

FAQ - Frequently asked questions & answers

Hardware, software

1) What software do I need for the conference?

- The conference takes place at the online platform *Lounjee*. Only the current version of your internet browser is required. You do not need to install any software

→ we strongly recommend the use of *Google Chrome*

- Please create a Lounjee account in advance using the Lounjee Link you got via E-Mail after your registration for the Conference. It will take a few minutes to create the account and you will need to answer the questions that are required to log in. **It is necessary to complete the registration to get access.** Feel free to add a photo to make your profile more engaging.

- For a good connection it is necessary that you deactivate your AdBlocker (we do not show advertising).

With Google Chrome, the deactivation of the AdBlocker works like this:

1. Open the browser and click on the 3 dots at the top right
2. Go to *other tools*
3. Go to *extensions*
4. Deactivate your AdBlocker using the slide switch

2) Do I have to create my profile completely and answer all automatically asked questions?

Yes. Otherwise, participation in the event is not possible.

3) How can I join the presentations and speeches?

You can find the entire program at the *Agenda* tab (on the left in Lounjee). You can register for this by clicking on the individual program points (Sections). After registration, you can join the selected Sections above the video window on *STREAM* by clicking on *join zoom*.

4) Can I join one section and then switch to a presentation/speech in the other, parallel section?

Yes. To do this, leave the stream of one section by clicking the *three dots* in the lower right corner and clicking *leave* in the drop-down menu. Then under *Agenda* you will find the section that you want to enter.

Exchange and interaction

5) How can I ask questions or give feedback to the speakers?

- Use the Lounjee Q&A function, questions can be asked there during the presentations. In the Q&A tab you can also rate the questions of other attendees (regarding their relevance). The moderators collect the questions.

- Lounjee's regular chat can also be used for further comments

- Speakers are required to allow 10 minutes for questions and answers between the individual presentations, which are then passed on from the Q&A tab by the moderator

Breaks

6) I miss the informal conference exchange in the cafeteria. What can I do?

We recommend interaction between attendees and speakers in the Lounjee platform

In the menu bar on the left, click at "Attendees" if you want to network with other attendees, or at "Speaker" if you want to network with speakers. You will then receive an overview of all attendees and speakers. You can also search explicitly for people in the search field above. If you click on a person's profile, you have the option at the bottom right to book a video call or to start a private chat.

However, individual persons can also switch these functions off or have them switched off.

For a video call: "Attendees" => click on the profile of the relevant person => "Book Meeting" or "Speaker" => click on the profile of the relevant person "=>" Book Meeting "

For a chat: "Attendees" => click on the profile of the relevant person => "Connect" => "Open Chat" or "Speaker" => click on the profile of the relevant person => "Connect" => "Open Chat"

Technical issues

7) I have registered at Lounjee, but I have not received a confirmation e-mail.

First, have a look at the SPAM folder in your mailbox. If there is no message, go to <https://fluchtglobal.app.lounjee.com/signup> and register again with the same email address. Answer all questions that are asked after entering your name and e-mail address. Without this, the access will unfortunately not be activated. You will be asked to create a password. You will then receive a confirmation e-mail which you will need to open in order to click on the confirmation link.

You can then log in with your e-mail address and password here:

<https://fluchtglobal.app.lounjee.com/login>

8) I have registered at Lounjee and I see the event, but I cannot register for any section

- Did you receive a confirmation e-mail after registering with Lounjee? If not, please read the previous point (7).

- If you have received an e-mail, read point 3: How can I join the individual program points?

9) I have microphone and camera problems in Lounjee. What can I do?

- If Lounjee suggests a solution in the error message, try the suggested solution first. In most cases, that works.

- It should be possible to close the error message and to still see the stream. Questions can and should be asked via the Q&A function or via the chat. In this way you can postpone solving the problem until the next break, so you do not miss the presentation/speech.

- Make sure that you are using the latest version of the Google Chrome internet browser

10) Actually, I did everything according to the instructions, but it still doesn't work.

If you are already in Lounjee, please describe your problem in the chat group "IT-Support". This is the quickest and easiest way to get help.

If you have problems to enter Lounjee, please contact our technical support by e-mail: Martha Stütze (martha.stuetzle@sbg.ac.at) and Johanna Heimbach (johanna.heimbach@stud.sbg.ac.at)

NOTE: KEEP YOUR MICROPHONE TURNED OFF DURING PRESENTATIONS AND SPEECHES