

Swapcard User Guide



**CARE
SHOW
LONDON**

Building a better future for care

24-25 April 2024 ExCeL London



Overview

Welcome to the
Attendee Guide.

You will be using our
Swapcard app
configure your profile,
manage your day, and
interact with
exhibitors during the
event!



Care Show – Official
event app

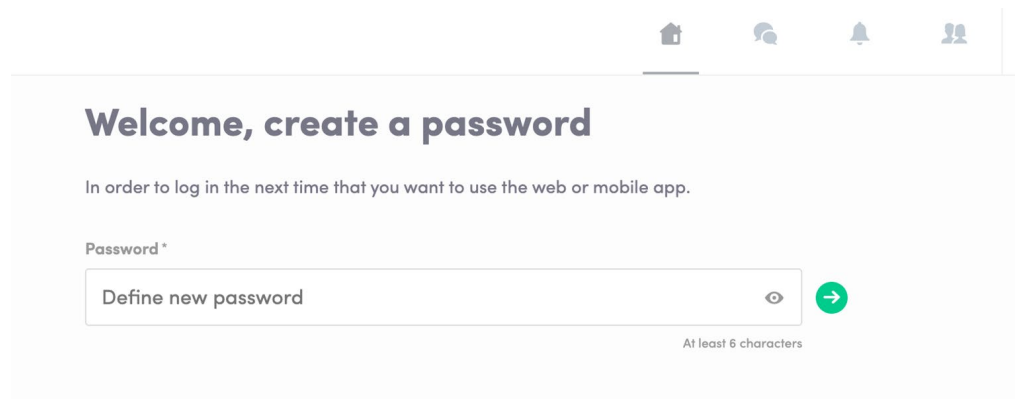


ACCESS THE APP

Login

How to login for the first time?

- 1 You will receive an email similar to [this one](#) with a button redirecting you to a login page. Your account is automatically created by the platform after you have registered.
- 2 A window will then prompt you to create a password for your account:



The screenshot shows an email interface with a navigation bar at the top containing icons for home, refresh, notifications, and a profile. The main content area has the heading 'Welcome, create a password' and a subtext 'In order to log in the next time that you want to use the web or mobile app.' Below this is a 'Password *' section with a text input field containing the placeholder 'Define new password'. To the right of the input field is an eye icon and a green arrow button. At the bottom right of the input field, it says 'At least 6 characters'.

- i** Note: If you don't see this email in your mailbox, please check your spam folder. Most of our emails are sent from noreply@swapcard.com



Care Show London

Hello Jane,

Get ahead of the game and prepare for **Care Show London** to **save yourself time** and **get the most out of your event**.

Care Show app makes it easy to **access the event content**, **bookmark sessions**, and **connect with the right people** in advance.

All you have to do is **activate your profile with the tap of the below button**. We'll keep all of your **information and data secure**.

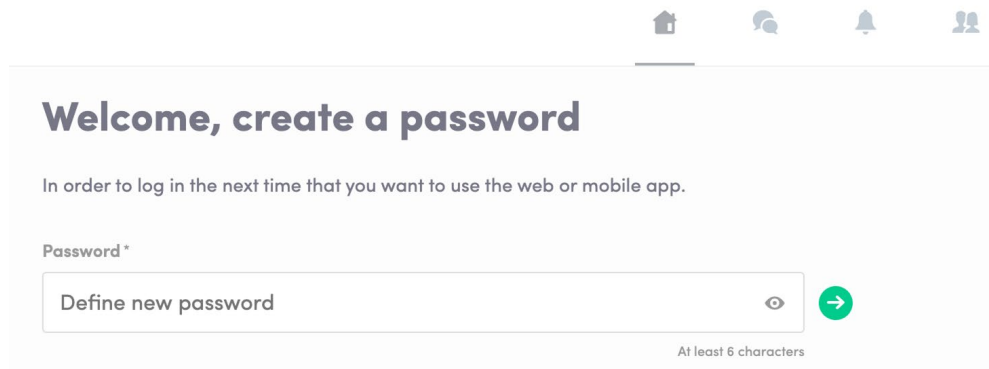
Are you ready to join your event community?

LET'S GET STARTED!



