

4th LATIN AMERICA ENERGY SUMMIT 2020 – FAQ's

Q: Where will the LATIN AMERICA ENERGY SUMMIT be hosted?

A: The **LATIN AMERICA ENERGY SUMMIT** will be hosted on Hopin, a virtual live events platform that offers the same benefits of physical events, including main stage content, panel discussions, networking, and a virtual exhibitor's channel.

Q: Browser compatibility?

A: We recommend attending the event through your laptop or PC on Chrome or Firefox. We cannot guarantee it will work on mobile or other devices. Note; the **LATIN AMERICA ENERGY SUMMIT** requires recent versions of chrome Firefox Safari 11 or greater.

Q: How can I update my profile?

A: Prior to the event, **please complete your profile**. This is your calling card! To update your profile, click on your initials or photograph in the top right-hand corner and choose profile. Your job title and organization should be entered into a headline field. Include your photo and add your social media details so you can connect with others during virtual networking or after the event.

Q: What if I need support during the event?

A: if this FAQ didn't answer your question, you can message Christian Unda or Dora Mancera at Industry Exchange in the people tab on the right side of the screen or by email at christian.unda@industryex.com or jay@industryex.com, respectively. They will respond as soon as possible.

Q: Where can I find the schedule?

A: The schedule can be found both on our website and in the virtual program at the bottom of the reception tab in the **LATIN AMERICA ENERGY SUMMIT** platform in Hopin.

Q: What is the reception area?

A: The reception area is the welcome page, or the "lobby" of the **LATIN AMERICA ENERGY SUMMIT**. Here you can quickly find out what is happening at the event currently, a welcome message, sponsors, the schedule, and speakers. The reception area will be used for announcements, important links, and event updates.

Q: Where do I watch all the main stage sessions?

A: The main stage will be hosting the keynote presentations and panel discussions according to the schedule. Simply navigate to the stage tab on the left side of the screen. Be sure to check the screen or refer to the agenda to see what is coming up next.

Q: Where can I locate the simultaneous translation audio feed?

A: You can listen to the translated version of the event at any time under the sessions tab located on the left. You will need to have two browser tabs open at the same time. The first browser will need to be

muted while displaying the stage. The second browser will need to display the TRANSLATION Session with the AUDIO ON. Please note that there is no video to watch in the TRANSLATION Session, only audio to listen to while watching the STAGE.

Q: How can I connect with sponsors?

A: Visit the virtual exhibitor hall where sponsors have their booths. You can live chat with them, engage with them on screen and watch their demos.

Q: How does the chat feature work?

There are multiple chat channels in the LATIN AMERICA ENERGY SUMMIT. Each one serves a different purpose.

- Event Chat – This tab shows the global event Chat Room where all participants can post messages. If you write a message in the event chat, everyone at the event can see it. Messages in the event chat should directly be about content only.
- Session Chat – This tab will only relay questions or comments to the translation team. If you have any issues related to the audio feed or need assistance, you can send a message here or to Christian Unda at Christian.Unda@industryex.com
- Exhibitor Booth Chat - like on the main stage, each virtual exhibitor booth has its own chat for group discussions and interaction
- Meeting Chat - in networking, a private one-to-one chat channel is available to all participants
- Direct Messages - Anyone can send messages to an individual at the LATIN AMERICA ENERGY SUMMIT via direct messages in the people's tab on the right-hand side of your screen. To send a direct message find the person you wish to chat with in the people's tab, click on their profile photo and send a direct message to them. IMPORTANT: When you have a message, a red dot appears by the envelope icon.

Q: How does one on one networking work?

A: Our fun 1:1 flash networking room matches you up with individual attendees for a two-minute period. Matching is 100% random, meaning that you can't choose who you are connected to and you'll never meet the same person twice. If you go to the networking tab on the left side of the screen and click ready you will begin networking. This means you will join a 1:1 video call. You are paired up with a person one at a time via LATIN AMERICA ENERGY SUMMIT video chat for two minutes. You can exchange contact information by clicking the bright blue connect button before the timer runs out. If someone shared their contact information with you, you can find it back at the LATIN AMERICA ENERGY SUMMIT homepage. You can stop the chat at any time by clicking the leave button at the top of the chat screen once the time is up. There's a timer on the screen that tells you when your time is up, and you will automatically move to the next person.

Q: Will there still be audience Q&A's?

A: Yes, we will be taking audience questions live, so get yours ready! You can submit your questions through the chat functionality and an Industry Exchange team member will filter them through to the moderator.



Q: Will sessions be recorded?

A: Yes, all sessions will be recorded and uploaded to industry exchanges delegate only folder a few days after the event.