

## Support

Welcome to the ACW 2021. Further to this quick *how to guide* we have prepared various materials and a service team to support you.

You can access our support team directly via our **live chat function** in the virtual venue. This service is available during the hours of the event, starting Sunday 26 September. To start a chat with our support team, just type your message in the live chat.

You can find all information regarding the Africa Climate Week on the UNFCCC website.

→ Africa Climate Week 2021 | UNFCCC

User guides for the platform:

- → Recommendations for your livestream
- → Moderator Guideline
- → Speaker Guideline



## Tip

The preferred browser to access the virtual venue is Google Chrome or MS Edge. Please note that Internet Explorer, Safari and Firefox are not fully supported, and you may encounter issues.



Only registered participants can enter the virtual venue. Registration is open to everybody, simply go to our registration page and follow the instructions. Please note, speakers and moderators will not need to register themselves, they will receive an email with instructions on how to login.

→ Registration page

## Login

You can enter the virtual venue once you have completed the registration process.

→ Login page



