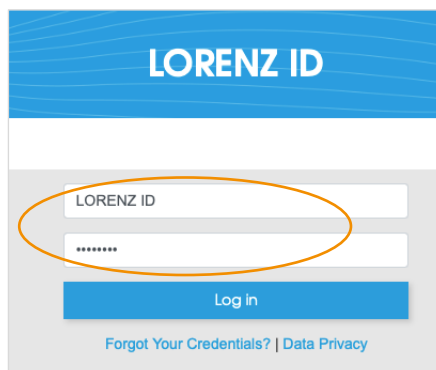


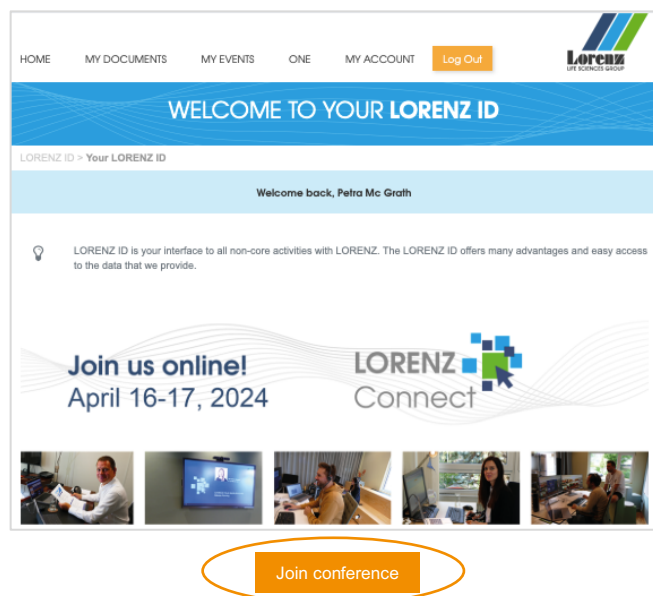
## 1. Login

### 1.1 I am having trouble accessing the LORENZ Connect page. How do I find it?

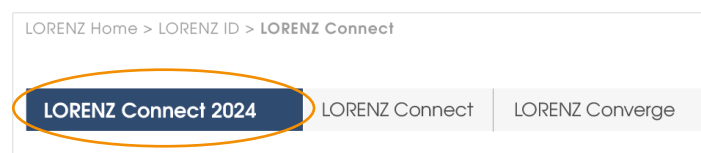
- First, please check that you have your current LORENZ ID login data.
- Log in using your LORENZ ID



- Click the orange “Join conference” button directly below the image



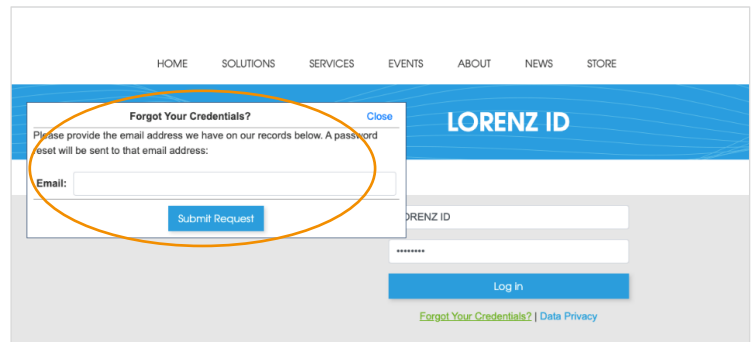
- Select the LORENZ Connect 2024 tab
- If this doesn't work, please e-mail us at [connect@lorenz.cc](mailto:connect@lorenz.cc).





## 1.2 I have lost my LORENZ ID password. How do I get a new one?

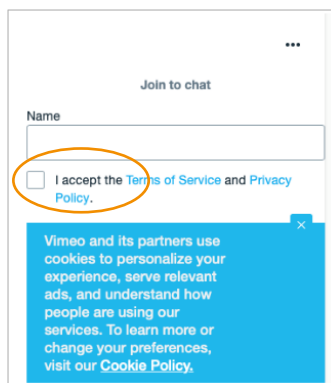
- Get a new password via this link: [www.lorenz.cc/LORENZ-ID/](http://www.lorenz.cc/LORENZ-ID/)



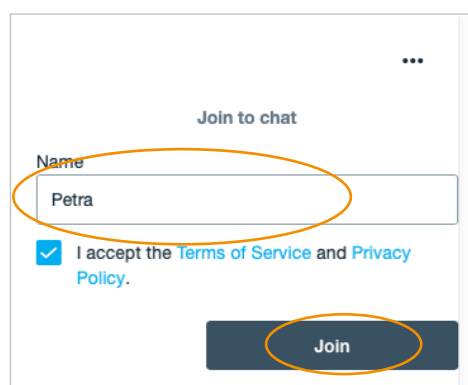
## 2. Chat function / asking questions

### 2.1 I cannot ask a question. What should I do?

- To join the chat, first please accept the cookies settings from vimeo.



