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**18-20 November 2020**

## European Bioenergy Europe Conference Instructions

Thank you for registering to the virtual European Bioenergy Future 2020 conference.

We hope things will run smoothly but please bear with us if we experience some hick-ups. In order to avoid these as much as possible please try to stick to the guidelines below:

### Participation etiquette:

- On the day of the meeting, please note that you will enter the meeting muted and with the webcam turned off, however please try to log in **5 minutes** before the official meeting starts, so that you can solve any initial technical problems.
- It is recommended to download the Zoom desktop app, as it has shown to work better.
- Please make sure to use the latest version of Zoom, otherwise some features may not work.
- Please make sure to encode your first name and last name in the participant tag.

### During the conference:

- You will have the opportunity to ask questions during the webinar. If you have questions, please write them within the Q&A box that you will find on the bottom of your Zoom window. Please be informed that after each panellist session, the questions will be considered by the moderator, but it is not guaranteed that they will be raised in the discussion.
- The chat can in addition be used as a discussion platform directed to only panellists, or panellist and attendees.
- There will be a polling session and we encourage you to partake in it. The questions will appear on your screen in a pop-up, please answer all questions by scrolling down within the pop and then at the bottom, pressing 'Submit'. The moderator will then share the answers for you to see the final results,

### Join the conference

1. To join the conference, click on the virtual lobby link and enter the credentials, all provided in the email.
2. You may browse the virtual lobby, where you will find sponsor videos, the programme of each day, digital brochure and attendee list.
3. When you are ready to join the conference, click '**ENTER EBF LIVE**' where you will be asked to register by entering your first name, last name and email, please do so. After having finished, press 'Register'. Please note you will only be required to enter your first name, last name and email for day one. This will not appear for days 2 and 3.
4. A new page will be open with the URL to join the meeting. Should this page close suddenly, please be informed that you would have received an email with the URL as well.

5. After having clicked on the URL, a pop up will appear, where you will need to click on 'Open Zoom meeting'. If there is no pop up, click on 'Launch Meeting' in the middle of the page, and the pop up will then appear.
6. After this, you will either get a pop-up requesting you to wait until the host starts the webinar or if you enter after the start of the meeting, you will directly enter the webinar.
7. At 9:30am (CET), before each of the sessions and prior to the host welcoming you inside the conference, you will see a pop up saying '**join with computer audio**', in order to be able to hear the meeting, please click on this choice.
8. When the meeting is finished, participants can leave the meeting by clicking on the '**Leave**' button, found at the bottom right corner.

### Technical issues

- Should you experience any technical issues with zoom, you may try dialling-in using the number of the country you find yourself found here: <https://zoom.us/zoomconference> . You will need to enter the webinar ID and passcode which you will find in your registration confirmation email.
- Should you experience any technical issues with Zoom, please email Beatrice Vaskyte ([vaskyte@bioenergyeurope.org](mailto:vaskyte@bioenergyeurope.org)) or write in the chat directed to Beatrice Vaskyte and we will provide you with the necessary support.