN LIVE SESSIONS
Interaction through questions is an important part of any physical congress, but also a part for which limited time is available. That’s why EHA paid extra attention to this in the setup of EHA2021 Virtual. Every time you watch one of the live and/or on-demand sessions, you are able to leave questions on each of the session in the dedicated question box.

All your questions can be seen on the session page. On the Thematic Day, the session chair will discuss selected questions with the respective speakers in the live Q&A panel discussions scheduled for each session. During these live Q&A panel discussions, you have the possibility to ask additional questions and follow the discussion from behind your computer.

Finally, for any live session outside the live Q&A panel discussions, you have the possibility to submit questions during the session. The session chair will select some and will invite speakers to answer them. All live sessions will also be recorded and made available on-demand afterwards.

EXCHANGE WITH YOUR PEERS
GROUPS
During your account creation, you will be asked to select areas of interest in order to propose groups you may want to join. You will be recommended groups in which you can converse with your peers, invite colleagues to participate, bump into an acquaintance or build new relationships. You also may pin sessions you like into a specific group to discuss further with group members.
On the side bar, click on 🔄 to access the Groups.

Click on Group Overview ➔, first you will see the list of Groups you join. Then, you will see recommended groups and any further groups. You CANNOT create your own group.

To discuss in a group, click … on the right corner of a specific group image and click View. You enter the group. At any time, you may leave the group, by clicking on / Leave.

When you are in the group, you will see the Live Chat of this specific group and can start converse with group members. You can also see pinned content (content pinned by group members). You can see who is in the group and you can invite someone to join a group.

CHAT
Simply chat with your peers, colleagues, faculty…

On the side bar click on ✉️ to access your Inbox. You may send messages to your peers.

Click on Inbox ➔, you will be redirected to your Inbox. You may see only received messages. When you reply to someone, you will see the entire conversation in the message. Unfortunately, you cannot see your sent messages if the other persons did not reply. You are able to do so only when the other persons replies to you.
You may find other communication channels in the Partners and Sponsor company profiles. There you can leave company representatives questions and comments, chat live with them, share your details to get contacted at a later stage, as well as communicate directly through virtual meetings.
HOW TO REACH US

BEFORE ACCESSING THE PLATFORM
European Hematology Association | EHA Executive Office
Reach us at: Tel: +31 (0) 70 3020 099 | E-mail: a.congress@ehaweb.org

Congress secretariat | MCI The Netherlands
For individual registration: Tel: +31 (0)20 570 9600 | E-mail: eha@mci-group.com
For group registration: Tel: +31 (0)20 570 9600 | E-mail: eharegistration@mci-group.com

INSIDE THE PLATFORM
At any moment, you can reach us through the chat icon located at the bottom right of your screen. A team member will come back to you as soon as possible, during European office hours.
You will be proposed different topics (such as technical, program, etc.), select the most relevant one to your issue and we will do our best to reply to you as soon as possible.

If you are a faculty member, you can contact us at a.congress@ehaweb.org.
If you are an Industry representative, please contact us at sponsorship@ehaweb.org and/or eha@mci-group.com.

WHAT HAPPENS AFTER JUNE 17?
The Congress is not over! Your access to EHA2021 Virtual Congress remains valid until August 15, 2021. Until that date you can watch any session as on-demand content.

After June 17, EHA will organize special days for which you will be notified.

Enjoy EHA2021 Virtual Congress
& Stay tuned for #EHA2022!