
AGIC ASIA 2022 FAQ (Frequently Asked Questions)

How do I log in to AGIC Asia 2022 Virtual Conference?

- Log in instructions can be found on AGIC [AGIC website](#)
- Each delegate was provided with a unique log in and PIN and a URL to access the Virtual platform

How can I view the Program in PDF?

- You can download AGIC Asia 2022 Program on [AGIC website](#)

Are session times displayed in local time?

- All session times listed in the Program are AEDT (Sydney local time). Your computer will adjust the viewing times automatically as per local computer time.

I don't have time to watch all sessions on the day. Can I view them afterwards?

- All sessions will be available to watch for 30 days after the conference. To access these sessions, please use the same log in details provided to you.

Is AGIC Asia 2022 available to watch in any other languages (except English)?

- All sessions are available in Mandarin and Bahasa Indonesia in addition to original versions in English.
- Look out for your preferred language button at the bottom of your video screen to toggle between English/Other language – applicable for all Live Q&A Sessions
- Click on the preferred language channel for all other session

What internet browsers are best to use to access AGIC Asia Virtual Conference?

- Google Chrome 7 or up
- Apple Safari 5.1 and up

Although Virtual conference may work on other browsers, we recommend Google Chrome for the best viewing experience.

I have a question to AGIC Asia speaker. How can I interact with AGIC speakers?

- We suggest joining Live Q&A sessions and type your question in the Live Q&A box.
- We also encourage you to join our Networking Tables held after the last session where you are able to interact with AGIC speakers, presenters, delegates

How can access Presenter Slides?

- Presenter Slides can be viewed in the Presentation Slides Gallery Located underneath the Meeting Hub
- Please note Slides become available only AFTER presentation is completed in real time

How do I get back to the next session?

- Click on the Back to Timeline in the top left corner of your screen. Once you are back in the Timeline, you can join the next session.

I can't hear any audio. What can I do?

- This might have happened because you skipped an audio and video check at the first log in screen of the conference. If you skipped it and your audio/video are not functioning correctly, we recommend adjusting this in the Settings Section of your Profile (located at the top right corner of the conference screen).
- Your audio might not be heard correctly because video broadcast is muted. Please make sure you unmuted your video screen (mute function is located at the bottom right corner of the video broadcast)
- We also provide a CC (closed Captions) service for each video

I can't see any videos being broadcast or played. What can I do?

- This may happen if your company of employment restricts access to video services like YouTube or Vimeo. In this case we suggest speaking to your IT support team or view conference broadcast on a personal device.
- This may happen if your local government restricts access to video services like YouTube or Vimeo. There isn't much we can do assist in this case, however, from our experience it is possible to bypass this by using IP masking service.

Why can't I see my details when I enter a Meeting Hub?

- In the Meeting Hub users are not able to see their own profile, only other delegates
- To view your own Profile, please navigate to the top right hand side corner of your Virtual Conference Screen

Could I have a list of delegates attending AGIC Asia 2022?

- You are welcome to view all delegate details in the Meeting Hub window. If you wish to connect with any delegates and exchange further details, use Meeting Hub to do so.

What are the Networking Tables and can I join?

- We would love for you to join our Networking Tables! They are designed to continue discussions on the conference topics and meet your AGIC Asia 2022 presenters in person.
- Delegates can choose to enter Networking groups that will have speakers and presenters from the following topics:
 1. Australian Crop Quality (Presenters from Sessions 2, 3, 4)
 2. Maximizing Value of Australian Grain (AEGIC Presenters)
 3. Grain Trade Australia Networking table (Grain Trade Australia & HFW presenters)
- Delegates can move from one networking group discussion to another as they wish.

For any issues or inquiries, please email admin@graintrade.org.au

OR

Visit Live Support Section of the Conference Platform