

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. Can unregistered visitors watch the live streaming events?

No, only registered visitors can access the platform and visit the live streaming events.

2. 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.

3. 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!”.

4. What are the opening hours of the Rieter Virtual World?

Rieter Virtual World ITMA 2023 will open on June 8, 2023, at 10:00 h CEST. You can visit the platform any time. Until the opening of ITMA 2023 discover the highlights from ITM 2022.

5. When I enter the Rieter Virtual World, I don't see the ITMA 2023.

Please note that ITMA 2023 goes live on June 8, 2023, at 10:00 h CEST. Until then the highlights from ITM 2022 will be showcased.

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

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

June 8 to 13, 2023, from 10:00 h to 18:00 h CEST

June 14, 2023, from 10:00 h to 16:00 h CEST

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

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

8. 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 Rieter logo on the top left side. The welcome window will open, change the language there.

9. 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.

10. 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

11. 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.

12. 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.