

REGISTRATION MANAGEMENT SERVICES

Our Registration Management Services are designed to eliminate the administrative burden of organising a conference, allowing you valuable time to concentrate on the important details of your programme and developing a memorable conference for your delegates.

Our support includes:

Design and build of your online branded registration pages; incorporating multiple registration packages and delegate types as the conference requires. We can also build separate, individual pages to suit invited guests/speakers/VIPs.

This provides a 'one stop shop' for your delegates to select their preferred registration and add on optional elements of the social programme, additional workshops, excursions etc, whilst paying for everything altogether. They can register 24 hours a day, 7 days a week.

We can tailor the registration page to capture any bespoke information you require from your delegates, such as Membership number, the industry they work in and dietary requirements. In fact, we can include anything you feel will assist in planning a great conference experience.

We'll take care of the online payment processing, issuing receipts and invoices, and deposit the income directly into your conference budget code. Payments are processed through the secure university gateway.

Delegates will also get a registration confirmation email with key details of their booking and a personalised log in link should they need to amend any details.

Once registered, ongoing support, via phone or email, is available for delegate queries up until the conference opens. We can also accommodate registration changes up to an agreed date, in line with your Terms & Conditions.

We'll set up a regular reporting structure or real-time reporting that you can access online as and when you require, giving you immediate insight into registration numbers and categories (useful to check if key attendees have actually booked!)

We can advise on T&Cs for the conference, and we'll support you in generating a fair cancellation policy. If you need an updated Privacy Notice, we can help with that too.

Leading up to the conference, when you're at your busiest, we'll compile the final delegate lists, issue joining instructions and prepare standard name badges for all attendees.

And finally, if required, we'll handle refunds that need to be processed (via bank transfer) once your conference has closed.

The place of useful learning

ABSTRACT MANAGEMENT SERVICES

The process for submission & management of abstracts is streamlined and simplified by our range of portals that do all the hard work in the background, leaving you free to oversee the reviewers and plan the final content without getting side-tracked with unnecessary admin.

Firstly, a bespoke **Presentation Portal** gives authors a dedicated platform to submit their paper(s). This can be tailored to factor in multiple authors, various themes, keywords, and the prescription of the format/size of the abstract you wish to receive. Formulae/scientific notation can be uploaded as a PDF. The portal is also accessible to admin support that may be submitting on behalf of an academic. Abstract drafts can be saved until the final version is ready for submission.

We'll programme an automatic acknowledgment of submission to be sent to the author.

The portal also allows full papers, biographies, photos etc to be added by an author, once their paper has been accepted.

The **Reviewer Portal** then facilitates the process of reviewing, scoring, providing feedback and resubmissions.

We'll set up your nominated reviewers with accounts to log into the Reviewer Portal. Thereafter, they can access the abstracts assigned to them, and will record their scores, recommendations, and feedback all online.

Again, all relevant communications are pre-set to ensure a smooth & instantaneous process. Ad hoc communications such as deadline reminders can be created on request.

Finally the **Workflow Abstract Portal**, giving you access to the complete overview of abstracts: the number submitted, those awaiting review and scoring progress to date.

This portal is where you will assign abstract to reviewers/panels. The monitoring of reviewers is all accessed here to keep you up to date with progress. Reports are available to let you see the status of individual reviewers, or complete/incomplete presentation reviews.

When reviewing is complete, abstracts can be readily accepted/rejected, and those accepted easily allocated to sessions throughout your programme. A bulk email will inform authors of the decision and next steps to take as required.

A full online agenda is visible; you can create additional sessions if required, and also implement concurrent tracks where needed.

A complete abstract book can be generated from the portal as well.

CONFERENCE WEBSITE

Great communication with your delegates is key to ensure everyone gets the most out of their time in the lead up to, and during the conference.

We can create a professional, branded website, either in single-page or multi-page format, with functionality to incorporate complex content such as videos.

The design team can assist with production of more intricate graphics such as the creation of a multi logo banner.

Static content can be updated on an agreed schedule to keep the website up to date with announcements and key deadline reminders. Details such as key speakers and agenda developments will update in real time as these parts of your event change with new paper acceptances and session configuration.

Of course, we'll have standard inclusions such as Glasgow as a destination, how to get here, links to accommodation booking, details on the venue. Then specific details and links for the agenda, registration, paper submission, committee, sponsors, exhibitors, speakers, social events and FAQs.

You have the option to register with a custom domain name if desired.

Finally, we'll update the website after the event to reflect that the conference has closed.

ATTENDEE APP

The Attendee App is the best way to share information throughout your conference, engaging your attendees and providing them with all conference content, papers, speaker biographies, last-minute changes and even details on events/workshops taking place off-campus.

At the touch of a button, attendees can connect with sponsors/exhibitors/other attendees, providing valuable networking opportunities and option to set up appointments – though delegates will have the option to opt out of their personal details being visible on the app.

If you need them, we'll include the means to do live polling, live Q&A, take session notes, build a personalised agenda and rate sessions; really engaging your delegates throughout.

There's flexibility to include your own static content including links, images, HTML as required; eg information on the city, where to eat, what to see etc.

It can be branded as you choose, to tie in with the website and registration pages. We can monitor the percentage of delegates who log onto the app once onsite, and feedback on the level of uptake to you.