

FAQs

Before installing Koonstel...

- **What exactly is Koonstel?**

Koonstel is a metaverse that can be accessed through an hybrid platform, a mix of professional network and a virtual world that aims to incentivize networking and accelerate technological innovation. Inside Koonstel users can connect with a large network of professionals and attend virtual events like conferences, congresses and sector specific fairs.

- **What does Koonstel aim to do?**

Create a collaborative virtual environment with acces to clients, partners and a great amount of knowledge about the latest deep tech technologies and their uses.

- **¿Is it a closed environment only for those in the secpho ecosystem?**

No, Koonstel is an open environment for any user interested in technological innovation through deep tech.

- **What is the cost for creating an account and accessing Koonstel?**

Access and use of Koonstel is totally free. You will only need to pay in case you want to participate in an event that has an associated cost.

What information is needed to register?

Any person can register using their name, email, position and entity they work for. Both your position and entity are important pieces of information since Koonstel is a professional networking environment.

Installation FAQs...

- **Do I need a computer to ue Koonstel?**

Koonstel works in all Mac devices with all versions of **MacOS after 10.13.**

- **MacOs says it isn't secure**

It is possible your device is blocking the application because it doesn't reconize its developer. Usually a message that reads **Koonstel cannot be opened because the developer cannot be verified. macOS cannot verify that this app is free from malware.**



If this is the case, you need to copy the app into the "Applications" folder, then try to start the app and if it still doesn't work, modify the system's security preferences.

To do so, you need to go to **System Preferences > Security & Privacy > General**, here you should find a blocking notification. You just need to open the lock to give permission to the app (Open anyway button), and then you can access Koonstel without any problems. Don't worry about the notification, the app is completely secure.