



SINGAPORE INTERNATIONAL WATER WEEK

ONLINE

18 – 19 November 2020

9:00am – 6:30pm SGT (GMT +8)

FREQUENTLY ASKED QUESTIONS (FAQ)

Section A: General

1. What is SIWW Online?

SIWW Online is our first-ever virtual event comprising a full suite of webinars curated with our partners, a virtual expo, exhibitor showcases, and virtual networking opportunities.

2. When will SIWW Online be held?

SIWW Online will take place from 18 to 19 November 2020, from 9.00am to 6.30pm SGT (GMT +8).

3. Will I be able to access the virtual platform during non-event hours on 18 and/or 19 November 2020?

Yes, registered attendees may still access the platform. However, there will be no live interactions or live helpdesk available outside the event hours.

4. Will I be able to access the virtual platform after official event days of SIWW Online?

Yes. The virtual platform will continue to be accessible with valid log-in credentials until 16 December 2020.

Section B: Registration

1. How much is the registration fee to attend SIWW Online?

It is a complimentary virtual event.

2. How do I register for SIWW Online?

Registration will commence on 22 Oct. You may register at this link, <https://experiaevents.eventsair.com/siww/online/Site/Register>.

3. I need assistance with my registration. Who can I contact?

For assistance, please email info@siww.com.sg.

4. Do I need to register in advance, or can I register on the event days of SIWW Online?

Registration will still be open on the event days of SIWW Online. However, we strongly encourage you to register in advance to enjoy a more seamless experience.

5. Can I share my log-in credentials with other members of my team?

No, your log-in credentials should not be shared with others. We welcome interested parties to register and access the event using his/her own log-in credentials.

6. May I send someone in my place if I am unable to attend the virtual event after registering?

Yes. Request for substitutes must be received no later than 9.00am SGT (GMT +8) on 2 November 2020, by email to info@siww.com.sg. If you wish to cancel your registration instead, please send us an email at info@siww.com.sg too.

7. When will I receive instructions and log-in credentials to attend SIWW Online?

Access instructions and log-in credentials will be sent to the registered email address at least 3 working days before the event. If you have yet to receive them by 15 November 2020, please email us at info@siww.com.sg.

Section C: Technology Requirements

1. Which internet browser should I use for the best experience?

Google Chrome is the recommended browser to host this virtual platform. Please ensure that your browser is running the latest version.

2. How do I find my Browser, Version and OS?

To find your computer details, please click [here](#).

3. Any special software or plug-ins required for SIWW Online?

No.

4. Can I access SIWW Online on a mobile device?

Yes, however as the platform is designed for desktop viewing, we encourage you to access the platform via a desktop or tablet for best experience.

5. Do I need a webcam to interact in SIWW Online?

No.

6. What if I require assistance during the use of platform?

You may approach the virtual helpdesk located at the bottom right of the virtual event platform.

Section D: Webinars

1. Where can I view the webinar programme for SIWW Online?

We are currently working on the programming to bring you the best line-up of content. You may stay tuned to our website (www.siww.com.sg) for the latest update of the programme.

- 2. Will there be recordings of live webinars accessible after SIWW Online?**
Yes, the recorded webinars will be available on the virtual platform until 16 December 2020.
- 3. When and where will the recordings of the webinars be made available?**
Recordings will be made available by the end of event day. Registered attendees may access the recordings via the virtual event platform.
- 4. How may I pose my questions to the speaker(s)/panellists?**
You will be able to pose questions to the speakers/panellists via an online Q&A tool within each webinar.

Section E: Sponsorship and Exhibition

- 1. I am an existing SIWW exhibitor/sponsor. Will my company automatically be part of SIWW Online as a virtual exhibitor?**
As there are pre-requisites to participate in SIWW Online as a virtual exhibitor, our Sales Representative would have reached out to you in the week of 28 Sep 2020. However, if you have yet to hear from us, please reach out to Ms Veronica Tay at sales@siww.com.sg.
- 2. How can I participate in SIWW Online as an exhibitor?**
You may reach out to Ms Veronica Tay at sales@siww.com.sg to express your interest.
- 3. Are there any opportunities to showcase my company's new products?**
Yes, the programme includes an Exhibitor Showcase segment where exhibiting companies will be able to showcase their new products. If you are keen to showcase your company's new product, please reach out to Ms Veronica Tay at sales@siww.com.sg to register your interest.
- 4. Are there any sponsorship opportunities for SIWW Online?**
You may reach out to Ms Veronica Tay at sales@siww.com.sg to express your interest.

Section F: Others

- 1. I am a potential buyer/distributor looking for products to be distributed in the Philippines. Are there any relevant programmes for my reference?**
Yes! You may consider participating in our tailored programme for dedicated virtual business matching opportunities with our exhibitors who are looking to meet clients from municipal and industrial water sectors.

If you are a buyer or distributor from Philippines, do reach out to us by email at info@siww.com.sg.
- 2. I am a media representative and wish to attend the event for possible coverage. Is there a dedicated registration form for media representatives?**
You may register as an attendee at <https://experiaevents.eventsair.com/siww/online/Site/Register> as there is no media accreditation process for this event. Recording of event content is available for a

period of three weeks after the event for your reference, however they are not to be replicated on other platforms or media without prior permission.

For any other media enquiries, email pr@siww.com.sg.