



FAQs for Delegates Attending ESPE 2022

Registration

1) I am an ESPE member, and the 'Choose tickets' button is not working, what can I do?

If this is the case, then there are two reasons why this is happening:

1. You are using a different email address from the one which is associated to your ESPE membership account. Please note that you must use the email address which is linked with your membership to be able to proceed with registration.
2. Your membership number is incorrect.

If you cannot remember which email address you have used for your membership, or what your membership number is, please email espe@eurospe.org for a reminder of your membership details.

2) I am registering on behalf of someone else, but it won't let me 'Choose tickets'?

In this case, you are most likely using your own email address to register the delegate you are registering on behalf of. Once you have created an account for yourself, you are given the option to 'Register or book tickets for someone else'- after selecting this option, you must use the delegate's information and not your own.

3) I have a new membership, why isn't my registration working?

It can take a few days for new memberships to update on our registration system. Please allow a few days after applying for ESPE Membership before registering for the event, to ensure that the membership data on our systems have updated.

4) Can I still apply to become a member of ESPE and be eligible for discounted registration to ESPE 2022?

To access the early bird discounted membership registration rates, please submit a new membership application by: **Monday 11 July 2022 (23:59 CEST)**



5) I do not have an account, what do I do?

You will need to create an account on the M-anage system or log in if you have used the system before. When you create an account, you will then need to verify it by clicking the link contained in the 'Account confirmation' email which will be sent to you immediately. Emails from the system will be from no-reply@m-anage.com.

Please ensure that you check your SPAM/Junk folder for any communications as these may land there depending on SPAM filter settings and firewalls.

Please click on the link within 24 hours of receiving it (if the link has expired, you can request a new one from the login page). If you have not receiving this email, please check your SPAM folder.

6) Which registration type should I select?

You need to select the option that is appropriate to your membership and career stage: If you are uncertain, please contact espe2022@bioscientifica.com

7) Cancellation

To view the full terms and conditions please click [here](#).

8) How do I verify my account?

If you have not used the M-anage platform before for a previous online event and have been registered by a third party (or part of a group booking), please [click here](#) and log in and follow the instructions to setup your credentials and trigger an account verification email. Please make sure you do this before the start of the event. If you have registered yourself, you do not need to do this.

If you have already confirmed your account, but do not remember your password, you can reset this by clicking on FORGOT PASSWORD. Please check your spam folder for any communications.

IMPORTANT: *If you have not used the ESPE M-anage platform before for a previous ESPE online event and have been registered by a third party or part of a group, please [click here](#) and log in and follow the instructions to setup your credentials and trigger an account verification email. Please make sure you do this before the start of the event. If you have registered yourself, you do not need to do this.*

If you have already confirmed your account, but do not remember your password, you can reset this by clicking on FORGOT PASSWORD. Please check your SPAM folder for any communications.

IMPORTANT ACCESS INFORMATION FOR GROUP LEADERS: *If your participants have not previously accessed ESPE's platform via M-anage (ESPE's On Demand and online Meeting platform), please remind them to look out for an email from the M-anage support team to verify their account. If participants do not verify their account, they will not be sent further instructions about ESPE 2022.*



If your participants have used the M-anage platform before, please ask them to login to ensure they remember their login details. If they have forgotten their password, they can reset this by clicking on FORGOT PASSWORD. They will need to check their SPAM/Junk folder for any communications as these may land there depending on SPAM filter settings and firewalls.

9) Can I transfer my registration to a colleague?

No, your registration cannot be transferred to anyone else.

10) I want to make a booking for more than one person but less than 10. Is this possible?

Yes, you can make a booking for more than one person but you will need to do the bookings one at a time so every delegate has a separate invoice. This is to ensure that each delegate receives a QR code so that they can collect their badge onsite and receives instructions on how to access the online platform. Please select the option 'Register or book tickets for someone else' during Registration.

Abstract Submission

I submitted an abstract – what is happening with it?

The ESPE 2022 abstract submission deadline was Tuesday 19 April 2022 and late breaking submissions have now also closed.

