

## Asia Pacific URTeC 2021 FAQs

### Registration / General Questions

**1. What is a virtual conference?**

The look and feel of the virtual environment will provide attendees with a comprehensive event experience. As with the physical event, a virtual event will include conference programme components and presentations from industry experts and technical authors. The conference will host online keynote, plenaries, panels and technical sessions by leading executives and industry professionals. The interactive networking lounge will also be available for attendees to network through live-chat features with fellow participants. Being delivered online means attendees and speakers can join the SPE/AAPG/SEG Asia Pacific Unconventional Resources Technology Conference (Asia Pacific URTeC) 2021 from anywhere in the world.

**2. What time zone will the virtual event be held in?**

Brisbane time zone (UTC +10).

**3. What is the cost of the virtual event?**

The available registration packages can be viewed on the [registration page](#).

**4. Is the conference available on demand?**

Yes, the conference will be available for 30 days after the event for Full Access registrants, allowing you to gain access to the latest insights at your own pace!

**5. How can I access the conference proceedings?**

Registered full access attendees are entitled to access the technical papers from the SPE/AAPG/SEG Asia Pacific Unconventional Resources Technology Conference 2021.

Digital Proceedings are delivered on OnePetro®. From the first day of the conference, you will be able to visit [www.onepetro.org](http://www.onepetro.org) and enter your access token to download the proceedings. Registration and log-in to OnePetro will be required to redeem your token and can only be used for a single OnePetro account. After redeeming your token, you will have continued access to all technical papers for this conference in OnePetro on any compatible device when logged on to your account.

Your unique 12-digit access code and detailed instructions will be available in the “Welcome to Asia Pacific URTeC 2021” email.

Papers will go live on the first day of the conference.

**6. How does the Asia Pacific URTeC 2021 use the data of registered attendees?**

Please refer to the event’s registration terms and conditions found [here](#).

## Conference Sessions

**7. Will I have access to all sessions?**

Full access attendees will be able to access all sessions. Similar to if you were attending a conference in-person, you will be given the opportunity to select which scheduled sessions you'd like to attend virtually.

**8. Can I setup my own agenda?**

Yes, you get access to add sessions to your 'Calendar' located under the 'My Account' tab where you can create your own programme and calendar of events, which will then create a reminder ensuring you never miss a session! Users can also add sessions to your Google, iCal and Outlook calendars.

**9. Can I ask questions/interact with speakers?**

Yes, attendees will be able to ask questions and interact with both the speakers and audience during live sessions.

**10. Are Knowledge Sharing ePosters included?**

Yes, you can explore the ePoster presentations for the latest information and knowledge sharing on-demand.

## Technical Questions

**11. What is the recommended browser to access the virtual event?**

Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari

**12. Which devices can I access the platform with?**

Though the virtual platform is accessible via computer, tablet and mobile phone, for the best experience it is recommended to use a computer to access the platform.

**13. What virtual platform is the event using?**

This is the InnVirtual platform, a user friendly and secure virtual events platform.

**14. Do I need to download software to access the virtual event?**

No, the virtual event platform is fully web-based and supported through browsers from various devices.

**15. The audio for videos is not working.**

The videos in the platform will automatically play on mute. Please click on the video or hover your mouse at the bottom of the video for the settings bar to appear. Please adjust the volume via the volume controls at the bottom right. If you are still having issues, please contact Technical Support via the platform's Helpdesk.

**16. Who do I contact if I am facing technical difficulties?**

You may go to click on the 'Help Desk' icon in the blue shortcut bar at the bottom of your screen OR click the 'Help Desk' icon at the 'Lobby' to get LIVE Chat support with the event organiser. If the organiser is offline, you may also drop an offline message.