

# **Frequently Asked Questions (FAQs)**

## **for the SPE Virtual Latin American and Caribbean Petroleum Engineering Conference and the SPE Virtual International Conference and Exhibition on Health, Safety, Environment, and Sustainability**

27 - 31 Jul 2020

Access to the virtual platform is available until 29 October 2020

Please review the information below and reference this webpage, "[How to Maximize Your Virtual Conference Experience](#)," to help you navigate the conference platform and technical content.

### **Accessing the Conferences**

#### **1. I have lost my credentials. What should I do?**

Please email the SPE registration team at [registration@spe.org](mailto:registration@spe.org) to request a copy of your credentials and proceedings code.

#### **2. I can not see the login windows to enter my email and credentials.**

The platform works best with Google Chrome. Please change your browser to Google Chrome and log into the platform.

#### **3. I registered last night, but I have not received my credentials to access the conference.**

Beginning on 10 August, new credentials to access the virtual platform will be issued twice a week. To check on the status of your credentials or if questions, please email [registration@spe.org](mailto:registration@spe.org).



### **Setting Up Your Profile**

#### **4. How can I save my photo to my profile?**

Choose your profile icon, upload a photo, and remember to press "Submit."

**Edit Profile Settings** Edit Profile Edit Account ✕

**Import Your Social Profile to Get Started**

 Import from LinkedIn or  Import from Facebook

**Personal Information**

First Name: \*

Last Name: \*

Photo:

**Professional Information**

Book a Meeting:

**Extended Professional Information**

Brief Bio:

- Professional Background
- Academic Background
- Credentials

**5. The conference hours do not match between the conference calendar and Q&A technical sections.**

Please check your profile. Under Profile/Account, edit Account, you can change the time zone. All session times are noted in Colombia local time. [UTC-5]

## Accessing the Content

**6. I can not see the “Webcast” button for the sessions.**

The platform works best with Google Chrome. Please change your browser to Google Chrome and log into the platform.

**7. I get a message to “...contact technical support for assistance.”**

With Google Chrome as your browser, verify that you have the pop-ups and the firewall disabled. If this issue continues, change to a personal device or contact the platform’s IT support at [spe.registration@kenes.com](mailto:spe.registration@kenes.com).

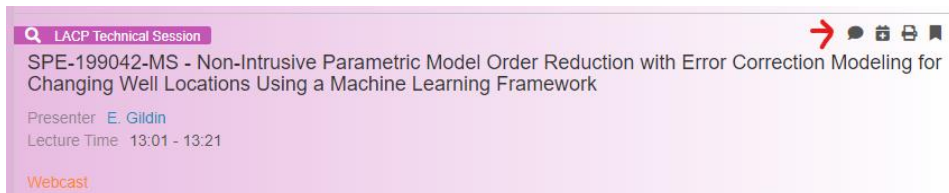
**8. On my "Home" screen, when I click on "Technical Sessions" I see a message saying that the pop-up window is blocked.**

We recommend downloading Chrome to access this platform. You may have to disable your pop-up blocker and/or your firewall to see the platform content.

## Contacting Someone or Accessing Their Contact Information

**9. How do I contact a presenter?**

If you are viewing a technical paper presentation, select “Send Comment to Presenter” send a message to the author.



If the author is connected at the same time you are, you can visit the Lounge and start a chat conversation with the author.

If you are browsing the ePosters gallery, you can also select “Send Comment to Presenter”

e-Posters 0160 - PS02 - LACP: Knowledge Sharing ePoster II (ID 2) Invited Speaker

SPE Virtual Latin American and Caribbean Petroleum Engineering Conference | 27-31 July 2020  
 Going Beyond the Limits. Emerging Technologies for a Sustainable Energy Balance | Virtual Conference and Exhibition

SPE -199094 –MS.  
 Ensuring Zonal Isolation in Cementing Jobs Of Gas Wells.

**cpven** DESDE 1981

E.Jimenez, Cpven; E.Vásquez, Cpven; N.Velasquez, Cpven.

SPE-199094-MS - SPE-199094-MS - Ensuring Zonal Isolation in Cementing Jobs of Gas Well (ID 5)

0160 - PS02 - LACP: Knowledge Sharing ePoster II (ID 2)  
 e-Posters  
 0160  
 LACPEC  
 Invited Speaker  
 E. Jimenez Nieves

[Click here to watch the e-poster](#)

→

## 10. How do I contact an attendee?

You can search for someone’s profile information with the search feature at the top of the lobby.

SPE Society of Petroleum Engineers

Home Live Sessions Exhibition Lounge (203)

→ 🔍 ⚙️ ↻ 🌐

Search and Discovery

Or you can see if they are online, they can be found in the Lounge. You can message them from here.

