# FAQs for Virtual Platform

(updated 3/17)

**What is the name of the virtual event platform?**
-Swapcard – Click here to watch a quick 90 second video about the platform.

**When can I access the platform?**
-Starting 15 March.

**What time zone is the event?**
-UTC -5 (CDT)

**What are the recommended browsers?**
-Swapcard works best with Chrome or Firefox. If you are experiencing blank pages, streaming issues or app latency, please switch to one of these two browsers if you have been working on another browser. Internet Explorer does not support Swapcard.

**Can I attend the event on a mobile device?**
-Yes, the event is accessible through the Swapcard mobile app and the web app (url: app.swapcard.com). The Swapcard mobile app can be downloaded from the AppStore or PlayStore.

**What are my login credentials?**
-If you have already received your registration confirmation, beginning 15 March, you will receive an introduction email from noreply@swapcard.com with the subject "Welcome to The 2021 SPE/ICoTA Virtual Well Intervention Conference". You will be required to enter you the same email address you registered with and set-up a password. Please note, once sent from Swapcard, the link introduction email link will expire within an hour or once you click the link. If your link has expired, request a new one at the login page.

**What if I did not receive a login email?**
-Your introduction email may be in your spam folder or blocked by your company's firewall. Please whitelist noreply@swapcard.com & hello@swapcard.com, then go to the login page and enter your email address to receive a new "magic link" to access the event.

If you have recently registered and have not yet received a login email, it's possible that your registration data has not yet been synced with our platform. Please wait for the login email or check your spam or junk email. Please add noreply@swapcard.com to your email whitelist to ensure receipt of connection details. Emails from Swapcard (noreply@swapcard.com) contain a personal link to access the platform and should not be forwarded.

Contact registration@spe.org for additional assistance.

**How do I get my proceedings?**
-OnePetro access to view/download the conference technical papers will provided in an "SPE Communications" email. The email will be sent the week prior to the event to those who have been registered.

**Are there training courses?**
-All training courses are scheduled for one day on Friday, 26 March. Visit the [Training Courses page](#) for more detail.

**How long will the virtual platform be available?**
-The platform will remain active for 90 days until 25 June.

**How do I set up my virtual event profile?**
-Upon receiving the "Welcome to The 2021 SPE/ICoTA Virtual Well Intervention Conference" introduction email and setting up your Swapcard password, you will be able to access the event lobby page. From this page, select "Edit" in the box with your name, on the left side of your screen.

**Will I be able to network during the event?**
-You will able to search and connect with other attendees during the virtual event by visiting the "Networking Lounge".

**Where can I learn about sponsors?**
-You can visit the [Sponsor page of the website](#) for additional information. and starting 15 March, all registered attendees have access the event Sponsor Zone on the platform.

**Is there a virtual exhibition?**
-This year, the event is hosting a Sponsor Zone which will house sponsor virtual profile pages where you can view their products and services and network.

**Can I schedule a meeting with a sponsor during the event?**
-You will be able to request meeting or chat with sponsors by visiting the "Sponsor Zone". Available meeting times will be displayed on the sponsor's company profile page. Just select a time to request a meeting. Once the sponsor accepts your request, you will be notified within the platform.

**Will I be able to find other attendees and network during the event?**
-You will able to search and connect with other attendees during the virtual event by visiting the "Networking Lounge".

**Can I schedule a meeting with an attendee during the event?**
-You will be able to request meeting or chat 1-on-1 with attendees by visiting the "Networking Lounge" and selecting another attendee's profile. Available meeting times will be displayed the profile page, along with a "Send Connection Request" option. Just select a time to request a meeting. Once your meeting request is accepted, you will be notified within the platform.

**How do I navigate to sessions?**
-All session information can be found by clicking the "Technical Sessions" button. They can be filtered by date across the top. You may also search by name, title, and paper number.

**How do I navigate to the ePosters?**
-All Knowledge Sharing ePoster information can be found by clicking the "Poster Sessions" button. Poster presentations are available on demand and will display across all days of the event. They can be filtered by date across the top. You may also search by name, title, and paper number.

**How do I ask questions during a session?**

-Live Q&A will take place during the scheduled technical session time immediately following the paper presentations. You may participate by using the "Questions" function of the "Live Discussion" box at the bottom right of your screen. Session moderators will be queuing questions to be addressed. Questions can be 'liked' and bumped up in the queue.  Be sure to mention which speaker/paper you are addressing your question toward.

**Is the event offering CEU credits?**

-No, the event is not offering CEU credits. Training courses will issue CEU credits through the training department.

**Who do I contact for help?**

-If you are in the live event, visit the 'Help Desk' on the homepage or reach out to us.
- -Registration –  wellintervention@experient-inc.com
- -Technical Program – tech-prog@spe.org
- -Virtual platform – support@swapcard.com or chat with the Swapcard team at www.swapcard.com
- -Sponsorships – sales@spe.og

**What is the phone number for registration help?**

- +1 864.208.3375 (Experient/Maritz)

**Additional Swap platform questions?**

-Visit the General Usage Questions & Common Scenarios page


.