



We are pleased to welcome you as a delegate to EuroRail Hub.

During these challenging times, where in-person meetings are impossible, a virtual place for exchanging ideas, best-practise advice and discussing opportunities in the international rail industry is more important than ever before. We are pleased to be able to offer you this dedicated meeting space in form of the new EuroRail Hub.

The EuroRail Hub event takes place virtually from **9:30am UK time** on both, Wednesday, 24 March and Thursday, 25 March. The variety of speaker sessions on offer each morning focus on project updates and market insights across France, Italy and the UK. The afternoons are dedicated to meetings between exhibitors and visitors, and we hope you will be able to make the most of this fantastic opportunity.

We have attached the current schedule to this email; please note, in case of any last-minute changes, you can see the updated schedule on our event website [here](#).

Please take a moment to familiarise yourself with how you can access the sessions by reading the joining instructions below, so you can join over 20 speakers from international government, industry-leading companies and project management organisations throughout the 2 event days and beyond.

Technical recommendations

For best results we recommend using the latest versions of Google Chrome or Microsoft Edge. Please also check your organisation's security policies to ensure pop-ups are not blocked. The site can be accessed by tablet or smartphone, but we recommend using a desktop or laptop for the best user experience.

Please ensure your internet speed will be up to the task. A stable, high-quality Internet connection is critical. We recommend a minimum upload speed of 5 Mbps. You can run a quick, free check [here](#).

Accessing the event

You can access the event by logging onto the platform at www.eurorailhub.com using the email address you used to register. You will be prompted to set up a password the first time you log in and to activate your account.

We strongly encourage you to have a look around the platform before the event starts. Not only does this help familiarise you with the layout, but you are also able to schedule meetings and plan your personal agenda this way. Should you encounter any problems, it will be much quicker to resolve these now, before the event starts: in this case, please contact the EuroRail Hub team on email railhub@mackbrooks.co.uk as soon as possible.

Accessing individual sessions

To access a live session, click on the [sessions tab](#) and select the session you want to join. The JOIN SESSION button will allow you access from 10 minutes before the session starts; please note that access is limited and will be granted on a first-come, first-served basis.

Should you miss a session, please don't worry - you will be able to watch this on-demand post-event.

As a delegate attending live sessions, your camera, mic and screen share options will remain disabled throughout;

By entering the recorded Q&A sessions you understand that your name, organisation and job title will be made available to the session hosts (page available on the navigation menu) and other attendees within the platform. All session recordings will be provided via our on-demand service. See our [Privacy Policy](#) for further information on how we process your information and your rights.

Viewing on demand

All plenary sessions are being recorded and delegates will have free access to them following the event. The videos will be hosted on the event website and can be accessed via the sessions tab/schedule.

Interacting during the sessions

As a delegate, you will be able to join the discussion via the Q&A function during the live sessions. (you are able to ask a question anonymously if you prefer by selecting this option in the Q&A chat).

The Q&A button should be visible to the right-hand side of the screen when the session is streaming. You can ask a relevant question or upvote questions once these have been set live by the moderators – if time allows, speakers will reply to questions during the live discussions.

Will I be on camera during the sessions?

Delegates will not be on camera.

What do I do if I am having issues with sound in the session?

If you can hear an echo or the live stream being played twice, this is usually the result of multiple platforms or tabs/windows being open. If the problem persists after closing the other tabs, please close the virtual platform window completely and restart in a new window.

We are here to help

If you have further questions, please feel free to contact us on email railhub@mackbrooks.co.uk or telephone +44 (0)1727 814400.

Thank you for supporting EuroRail Hub.