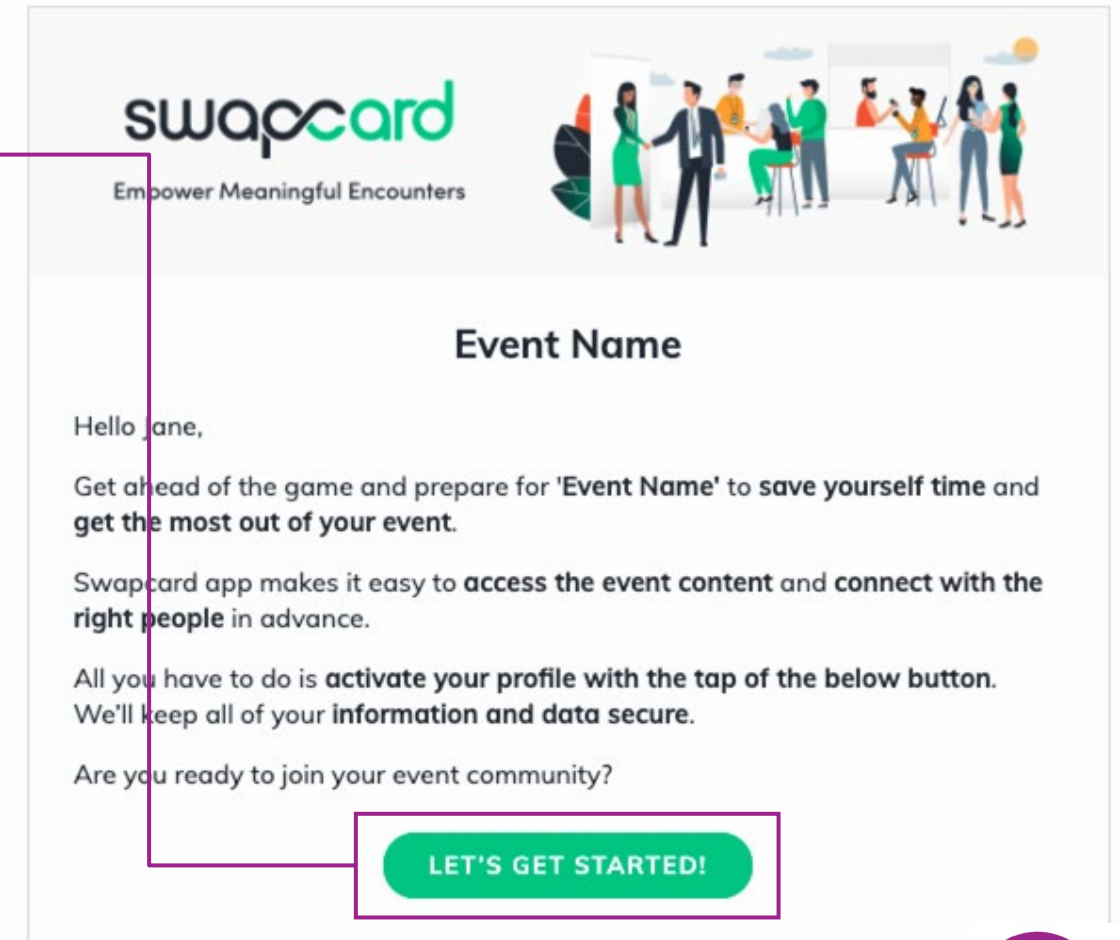
Logging in for the first time

You will receive an email similar to **this one** with a button redirecting you to a login page. It will lead to the account that was automatically created for you by the platform after you registered for the event. A window will then suggest creating a password for your account.



The screenshot shows the 'Welcome, create a password' screen of the Swapcard app. At the top, there are icons for home, messages, notifications, and a profile. The main heading is 'Welcome, create a password'. Below it, a subtext says 'In order to log in the next time that you want to use the web or mobile app.' There is a 'Password *' label above a text input field containing the placeholder 'Define new password'. To the right of the input field is an eye icon and a green arrow button. Below the input field, it says 'At least 6 characters'.

