


Why can't my presenters submit their papers in the Presentation Portal?

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HOW-TO:

 This issue is usually caused by incorrect submission dates. The solution is the same whether for abstracts or presentations.

Online panel

Under app store open Presentation Portal

Select the Settings tab

Scroll down to *Submission Close Date*, change to a date in the future

Save

 To check:

Attendee Panel

1. Navigate to any ID record
2. Use the tools option on the right
3. Site Auto Login to open Presentation Portal
4. 'Abstract Submission' option is now there.

You may also want to [check for related issues in your Presentation Portal set-up](#) if presenters can only 'submit as draft'.
