



## Visitor and ISSCR Member FAQ

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For additional help tips and information please visit the [Technical Support Guide](#).

### What system and browsers are best for accessing this site?

For best results, access the event on a PC running Windows 7+ or Mac running macOS 10.12+ using the Chrome or Safari browser. You can also use Android tablets and phones with the Chrome browser and iPhones and iPads using the Safari browser. **For the best experience, we recommend joining on a computer using Chrome.**

Check your connection speed prior to joining the meeting. You will need a minimum of 0.6 Mbps download speed, but we recommend at least 1 Mbps for streaming. For video calls, we recommend 2.5 Mbps download speed.

To test your connection, go to: <https://tokbox.com/developer/tools/precall/results>

To test your Mbps speed, go to any of the following:

<https://www.speedtest.net/>

<https://speedtest.xfinity.com/>

<https://fast.com/>



If your connection and/or Mbps speed is projected to be inadequate, please troubleshoot using the tips below and test your connection again.

### **What steps can I take to help me have a great experience at a virtual meeting?**

Below are some helpful tips to help you have the best experience:

- Make sure your browser is up to date with the latest version.
  - The best web browser to use is Google Chrome
- Disable any large or privacy-related browser extensions or plug-ins. You can manage this in your browser settings.
- Ensure that your computer and browser allows use of your camera and microphone. This is managed in your device settings. Click this [link](#) to check your set-up.
- [Clear your cache, cookies and browsing data](#) or use a private/incognito browser window if you are experiencing any issues.

If you have gone through the above troubleshooting steps and need additional assistance, please contact ISSCR Staff at [isscrdigital@isscr.org](mailto:isscrdigital@isscr.org).

### **How do I set up my profile?**

The first time you log in, follow the link on the home page prompts you to complete your profile. In your profile, select your scientific research interests so that ISSCR Digital can recommend scientific program content for you based on those selections. Those suggestions will appear in “Recommended” sections throughout the platform and under “More” from the top navigation (Recommended for You). Update your profile at any time by clicking on it from the top right of your screen.

### **How do I set up my schedule?**

For each upcoming live session, you can select “Attend” to add it to “My Schedule.” Adding sessions or events to your schedule will also block the time for attendees who are seeking to schedule a meeting with you through the platform.

### **In what time zone are the meeting times displayed?**

Meeting and event times are displayed in the same time zone noted in your computer’s settings.

### **Can I change my background like some other video conferencing software?**

Unfortunately, no. Make sure your background is appropriate and something you do not mind people seeing.

### **I cannot hear the session. What do I do?**

Hover your mouse over the video playing on the screen to access the audio controls. Click and drag the volume slider to increase the volume, just as you would a YouTube or Vimeo video.



### **How can attendees schedule a meeting with me?**

In your profile, select “Allow members to contact me” and set your availability for accepting meetings. By setting away dates, you will block off time periods that attendees may or may not schedule a meeting with you.

### **How do I connect with people individually?**

You can find meeting attendees in the “Attendee Directory” tab under “More.” If an attendee has set their profile to accept meetings and to be contacted, you will be able select “Send Message” or “Schedule” to connect with them.

### **How can I see who is attending?**

In the top navigation bar, click “More” to view the “Attendee Directory” and browse the full attendee list.

### **How do I get to my unique meeting “room?”**

Once you schedule a meeting with someone, you will be provided a unique URL that will activate your private meeting room at the scheduled meeting time. You can find the unique URL in your “Notifications Tab” on top right of the page. The meeting will be saved to your schedule for easy reference at the meeting time. If you choose to schedule the meeting for “Now,” your meeting room will be live right away. You may invite others to join this meeting by copying and pasting the URL into a message to send to another attendee.

### **What’s the difference between notifications and direct messages?**

Near your profile in the top right corner, you will see a chat bubble for notifications. These notifications are event-wide from the ISSCR about upcoming events or Leaderboard alerts.

If you would like to send a direct message another attendee, select their profile from the “Attendee Directory” and select “Send Message.”

### **How long does it take for sessions to be available on demand during an event?**

This varies, but the ISSCR strives to make the sessions available on demand within a few days for registered attendees.

### **How do I find what I am looking for?**

- Home – Explore upcoming programs, meetings and events recommended for you, and featured webinars.
  - At the top of the page, use the black navigation bar to discover ISSCR content.
- The ISSCR Digital Logo (upper left corner) – This “home” button brings you back to the main page.
- Upcoming – Find webinars and symposia that are coming up.
- On Demand – Discover our library of webinar and symposia content.
- More – More options to customize your experience appear on left-hand side of your screen including:



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- My Schedule – upcoming meetings you mark to attend appear in your schedule.
- My Contacts – visit your profile and click “Allow Other Attendees to Contact Me.”
- Speaker Directory – view speakers who have or will present at ISSCR meetings and events.

**A session I'd like to watch on demand is locked. What do I do?**

If an on-demand session is locked, you have a few options. All ISSCR members have access to on-demand webinar content through this platform, so you can [join the ISSCR](#). If you are a nonmember, you will need to purchase access to on-demand programs. Click on the webinar to be directed to the ISSCR website where you can register for/purchase the content. After you've done this, the content will “unlock” and you can view it.

Please contact ISSCR Staff at [isscrdigital@isscr.org](mailto:isscrdigital@isscr.org) with questions and concerns.