You can also access the event from your phone by downloading the Swapcard app ([iOS](#)/[Android](#))

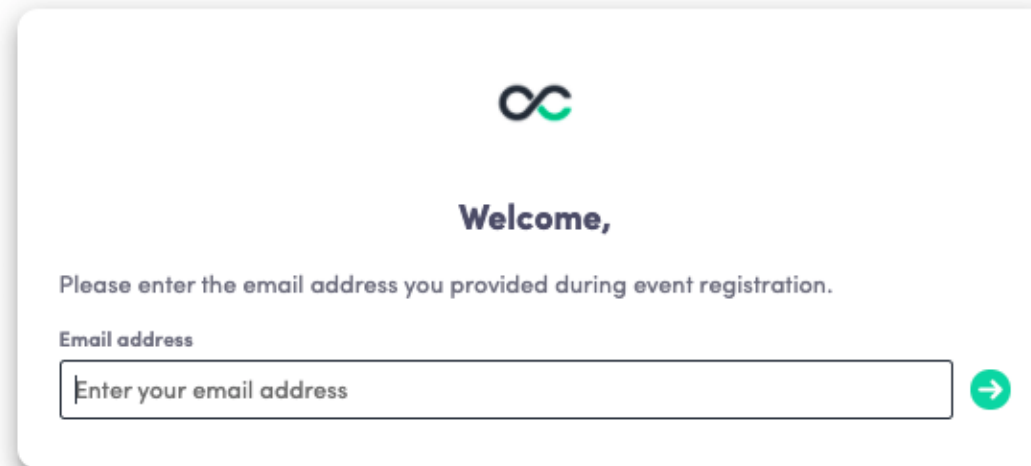


Notes: If you don't see this email in your mailbox, please check your spam.



Logging in when you already have an account

Access your account by going to www.careshows.app.swapcard.com
Enter the email you used to register for your event, then enter your password.
Click the arrow to connect.

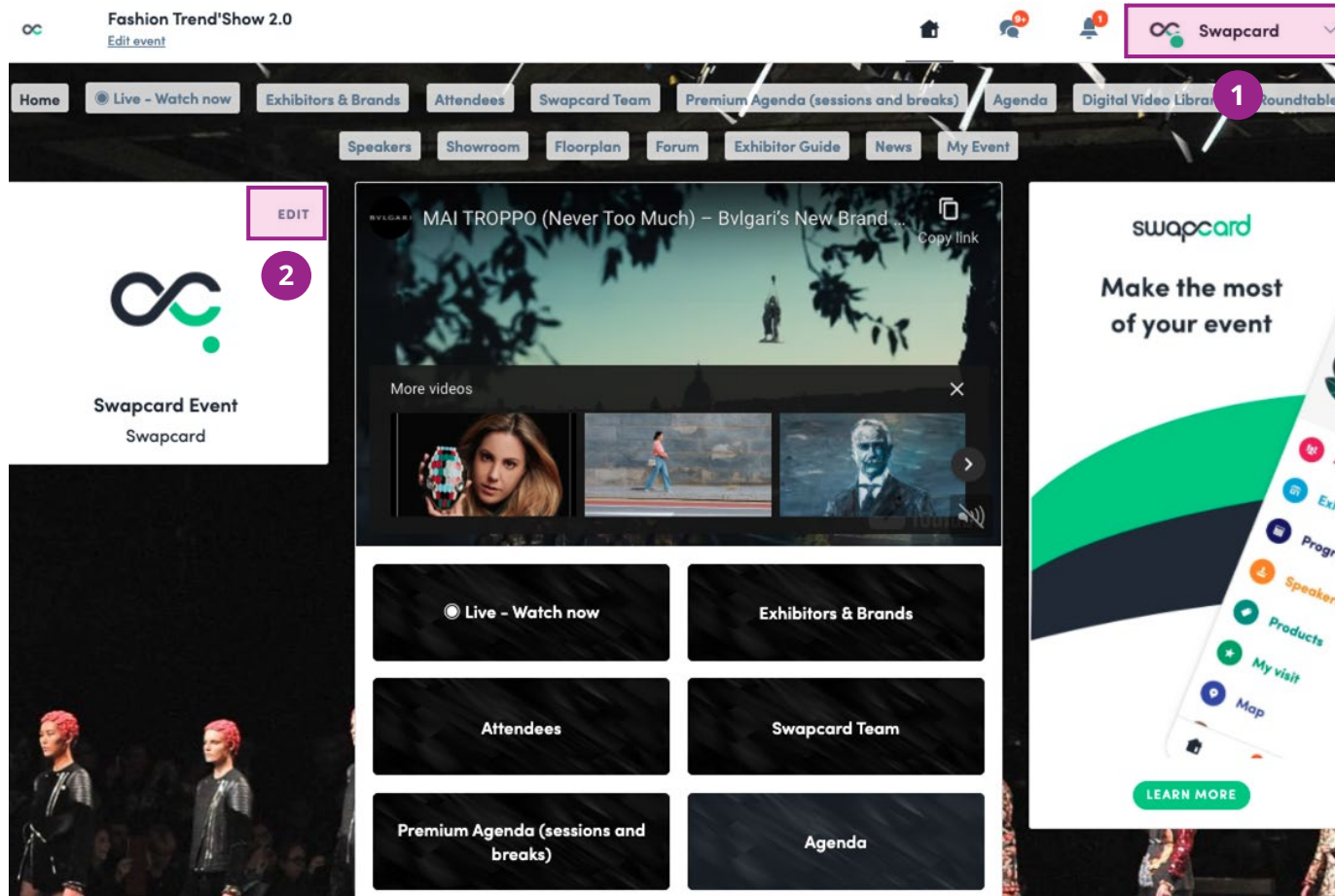
A login form interface with a white background and rounded corners. At the top center is a logo consisting of two interlocking loops, one black and one green. Below the logo, the text "Welcome," is displayed in a bold, dark font. Underneath, a smaller line of text reads "Please enter the email address you provided during event registration." Below this is the label "Email address" in a small, gray font. A text input field with a thin gray border contains the placeholder text "Enter your email address". To the right of the input field is a green circular button with a white right-pointing arrow.

