

iGBLIVE APP GUIDE



Welcome to the official guide for the **iGB Live 2025 App!**

The app gives you access to all event features, including sessions, networking opportunities, and more. This guide explains how to log in, explore the app's features, and make the most of your experience—starting long before the event doors open.

STEP 1: Register for iGB Live 2025

Once you register for the event, you'll receive an email inviting you to download the app. Your account will be pre-created on the event platform, so you won't need to sign up again.



STEP 2: Logging In

Access your account using a **magic link** or **one-time code** for secure, password-free entry.

Login Options:

Magic Link & One-Time Code

- Both options provide secure access without requiring a password.
- A one-time code is emailed to you, while a magic link offers direct login.
- Magic links expire after 72 hours; if expired, request a new code or link.

Login from Event Organizer Emails

- After registering, you'll receive emails with login links.
- On mobile, these links open the app directly.

Login via the App or Web Login Screen

- Enter your email address to receive a one-time code or use your password if set.
- Forgotten your password? Use the Reset Password option.

What should I do if I can't log in? If you encounter login problems, follow these steps:

1. Unrecognized Email Address

- Ensure you're using the same email you registered with.
- Typos or syncing delays can cause issues; contact support if the problem persists.

2. Missing Magic Link or One-Time Code

- Check your spam/junk folder for an email from noreply@swapcard.com.
- If using a work email, ask your IT team to whitelist the address.

3. Expired Magic Link

- Request a new link by entering your email again.

4. Other Issues

- Use a compatible browser (e.g., Chrome, Safari). Avoid copying links between browsers.

Contact support using the support widget on the app or email us at iGBLive.support@clariongaming.com.

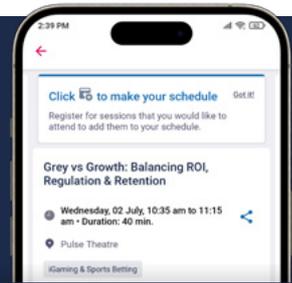
STEP 3: Access Event Features

Good news, you're logged in,
now you can explore everything the app has to offer.



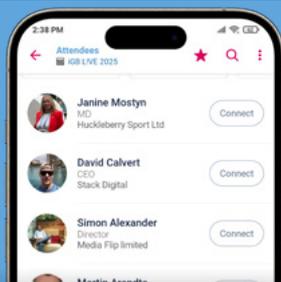
1. Access Sessions

- **Agenda Tab:** View and filter the event schedule.
- **Bookmark Sessions:** Save sessions of interest in the **My Event** tab for quick access.
- **Session Details:** View speaker info, location, and session type.



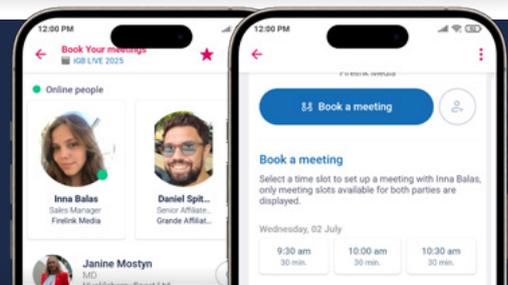
2. Connect with Attendees

- **Attendees Tab:** Browse participants and search by name or category.
- **Connection Requests:** Click **Connect** to send requests and add a message for higher acceptance rates.
- **Manage Connections:** Chat directly with connections through the app.



3. Book a Meeting

- **Book 1-1 meetings with the Attendees and Exhibitors.**



4. Navigate Exhibitors and Booths

- **Exhibitors Tab:** Browse exhibitors by category and bookmark those of interest.
- **Floorplan Tab:** Use the event map to locate exhibitor booths easily.



NEW Digital Concierge on WhatsApp



Our **Digital Concierge** feature provides instant answers to event-related questions via WhatsApp.

- Get details on exhibitors, sessions, or even London's best attractions.
- Access this feature through the **Digital Concierge Tab** on the app homepage.



Need Help?

For any additional questions or assistance, reach out to our support team at igblive.support@clariongaming.com.

Make the most of your iGB LIVE 2025 experience!