

Putting the EU auto industry back on track post-COVID



BEFORE

How do I log in?

Simply click [here](#) to open your browser and join the event online.

Will I need to download any software to join this event?

That will not be necessary, the event will open in your browser directly.

Which browser should I use?

You can join the webinar from all kind of browsers, also with iPads or mobile phones.

Can I dial in?

That feature is not available for this event.

Can I join the webinar on my smartphone?

Yes, that is possible, simply open the webinar link via your smartphone directly.

DURING

I can't connect!

- **Make sure you're NOT connected to the internet over a VPN connection.** VPN connections are often subject to network blocks, so you may find that joining a webinar through a VPN will cause connectivity issues.
- **Reload the app.** Refreshing the webinar room is safe, and you will be automatically reconnected to the room. This can help to reconnect your devices and network in the room.
- **Restart your browser.** When applying new settings in the browser or adding new devices to the webinar, you might need to restart your browser in order to activate your new settings.

Can I interact with the speakers and the organisers?

Indeed, you can interact with both speakers and organisers via the questions feature in the webinar platform. Your questions will be sent to the organisers privately and they will share them with the moderator.

Why can't I hear anyone?

If you are having audio issues, please make sure that you have selected the correct audio mode. If you want to connect with your mic and speakers, make sure Computer Mode or Internet Mode is selected. Check that your speakers/headphones are plugged in and that your computers volume isn't turned down too low.

Do I need to mute my microphone?

That will not be necessary. Interventions are only possible in writing, via the questions feature.

Can I transfer or share my link, to join the webinar, to someone else?

Yes you can. The event is accessible via a general link that you will have received in the invitation and reminder emails and that you can transfer to your colleagues who wish to join our online debate.

AFTER

Can I (re)view the webinar later?

The webinar will be recorded and will be available on demand one week after the event.

Will I receive a recording of the event?

If you attended the event, you will automatically receive the event recording.

If you haven't registered, you can request the recording after the event. To request the video, simply contact us at communications@acea.be and we will make sure you receive it as soon as it is available.

How can I find out about future webinars?

You can subscribe to future ACEA events via the subscription form on ACEA's website. The link is the following: www.acea.be/news/subscription



If you can't find the answer to your questions in the listing above, please contact our support team at communications@acea.be



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