Note: If you have forgotten your password after entering your email, click on [send me a magic link](#).
You'll receive an email to reset your password.



Content

How to edit your profile (1/2)



There are two ways of accessing your profile:

1

From the drop-down on the upper-right corner of your screen, click **“My profile.”**

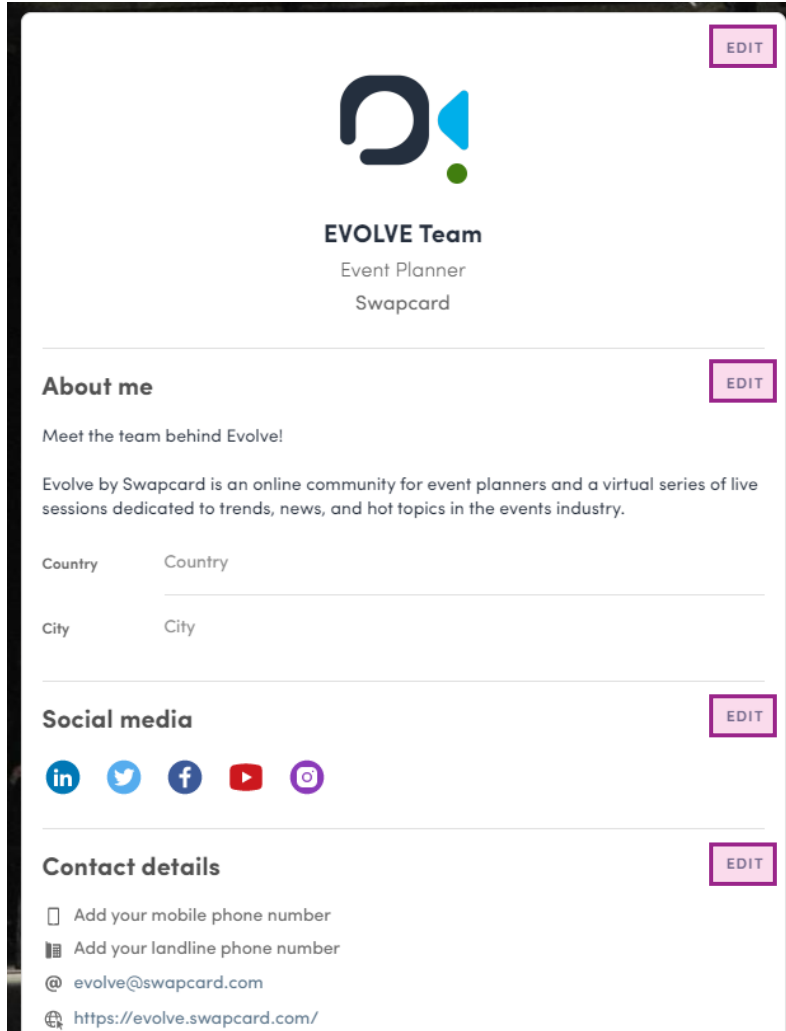
2

On the left side of your screen next to your photo, click **“Edit.”**

You'll be redirected to your profile where you can edit your information.



How to edit your profile (2/2)



EVOLVE Team
Event Planner
Swapcard

About me EDIT

Meet the team behind Evolve!

Evolve by Swapcard is an online community for event planners and a virtual series of live sessions dedicated to trends, news, and hot topics in the events industry.

Country

City

Social media EDIT

[in](#) [t](#) [f](#) [v](#) [i](#)

Contact details EDIT

Add your mobile phone number

Add your landline phone number

@ evolve@swapcard.com

https://evolve.swapcard.com/

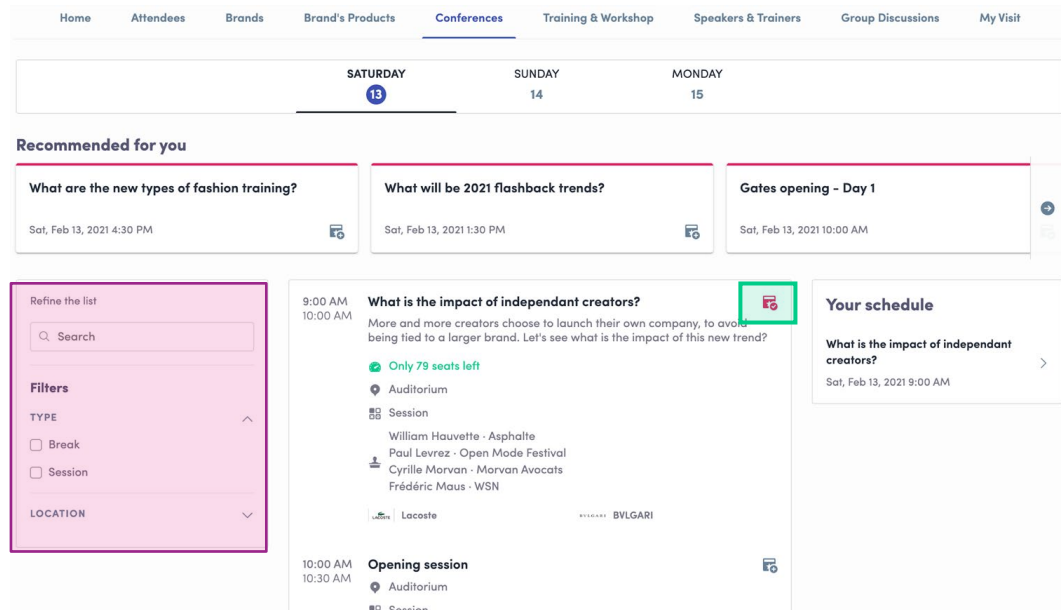
To edit your profile, click **“Edit”** or **“Add”** next to the information section you want to edit.

Here is the information you can edit:

- Personal information
- Biography
- Social Media
- Contact details
- Company
- Additional fields added by the organiser



