

Rieter Virtual World – Frequently Asked Questions

If you cannot find the answers to questions that you are looking for, please feel free to contact rieter.world@rieter.com.

1. I have registered in the past; do I need to register again?

If you already signed up in the past and you know your password, your account is still valid and you can enter the virtual world.

2. I forgot my password.

If you forgot your password, please go to the sign-in page virtualworld.rieter.com, go to “Forgot password?” and click on “Reset now!”.

3. The screen with the live stream is empty. What is wrong?

The live stream webcam is only in operation during the ITMA ASIA + CITME 2023 opening hours:

| | |
|-------------------------|------------------------|
| November 19 to 22, 2023 | 09:00 h to 17:00 h CST |
| November 23, 2023 | 09:00 h to 16:00 h CST |

4. What are the available languages of the Rieter Virtual World?

You will be able to select between English, Turkish and Chinese.

5. How can I change the language in the Rieter Virtual World?

The language can be selected when entering the booth, on the welcome window. Choose between English, Turkish or Chinese.

If you are already navigating within the booth, click on the question mark “?” in below left corner. The welcome window will open, change the language there.

6. Which browsers work best for the Rieter Virtual World?

- Google Chrome (latest version)
- Microsoft Edge Chromium (latest version)
- Firefox (latest version)

For best experiences, we also recommend using desktop PCs or laptops.

7. What are the technical requirements for the computer/laptop?

Minimum requirements:

- Processor CPU: i5
- Working memory: 8 GB
- Graphic card: 2 GB shared memory

Internet connection: 5 MBits

8. What if I cannot enter the platform?

We have a dual sign-in verification process in place, so if you have signed up, you will receive a confirmation email. Check your inbox, click on the confirmation mail and you are all set. If you cannot find the email, please check your SPAM folder.

9. How do I find the topics of my interest?

For live streaming events please enter the Rieter Virtual World and check the schedule next to the reception desk.

For all products, components and services please check the menu on the left side and click on the topic of interest.