

# APAO 2023 - Scientific Congress

Organiser official website, <https://apaophth.org>

|                                   |                                            |
|-----------------------------------|--------------------------------------------|
| <b>Organizer</b>                  | Asia-Pacific Academy of Ophthalmology      |
| <b>Venue</b>                      | KLCC, Kuala Lumpur, Malaysia               |
| <b>Duration</b>                   | Feb 23-26, 2023 (4 days)                   |
| <b>Target audience</b>            | Ophthalmologists, Healthcare Professionals |
| <b>Target no. of participants</b> | 5,000                                      |

## Services Provided by Questwork

- Congress Website
- Congress System
- Congress App
- Congress Helper App
- Speaker Ready Room System
- Onsite Engineer support

## Congress Website

Reference, <https://2023.apaophth.org>



Create and maintain dedicated “congress website” for public visitors. Provide training to organiser so that they could update the website content in a timely manner.

Features:

- using Wordpress CMS
- support wide range of free plugins to enhance website
- support multilingual display
- schedule popup reminders for specific sessions
  - using sponsor and exhibitor provided artwork for popup
- send push notifications via browser for public announcement from organiser

## Congress System



Questwork “Congress System” is an All-In-One solution for scientific congress organiser.

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| <b>Target users</b> | Organisers |
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It greatly reduces the workload in providing the following features:

- Online Registration
  - Multiple ticket types - Early Bird, Advance, Standard.
  - Multiple categories - Ophthalmologists, Healthcare Professionals, Trainees, etc.
- Online Payment
  - Support most popular payment methods, such as Visa, MasterCard, American Express, UnionPay and Google Pay
  - Multiple concurrent payment gateways - PayPal, Stripe. Eliminate the problem of restricted access to certain payment gateway in some countries. e.g. Pakistan could not access PayPal.
- Registration confirmation and receipt email
  - Auto send out confirmation email upon application.
  - Auto send out receipt email upon payment.
  - Embed QR code in the confirmation email for onsite check-in.
- Onsite check-in
  - Fast check-in by scanning receipt email QR code.
  - Manual check-in by searching participant's name, email, etc.
  - Avoid duplicate entry via real time participant's status update.
  - Real time attendance dashboard for organizer.
  - Auto print badge with pre-defined format and style.
- RSVP Speaker, Judging Panel or Abstract Reviewer invitation
  - streamline the invitation process by using pre-defined email template.
    - nearly 2,000 invitations have been sent.
  - Increase response rate by embedding accept or reject links in email directly.
    - over 90% response rate
  - Auto notify organiser of invitee response by email.
- Breakout Sessions
  - Setup session schedule in calendar view.
  - Support concurrent breakout sessions.
  - Speaker crash alert to avoid assigning same speaker in concurrent breakout sessions.
    - easily keep track of >700 speakers schedule.
  - Allow speaker to review their own schedules online.
- Abstract Submission and Review
  - Multiple type of abstract - Free Paper, Video, E-Poster, Poster, Instruction Course
    - allow upload of PDF, video files along with submission.
  - Assign submitted abstracts to reviewer automatically.
    - greatly reduce workload as there are more than 1,500 abstracts and 300 reviewers.
  - Proof-read submitted abstract and export data for abstract book printing.
- Travel Grant Application
  - Allow participant to apply for travel grant.
  - Organiser could setup a judging panel by invitation.
  - Manage application result and waive corresponding participant registration fee.

## Congress App



The “Congress App” could be customised to add Sponsor and Exhibitor provided banners, popup ad.

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| <b>Target users</b> | Congress participants |
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Features:

- Daily popup reminder for upcoming session
- Delegate login with same congress system credentials
- Session calendar
- Speaker profiles
- Abstract reading
- Sponsor and Exhibitor profiles
- Congress information
- Floor plan
- Push notifications for public announcement
- Daily congress updates

## Congress Helper App



The “Congress Helper App” is used to handle the onsite check-in, onsite new registration, session attendance, merchandise or gift redemption, etc.

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|---------------------|---------------------------|
| <b>Target users</b> | Organizer, Onsite Helpers |
|---------------------|---------------------------|

Features:

- Onsite check-in with real time status update
- Search registration by name, email
- New onsite registration
- Pre-ordered merchandise or free gift redemption
- Session room attendance
- Badge printing

## Speaker Ready Room System



The “Speaker Ready Room System” is used to manage the speaker presentation files. Speaker could upload presentation file and playback in breakout session rooms.

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| <b>Target users</b> | Speakers, Session Room operators |
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## Features:

- Speaker login with same congress system credentials.
- Speaker reviews his/her own schedule.
- Speaker uploads single or multiple presentation files for each session/topic.
- Session room operator reviews uploaded files for each session/topic.
- Session room operator plays back presentation files according to session schedule.

## Onsite Engineer support



Questwork also provides onsite engineer support to organiser.

### Our services include:

- On loan of badge printer, android mobile phones and Wi-Fi access points
- Setup of registration counter for delegate check-in.
- Setup of speaker ready room system.
- Setup of session room playback system.
- Monitoring and troubleshooting of various systems and network.
- Providing help to organiser in updating website and send out push notification.

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