How the schedule works

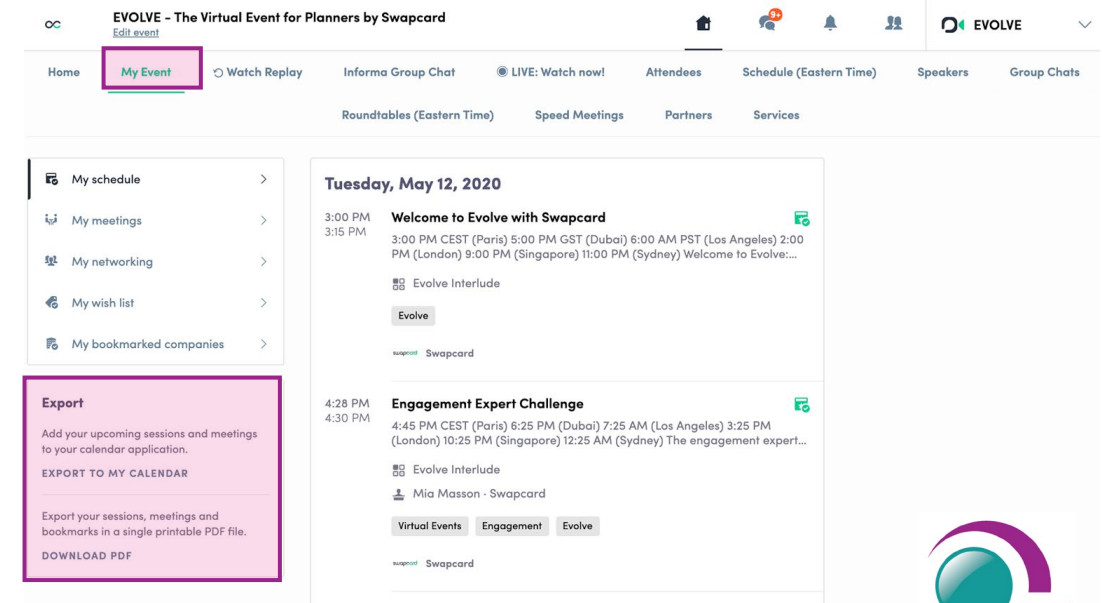


The tab “**My Event**” allows you to see your own schedule. Here you can find the **sessions**, **sponsors** and **partners** you bookmarked, your confirmed **meetings** and more.

You can **export your schedule** by clicking “Export to my calendar” or “Download PDF.”

The schedule/agenda button gives you an overview of the event sessions. You can register for sessions by clicking on this **bookmarking icon**.

You can find sessions by using the **search** bar and **filters** located on the left side of the screen.

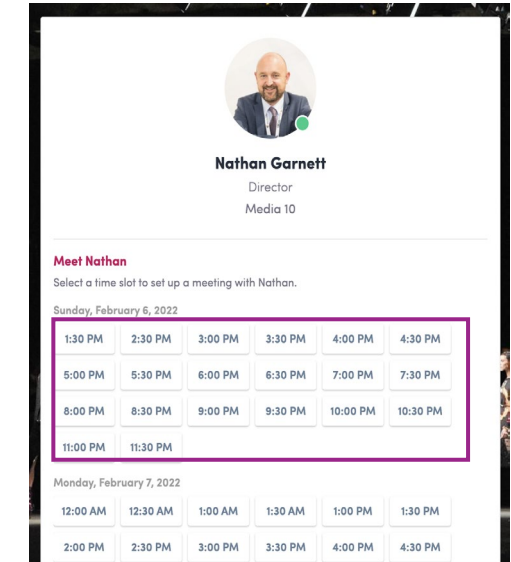
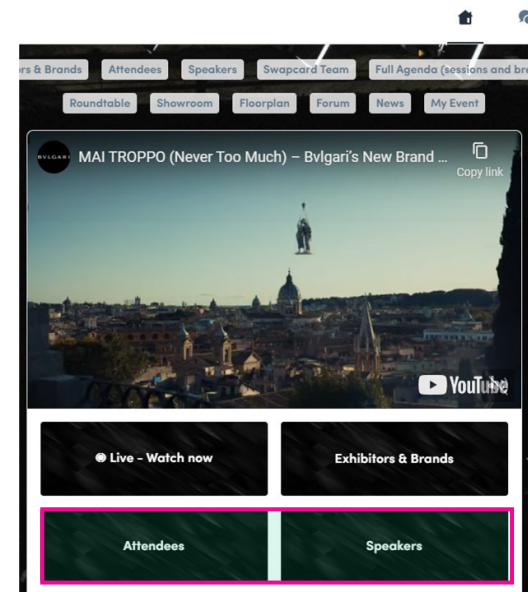
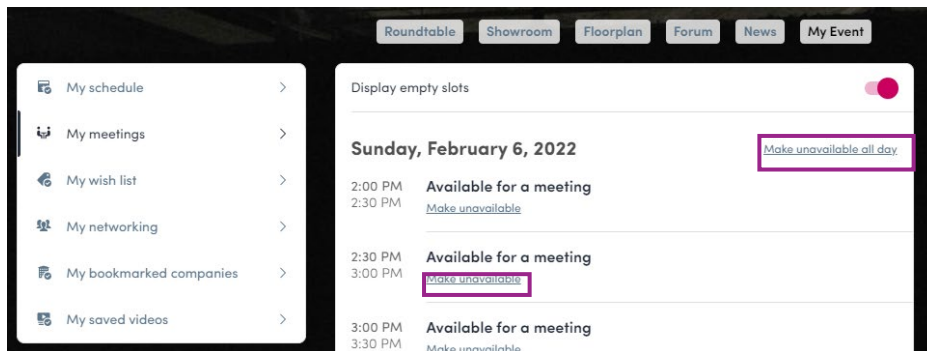


