

FAQs

- **How do I log in to activate the live stream?**
 - On Tuesday 6th October (the day before the event) a login field will be accessible on the website www.cif2020.com.au
 - Ticket holders must enter their email address into the login field to receive an activation link via email. Note: The email address must be identical to the one used for each attendee during ticket purchase. (Please check your junk folder for the activation link if you cannot find it in your inbox).
 - After clicking the activation link, you will automatically gain access to the live stream and other networking features via the website www.cif2020.com.au.
 - Note: The live stream will only be accessible on the device with which you initiated the activation link on.
- **Do I need to download anything?**
 - No, simply enter your email in the login field on the website www.cif2020.com.au to receive an activation link via email. Click the activation link to gain access to the live stream and other networking features.
- **After logging in, can I access the Networking Café to chat to friends?**
 - Yes, you can access the Networking Café by entering your email address, name and creating a password.
- **Can I edit my profile in the Networking Café?**
 - Yes, you can edit your profile in the Networking Café by clicking the menu on the top left corner and selecting My Profile, then select the pencil icon to edit your name and photo.

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- **Will this work on my smartphone?**
 - Yes, it will work on any device with a web browser (Mac, PC, iOS, Android, Tablets, etc).
 - Note: ticket holders can access the live stream on one device only.
- **Can I share my login details?**
 - No, another ticket must be arranged for other viewers.
 - Note: ticket holders can access the live stream on one device only.
- **Can I ask the speakers questions?**
 - Yes, through the typed Q&A function. We encourage delegates to ask questions.
- **Can I download the slides?**
 - No, the slides will not be available to download.
- **Can I get a recording of the presentation?**
 - Yes, if you have registered and activated the event live stream, you will be able to access all the recorded presentations on demand after the event.

FAQs

- **The video and audio are out of sync?**

- Please restart your web browser and try again. - Email CRMelbourne@av1.com.au for technical assistance. For urgent issues, please call 03 8831 2800.

- **I cannot hear the audio.**

- Please check your device settings, or contact the organiser for assistance - Email CRMelbourne@av1.com.au for technical assistance. For urgent issues, please call 03 8831 2800.

- **I cannot see the video or any image on the screen?**

- Please check your device settings, or contact the organiser for assistance Email CRMelbourne@av1.com.au for technical assistance. For urgent issues, please call 03 8831 2800.

- **I have a technical question?**

- Email CRMelbourne@av1.com.au for technical assistance.

- **I have a general event question?**

- Please contact the event organiser via Email CRMelbourne@av1.com.au for assistance. For urgent issues, please call 03 8831 2800.