## How to register to attend the event

In order to attend the event, you must register to one or more event sessions.

**Important**: To increase security, <u>Two Factor Authentication</u> has been implemented on the platform. This means you need to perform two steps to log in: first your password and then an additional verification method.

Registrations are done on a first-come-first-served basis. Please keep in mind that the capacity of the rooms is limited.

- Once you register to a session, it will appear in My Agenda.
- If you cannot attend a session anymore, please cancel your registration so another participant can take your place.

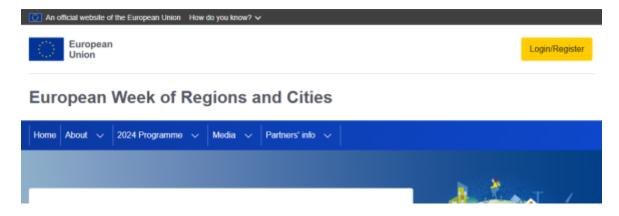
## **Steps to register**

Page contents

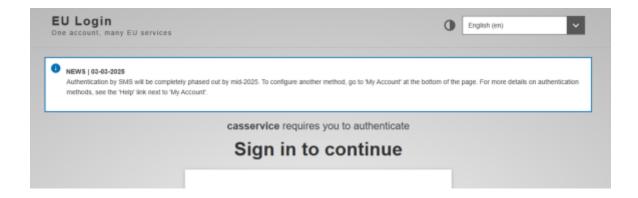
Page contents

# Log in

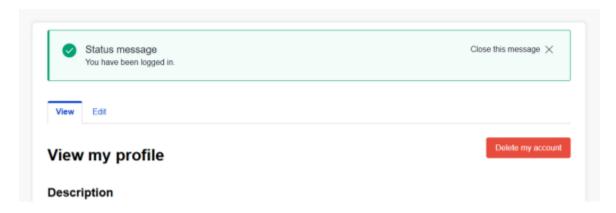
Click on **Login/Register** in the top right corner of the homepage.



Sign in with your **EU Login** (or create an account if you don't have one).



You will be redirected to your profile page. Complete your profile and save it.



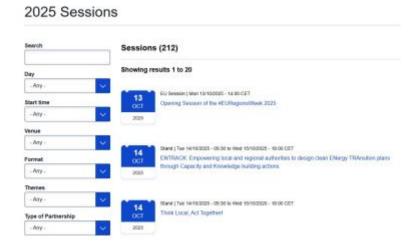
**Important:** You must complete your ID details in order to register to a session. Valid ID details are mandatory to be able to access the event venue.

#### **General conditions**

You must agree with the conditions to be able to register.

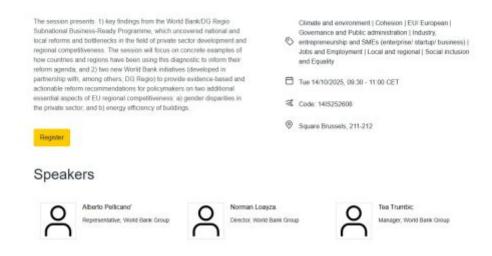
## Register to the sessions

The list of sessions can be found in the Programme on the main menu bar.



### Registering to a session

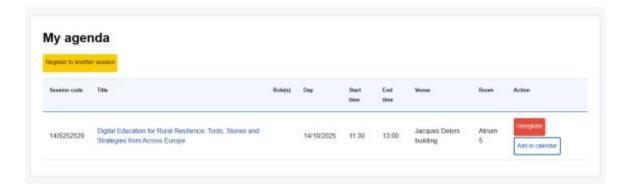
Select the session- you wish to attend and click on the yellow button that says **Register**.



The platform does not allow you to register to two sessions that take place at the same time.

## **Verify your registration**

You can check and modify your registrations in **My Agenda** via the **My Account** tab on the main menu bar.



**My agenda** provides a complete overview of what you will participate in, where and when during the event.

### This page displays:

- Sessions you have registered for. Your role will be shown as "participant" in the role column. You can also unregister from any session directly on this page.
- Sessions for which you are the coordinator. You will not be able to remove these sessions from your agenda.
- Sessions where you are appointed as a speaker or moderator. You cannot unregister from these sessions.
- The agenda displays your sessions in chronological order, helping you better manage your free time between them during the event.
- The system allows you to export your sessions to your personal calendar (google, outlook, etc.) making it easy to integrate with your work schedule.
- Registrations to the EURegionsWeek close to you sessions are handled through the coordinator's website. These sessions will not appear in My Agenda.
- After the event, you will be able to give us your feedback via the button Satisfaction survey.

## **Troubleshooting**

The following are some issues users have experienced, and their solution:

# Adding a method of authentication when first creating an EULogin account:

When creating an EULogin account, you may be prompted to add a method of 2-factor authentication by clicking on the link 'my account'. When you click on this

link, you will be presented with a log in screen.

In order to log in at this point, you need to **change the method of authentication in the drop-down menu to 'password'** so that you can access your account with the password only. You can then set up a method of two-factor authentication. Once this is done, you can log in to the platform and create your EWRC profile.

#### QR code:

In case you are having problems with the QR code method of authentication, make sure your device is not linked to another account. If it is, you will need to go to settings within the app on your device, click on the wheel in the top right corner of the screen, and choose 'reset registration'. This will unlink the device from your old account and you can scan the QR code as prompted.

#### eID and duplicated accounts

Some users are experiencing issues when trying to authenticate using their eID. If you try to login with your eID and get a message saying "A user with this email address already exists," it means you have not linked your eID to your account. In this case, please follow these steps:

- 1. Login to EU Login with your original credentials
- 2. Navigate to the "Manage my account" section
- 3. Link your eID to your existing account by clicking on 'Manage my eIDs'