

## IWT - FAQs

### - Why was Ishka's 2020 events programme changed to a virtual event?

The health and safety of our participants and Ishka employees is our highest priority. Due to on-going concerns regarding the Coronavirus (COVID-19), we have moved the 2020 programme to a 100% virtual event.

Given the current challenges and restrictions posed by COVID-19, we feel that the virtual event format provides the best opportunity for the aviation finance community to meet and share information. By removing some of the barriers to traditional forum attendance, including travel costs and time, the virtual format will enable even greater participation from the global aviation finance industry and create opportunities to attract even more participants from outside the usual community.

### - Will there still be Ishka's traditional sessions and networking available?

Yes. Networking will occur through the use of chat and live Q&A sessions with technical presenters; there are numerous scheduled networking times and details will be shared through the Agenda page on the virtual platform.

### - Do I need to stay logged in in for the entire event?

No. You can login and out at any point during the event and afterwards for up to a month to continue networking, view the presentations and make the most of the on-demand resources available.

### - How to login?

Go to <https://iwt.ishkaglobal.com> enter your email and then follow the link from the verification email you receive.

### - I've lost my login details?

Your login is the email you used to register for the event. If you need to speak to a member of the team please email [team@ishkaglobal.com](mailto:team@ishkaglobal.com)

### - Do I need to download anything?

No. You simply go to the platform and login using your email - <https://iwt.ishkaglobal.com>

### - Where can I update my profile?

When you first sign in you, will be promoted to update your details. If you want to update them at a later date please click on the person icon in the top right corner of the screen and select settings.

### - Where are the sessions? How do I join? How do I ask questions?

On the agenda tab - <https://iwt.ishkaglobal.com/agenda/Index>

### - Where is the Delegate list?

The delegate list is located on the Guest Directory tab - <https://iwt.ishkaglobal.com/GuestDirectory>

### - How can I message other delegates?

You can message other delegates using the interactive delegate list here: <https://iwt.ishkaglobal.com/GuestDirectory>

### - Where can I download the presentations and sessions?

The presentations will be available on demand via the agenda page once they have been shown live.

### - How many devices can I login on?

You can login on up to 2 separate devices.

- **The platform is not loading correctly on my browser, what should I do?**

To watch the content (sessions) you need to have at least IE11 on Windows 7 and Windows 8.1+ or any other modern browser Chrome, Firefox, Edge, Safari, Opera, as well as Android Chrome and iOS Safari

To use 1 to 1 (and 1 to many) video rooms - Chrome, Firefox, Edge, Safari, Opera, as well as Android Chrome and iOS Safari. Note: Edge is limited to 1-on-1 calls. No IE. Although we offer dial in option with 30+ local phone numbers

To use delegate messaging system you need to have at least IE11 or any other modern browser Chrome, Firefox, Edge, Safari, Opera, as well as Android Chrome and iOS Safari

**In general we strongly recommend accessing our virtual event platform via Chrome**

If you are accessing via **Windows/Linux/Mac desktop/laptop computer** or an android device please use Chrome

If you are accessing via an **IOS device** (iPhone, iPad) please use Safari

- **How long will the platform remain live for?**

The platform will be live 2 weeks prior to the event and will remain live for 1 month after.

- **Who should I contact if I have questions/need assistance?**

[Team@ishkaglobal.com](mailto:Team@ishkaglobal.com)

- **How do I message a delegate?**

Please go to our delegate support page for instructions - <https://iwt.ishkaglobal.com/Content/Index/65>

- **How do I take part in the live polls?**

Please go to our delegate support page for instructions- <https://iwt.ishkaglobal.com/Content/Index/65>

- **How can I learn about the event sponsors?**

Please go to our delegate Sponsors page - <https://iwt.ishkaglobal.com/Sponsors>

- **Can I set reminders of sessions I want to view?**

Yes, you can click on the “add to calendar” button on the agenda page.