Networking

Networking

From the home page or the top navigation bar you can view the **Speaker**, **Exhibitor** and **Attendee** lists.

Here you can search and find people to connect with. You can chat, have video calls, and book meetings. You can meet virtually or face-to-face depending on how the event is organised.

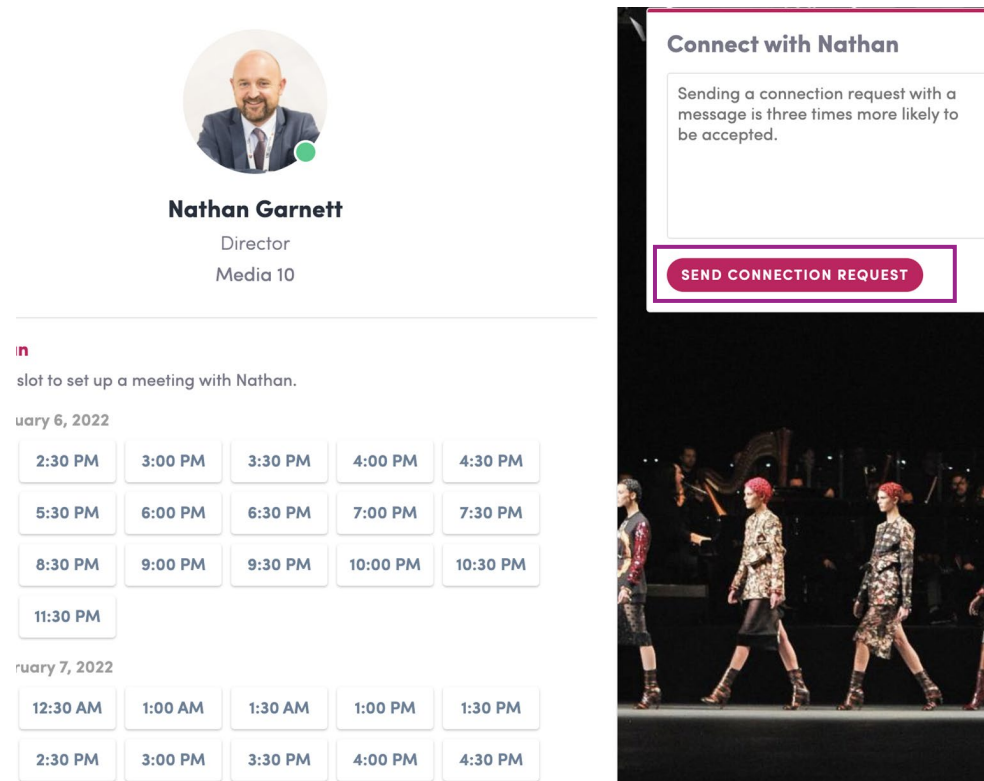


If you see **time slots** appearing on people's profiles, it means that the organiser has made it possible for you to book meetings with them. Slots disappear once booked.

You can manage your **availability for meetings** by going to the **My meetings** tab in **My Event**. Making yourself unavailable all day or at specific times will remove meeting slots.



