



## ITU Restricted Virtual Events Portal

<https://www.itu.int/en/events/Pages/Virtual-Sessions.aspx>

### TROUBLESHOOTING GUIDE

ISSUE	RECOMMENDED ACTIONS
<p>My session is shown as "<b>Available Soon</b>"</p>	<p>Virtual room links become active and shown as 'Open' 30 minutes before each session scheduled start time. Prior to that, virtual rooms are shown as 'Available Soon'.</p> <p><i>You may have to refresh the web page to display the 'Open' link to join a session.</i></p>
<p>My session <u>does not</u> appear under the "<b>Sessions available for NAME</b>" section.</p> <p>or</p> <p>My session appears under the "<b>Sessions to which NAME is Not Registered</b>" section.</p> <p>or</p> <p>I see <b>Please Register</b> associated to the session I want to join.</p>	<ul style="list-style-type: none"> <li>• <b>Are you registered for the event?</b>  <i>If you have not registered yet, <a href="#">register here to ITU-R events</a>. Access to virtual meeting sessions will only be granted once a registration request is approved by the corresponding focal point (see below).</i> </li> <li>• <b>Has your registration request been approved by the corresponding <a href="#">focal point for ITU-R event registration</a>?</b>  <i>Access to meeting sessions will <u>not</u> be granted if a registration request is still pending focal point approval (or if the request has been rejected by the focal point).  The submission of a registration request alone, followed by an acknowledgement email from ITU, will <u>not</u> grant access to the meeting session(s). <b>Access to meeting sessions will be granted once the corresponding focal point approves the registration request.</b>  Please check that you have received a confirmation of registration email from the ITU for the corresponding event. As appropriate, participants are invited to follow up on the approval of their registration request directly with their <a href="#">focal point for ITU-R event registration</a>.</i> </li> <li>• <b>Did you log in using the same <a href="#">ITU user account</a> credentials to register to the event <u>and</u> to log into the Restricted Virtual Events portal ?</b>  <i>Remote participation is granted to registered participants only. You must <b>use the same ITU user account to register to the event and to connect remotely.</b> To log in again using different credentials, close your Internet browser and launch it again.</i> </li> </ul>
<p><b>Further support</b></p>	<p>If the above does not solve your problem, please contact <a href="mailto:rp.support@itu.int">rp.support@itu.int</a> providing the details of the issue experienced (eg. attaching a print screen). Providing a clear description of the issue experienced will speed up the problem assessment and its resolution.</p>