- Fill in your name and accept the [Terms of Service](#) and [Privacy Policy](#).
- Click "Join"





### 3. Conference navigation & participation

#### 3.1 When does the livestream begin?

The two conference days are scheduled to suit different time zones. Agenda times are displayed in Central European Summer Time (CEST) and in Eastern Daylight Time (EDT).  
Example:

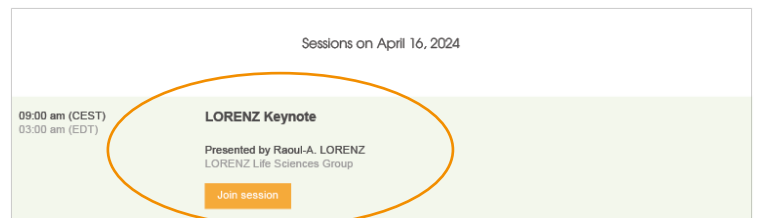
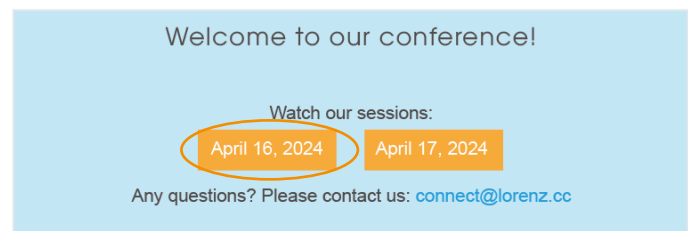
**Day 1** starts at 9:00 am CEST / 3:00 am EDT

**Day 2** starts at 6:00 pm CEST / 12:00 pm EDT

#### 3.2 How do I start the livestream?

**Please note:** As LORENZ Connect conference will be held in Vimeo, please check with your internal IT department prior to the event to ensure you have access.

- On the LORENZ Connect page, first select the current date.
- Then select the presentation you would like to join and click the orange “Join session” button directly below the description.



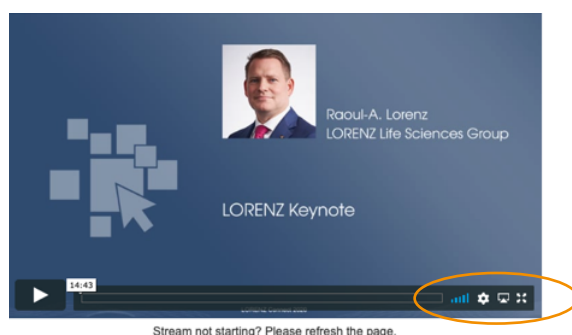
#### 3.3 When I click on Join Session, the stream does not start. What should I do?

- Start the stream at the provided time from the agenda.
- Please refresh your page, the stream can take some time to load.

#### 3.4 There is no sound. What should I do?

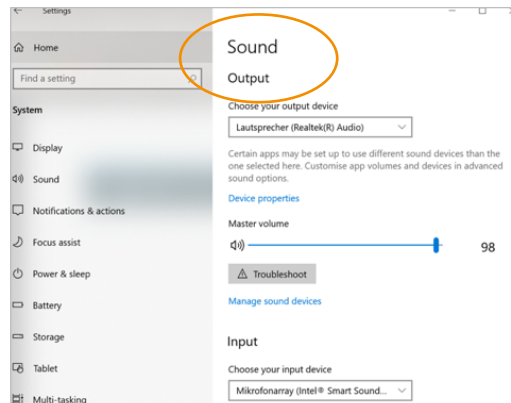
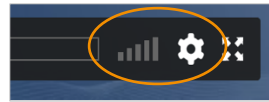
- First check directly at the bottom of the streaming window if your audio is turned on (icon is colored).

If the icon is not colored, you can unmute your stream by clicking on the icon.





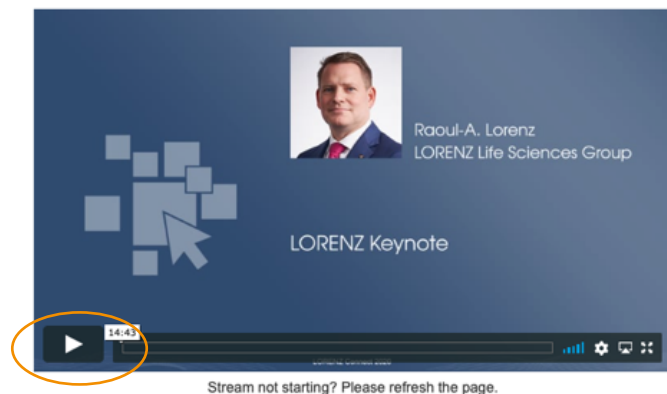
- audio is **muted**
- audio is turned **on**
- Next, ensure that your computer audio is turned on.
- Go to the audio icon at the bottom of your computer screen and check your sound settings.



### 3.5 I would like to view a video of the session. Where can I find it?

After the live session is over, the “Watch recording” button will lead you to a page containing a video recording of the session.

- Go to the LORENZ Connect tab in your LORENZ ID, select the session from the agenda listing. Click the “Join session” button below the topic description.
- Start the video by clicking the play icon.



### 3.6 I have a problem that is not listed here. Who can I get in touch with?

- Please send an e-mail to [connect@lorenz.cc](mailto:connect@lorenz.cc).