How to send a connection request



The screenshot shows a user profile for Nathan Garnett, Director at Media 10. Below the profile is a meeting scheduler for February 6, 2022, and February 7, 2022. The scheduler shows time slots from 2:30 PM to 11:30 PM on Feb 6 and 12:30 AM to 4:30 PM on Feb 7. A 'Send Connection Request' button is visible on the right side of the profile.

Connect with Nathan

Sending a connection request with a message is three times more likely to be accepted.

SEND CONNECTION REQUEST

Meeting Scheduler:

February 6, 2022

2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM
5:30 PM	6:00 PM	6:30 PM	7:00 PM	7:30 PM
8:30 PM	9:00 PM	9:30 PM	10:00 PM	10:30 PM
11:30 PM				

February 7, 2022

12:30 AM	1:00 AM	1:30 AM	2:00 AM	2:30 AM
3:00 PM	3:30 PM	4:00 PM	4:30 PM	

To send a connection request, go to their profile (via the list of participants, speakers or a company profile) and click the **“Send connection request”** button.

Tip: Add a note to your connection request to introduce yourself and explain the reason for your request.

You will be able to find a full list of your connections in **“My Event”** under **“My Networking.”**

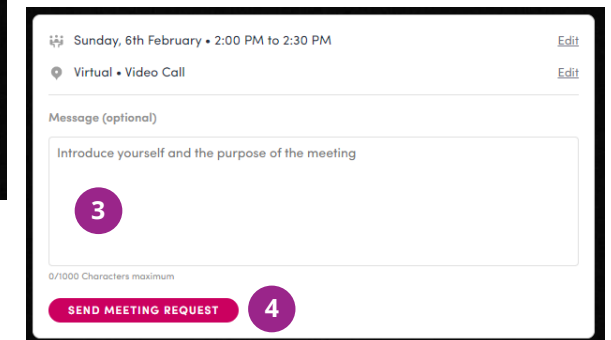
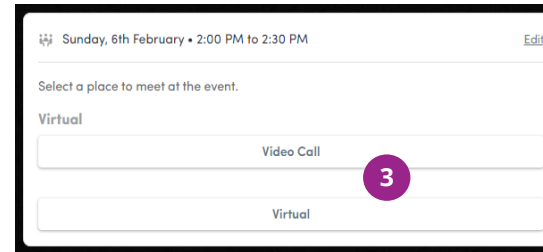
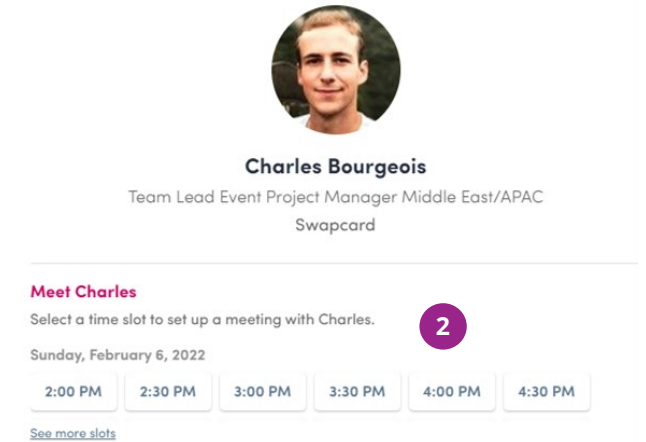
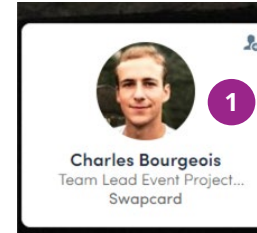
Note: Accepting a meeting will automatically make the person who requested the meeting one of your connections with access to your complete profile.



How to request a meeting

- 1 Access a person's profile (i.e.: from the Networking button)
- 2 Click on one of the suggested meeting slots. For more slots click “see more slots”
- 3 After selecting a slot and choosing a location for the meeting, write a note to the person you would like to meet.
- 4 Once done, click “Send meeting request”

Note: If you plan to meet virtually, select Online or Virtual Meeting when choosing the location.



**Thank you for taking the
time to read this presentation.**

Enjoy the event!