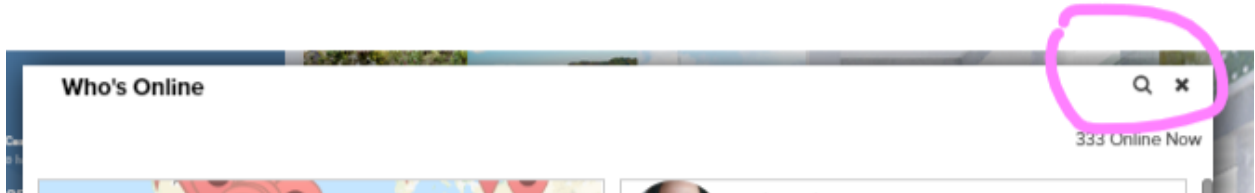
● ONLINE

Chat Video Call Message more ▾

INTERESTS

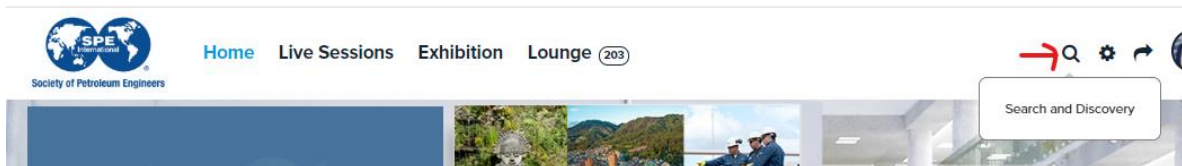
## 11. How do I look for attendees in the Lounge?

You can search for a specific person by clicking on the magnifying glass at the top right of the platform. You will be able to see all attendees who are connected at the same time you are.



## 12. Where do you keep speaker bios?

Speaker information is listed in their profile. You can search for someone's profile information with the search feature at the top of the lobby.



## Questions about the Content

### 13. How can I download all the conference proceedings?

Please check the email from [spe\\_reply@kenes-group.com](mailto:spe_reply@kenes-group.com) or [spe.registration@kenes.com](mailto:spe.registration@kenes.com) with your credentials. If you are not able to find the email please email [registration@spe.org](mailto:registration@spe.org) for assistance.

If you register after 31 July, your credentials will come from [registration@spe.org](mailto:registration@spe.org).

The email contains your credentials and password to begin your virtual conference experience. Additionally, it has your proceedings code. Please reference this email to download the papers.

You will be able to download the papers for both conferences. Reference the note in your email.

To activate your perpetual access to the papers from both conferences:

1. Visit [www.onepetro.org](http://www.onepetro.org)
2. Login or Register
3. Click Account details under the My account drop down

4. Click Redeem code under the Access codes heading
5. Enter your Access code in the email and click Activate

Access code Codes can only be redeemed once.

All papers for both conferences will now show “Get PDF” any time you are logged in. For a complete listing of the papers available, visit the conference pages at the following links:

[www.onepetro.org/conferences/SPE/19LACP](http://www.onepetro.org/conferences/SPE/19LACP) and [www.onepetro.org/conferences/SPE/20HSE](http://www.onepetro.org/conferences/SPE/20HSE)

Released presentation will also be available in OnePetro® within 30 days after the end of the live conference.

#### **14. Is there are a place where I can download the content of the Sessions?**

There is not within the platform, but the content will be available to you to watch until 29 October.

Released presentations will be available for download in OnePetro® within 30 days after the end of the live conference. All recordings will also be available in OnePetro® after 29 October.

Please check the email from [spe\\_reply@kenes-group.com](mailto:spe_reply@kenes-group.com) or [spe.registration@kenes.com](mailto:spe.registration@kenes.com). The email contains your credentials and password to begin your virtual conference experience. Additionally, it has your proceedings code. If you are unable to find it please email the SPE Registration Team at [registration@spe.org](mailto:registration@spe.org)

#### **15. Is there live translation?**

The audio is only in English. You can change the written language of the titles in the platform but not in the technical content.

