

Frequently Asked Questions

How do I register for Simulation World 2024?

Click the “Register” button on www.simulationworld.com and you will be prompted to enter your information. It just takes a minute to complete the registration. You will receive a registration confirmation email from simulationworld@ansys.com with further instructions on how to log into the virtual platform (the Venue) where you will be able to view Sessions, access the presentation videos during the live event and post-event “On-Demand” period, and networking offered at Simulation World.

/ Is there a cost to register for Simulation World 2024?

This is a free virtual event! We encourage you to share the event with your colleagues.

/ Does Simulation World offer Continuing Education Certificate Credits?

Continuing education certificates or credits will not be offered for Simulation World attendance.

/ How do I log into the virtual platform (the Venue), to view Sessions and access the presentation videos?

To log into the event platform:

Step 1: Please complete your registration process mentioned above.

Step 2: Please refer to the email sent to you by simulationworld@ansys.com with the subject line:

“Don't forget to Personalize Your Agenda for Simulation World 2024” or

“It's Official: You are Registered for Simulation World 2024” and click on the “Personalize Agenda” button at the bottom of the email. Please check your Inbox and Spam Folder for this email.

This email provides instructions on how to view the agenda and start building your personal schedule. Note: the link in the email is a personalized, individual Magic Link for you and should not be shared with others.

If you have not received these emails, please contact us at eventhelp@ansys.com for further assistance.

/ What time does the event start?

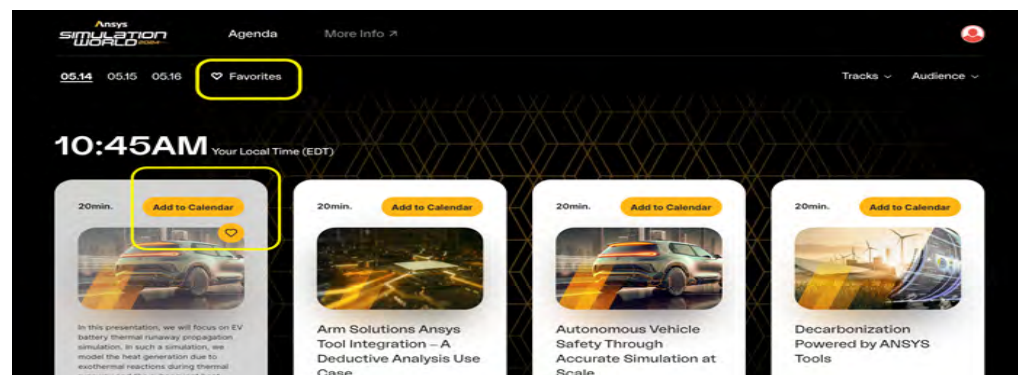
The event will run from May 14 to 16, 2024. The first session will be live starting at 10am EST each day. If you experience any issues, please contact the support team at eventhelp@ansys.com.

/ Do I need to download any video software to watch the sessions?

No, you do not need to download any video software to view the Simulation World sessions or to access the event platform. You will only need to click on the “Personalize Agenda” button at the bottom of the emails mentioned above, to login to the virtual platform (the Venue) on your browser, to view the Sessions and access the presentation videos.

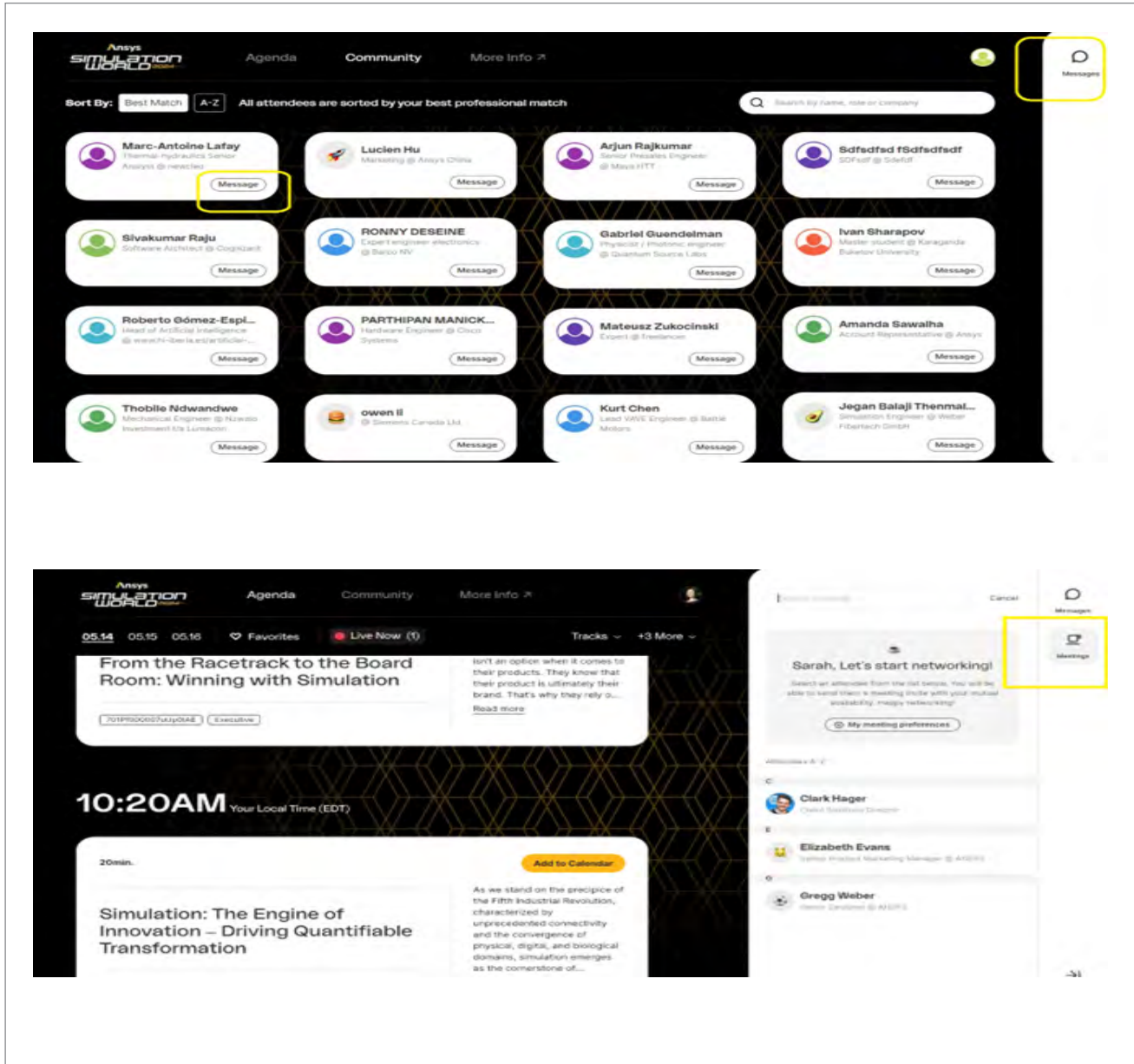
/ How can I build my own agenda?