Abstract submitters were notified of the outcome of their submission in early June 2022. Submitters of late breaking abstracts will be notified in early July 2022.

Accepted abstracts will be presented during the Meeting as oral presentations, printed posters and electronic posters. All accepted abstracts will be published in Hormone Research in Paediatrics, approximately one week before the start of ESPE 2022.

Please note that as per the conditions of submission, at least one author from each accepted abstract must register and pay to attend the Meeting, either in person or On Demand.



Will the content from ESPE 2022 be accessible after the virtual meeting has finished?

Yes, the content (the recording which includes slides) from ESPE 2022 will be accessible for a minimum of 6 months after the Meeting to all registered delegates. Please note, some Industry content may not be available on-demand after the Meeting. Non-members will lose access after six months.

Can I bring my baby/child to ESPE 2022?

We would like to advise that we are unable to accept registrations for any accompanying people (Including spouses and children) at ESPE 2022. This is due to health and safety considerations, Pharmaceutical Code of Practice around promotion of products to non-Health Care Professionals, and restrictions in room capacities due to Covid-19.

For registered delegates who are parents with small infants and babes in arms, there will be a breastfeeding room available close to the main registration area. Please ask the staff at the Registration Desk to show you where this is. There is no childcare facilities onsite at the Meeting, therefore childcare should be arranged separately in Rome. To comply with insurance and safety requirements, infants must always be held or be in a pushchair. Entry to the breastfeeding room is subject to all regular ESPE 2022 Meeting entry regulations (Covid-19 check and wearing of a face mask).

Babies are permitted to enter the Meeting venue with their parent/carer to travel to and from the breastfeeding room only.

Please note that children and spouses are not permitted in any ESPE 2022 session halls, exhibition areas or adjoining spaces.

We thank you for your understanding.

Technical

Which internet browser should I use if I am attending via ESPE@Home?

For you to have the best user experience at the ESPE 2022 Meeting, we strongly recommend using Google Chrome as your internet browser as this works best with the event's digital platform. You can find instructions on how to download Google Chrome [here](#).

CME and Certificates of Attendance

ESPE will be applying for accreditation from the European Accreditation Council for Continuing Medical Education (EACCME®) for ESPE 2022.



What Covid measures have been put in place?

The Meeting will be held in the “La Nuvola” Convention Centre who will ensure the centre is COVID safe and complies with all government guidelines. Government guidelines are subject to change but please be rest assured that we will keep you updated with any changes in the lead up to the event. For information on the current measures please visit the [Italian National Tourism Agency](#).

I submitted an abstract but I can no longer attend in person due to Covid-19 restrictions. What do I do?

Free Communications and Rapid Free Communications

We are expecting that the the majority of our Free Communication and Rapid Free Communication presenters will present in person in Rome. If you are now unable to attend, please contact the ESPE 2022 Meeting Team at ESPE2022@bioscientifica.com, and we will discuss alternative arrangements with you.

Printed Posters (P1 Posters)

If you have a printed poster and are unable to attend, perhaps ask a colleague who is attending ESPE 2022 if they can display your poster for you.

If this is not possible, please just upload the electronic version of your poster when asked. Please also inform the ESPE 2022 Meeting Team at ESPE2022@bioscientifica.com that they should not expect your printed poster to be displayed during the Meeting.

I have bought an in-person ticket for ESPE 2022 but I can longer attend due to personal reasons. What do I do?

Please click here to view the [full terms and conditions](#)

I have bought an in-person ticket for ESPE 2022 but I can longer attend due to Covid-19 Restrictions.

What do I do?

Please click here to view the [full terms and conditions](#)

I have bought an in-person ticket for ESPE 2022 but I can longer attend as I am unwell. What do I do?

Please click here to view the [full terms and conditions](#)



I have bought an in-person ticket for ESPE 2022 but my flight/accommodation has been cancelled.

What do I do?

Please click here to view the [full terms and conditions](#)

If you have any other questions, please contact ESPE2022@bioscientifica.com