APAO 2023 - Scientific Congress

Organiser official website, https://apaophth.org

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

Target users	Organisers

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.
  - The QR code in the receipt email also serve 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.
  - Optionally print badge with pre-defined format and style.
- RSVP Speaker 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.

Congress App

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

Target users	Congress participants

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.

Target users	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.

Target users	Speakers, Session Room operators

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:

- 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.