## **Location of Key Areas of the Conference**

### **The Lobby**

#### **16. I successfully logged into the conference and am in the Conference Lobby. What next?**

You can access the

- Lobby
- Technical Sessions and their associated Q&A sessions
- ePosters
- Exhibition
- Lounge

## The Lobby

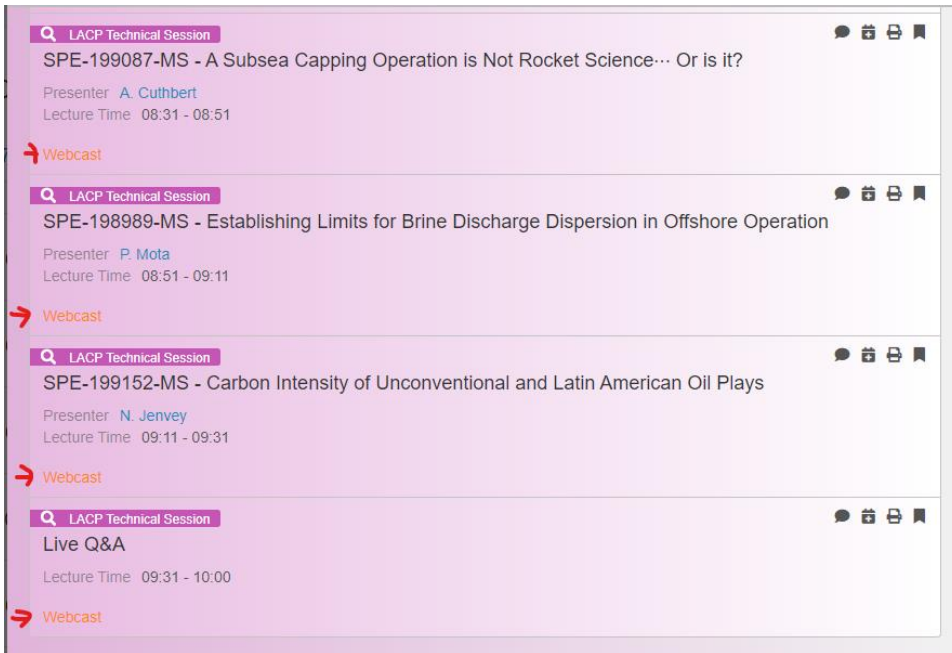


### The Technical Sessions and Associated Q&A Sessions

Here you can access the recordings of the Technical Sessions and their associated Q&A sessions. Browse the calendar to locate your preferred session.

After selecting your preferred session, you will be able to see the details of that session in a list. Select “Webcast” to watch the presentations. Scroll down to find the recording of the associated Q&A.





## The ePosters

Go to the Knowledge Sharing ePosters kiosk located in the lobby to watch the presentations. Note that the chats will be unattended, so the best way to contact an author of a Knowledge Sharing ePoster, is by selecting “Send a Comment to Presenter”.





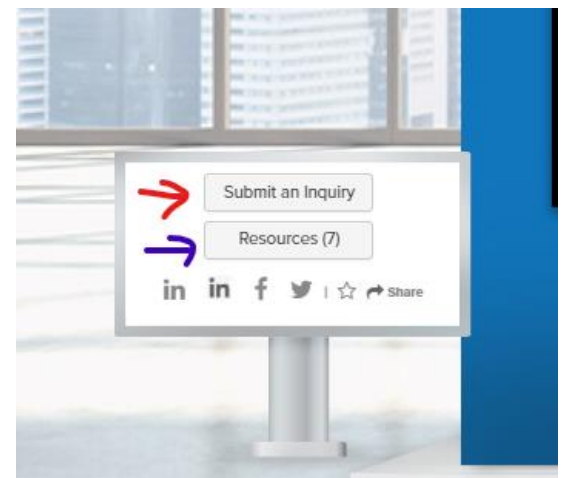
## The Exhibition

Access to the Exhibition is found at the top of the lobby screen.



All virtual booth features, except for the Zoom link, will continue to be live. You can still browse the exhibitors' materials by selecting "Resources"

The "Group Chat" will also remain live but will be unattended. To contact an exhibitor, select "Send inquiry".



**17. Exhibitor question:** Is it possible that you send me statistics for about visitors during the 90 days? If someone has downloaded any of the resources? views for the video? if somebody has downloaded my business card, etc.?

Please email Donna Kastrati, [dkastrati@spe.org](mailto:dkastrati@spe.org), SPE Exhibits Administrator

**18. I have problems with the scroll left or right to view more booths, and I just can see 10 booths.**

There are 10 booths in total. Once you have scrolled to the tenth booth, the forward arrow will take you back to the first booth.

## Length of Access to the Conferences

**19. How long will the recordings of the technical sessions be available after the conference? And the attendees' list?**

You will have access to all the content of the platform until 29 October.

The Attendee List is available until 29 October as well. Access it from the lobby, "Attendee List".



**20. Are all the sessions being recorded for us to access later?**

Yes, they are. You will have access to the platform and all the content until 29 October.

For any other questions, please contact [registration@spe.org](mailto:registration@spe.org).