Once you have completed your registration process and logged into the virtual platform (the Venue) as mentioned above, you can click the heart icon next to the session name. Once you select the heart, your preferred sessions will appear under the “Favorites” tab.



/ What is the “community”?

The community is a networking area of the virtual event. In the community, you can see and search for other attendees and send direct messages to them within the platform. You can review any messages you receive by clicking on the “Messages” icon next to your profile in the upper right-hand corner. Additionally, you’ll be able to send meeting requests to other attendees for further networking opportunities.



/ I'm still having trouble logging in to the virtual platform (the Venue) to personalize my agenda and access the live event. What should I do?

If you've registered for the event and received an email with your personal Magic Link to access the agenda and can't log-in, please try these troubleshooting tips:

- Use Google Chrome, Mozilla Firefox and Microsoft Edge browsers for the best experience. Please make sure that the browsers are updated to the latest versions. Internet Explorer and Apple Safari are not supported.
- Try clearing your cookies and cache from your browser history
- Test Incognito/Private mode in your browser
 - Depending on your computer type, here is how to launch an incognito window:
 - Windows, Linux, or Chrome OS: Press Ctrl + Shift + n
 - Mac: Press ⌘ + Shift + n
- Enable third-party cookies
- Disable any VPN or AV
- "Hard refresh" is always the first thing you should do! A hard refresh offers a quick and easy way to clear the browser's cache for a specific page, forcing it to load the latest and greatest version of it. (Try up to 3 times.)
 - Depending on your computer type, here is how you do a hard refresh:
 - Mac: Shift + Command + R
 - PC: CTRL + F5
- Browser extension can block a lot of things, so try to disable all and test (allow pop ups). Head into your browser settings, then click "extensions" and disable all extensions. Open an incognito window and reload the site here.

/ How do I view the presentation videos during the event days?

To join a live session, click on "Agenda" in the navigation bar at the top of the web page. Navigate to the current session by date and start time and click the red colored "Join Now" button. You will be directed to the session page with the live session. If you can't hear audio you can hover over the video and adjust your volume. If you continue to experience difficulties with viewing the live stream, please contact eventhelp@ansys.com.

/ Can I watch sessions post-event?

The keynote videos will only be available for viewing live, at the times mentioned during the event days. All other video sessions will be available "On-Demand" at the end of every session. The "On-Demand" videos will be available from May 14, 2024 – June 14, 2024, and are accessible by logging into the virtual platform (the Venue).

/ What are the system configuration recommendations?

For the optimal viewing experience, we recommend that you use:

- A laptop or desktop (mobile devices are not recommended)
- The latest version of Google Chrome, Mozilla Firefox and Microsoft Edge. Internet Explorer and Safari are not supported.
- A stable internet connection (5MBps up/down minimum)
- Close any applications and browser tabs you are not using for the virtual stream. Virtual streaming takes up a lot of bandwidth, so we recommend your internet and computer can focus on the live stream, minimizing the use of additional browsers tabs or software applications.

We also recommend stopping any VPNs and content blockers that may interfere with the platform and enabling all cookies and permissions via the lock symbol next to the site URL in your browser.

/ I don't have video, what should I do?

If you see a blank screen or a spinning wheel and this remains for longer than a few seconds, please refresh your page. We recommend viewing on the latest version of the browsers mentioned above. If you're still experiencing issues, please contact us at eventhelp@ansys.com.

/ What should I do if I don't have audio?

First, check that your computer has the sound on and the volume up by going to your computer's audio settings and pressing the test sounds link, or alternatively by navigating to another video on the web and making sure you can hear audio through your computer speakers or headphones. If you hear audio on other videos on the web and not on the live video stream, check that the volume in the player is turned up. Another option is to please refresh your page. If you are still having issues, please contact us at eventhelp@ansys.com.

/ Can I attend the event on my phone?

For the optimal viewing experience, we recommend that you avoid viewing on a mobile device and instead view on your desktop.

/ How can I learn more about Ansys, Ansys Products, and/or solutions?

Please contact us at eventhelp@ansys.com, and we'll be happy to connect you with the right people.