



Welcome to UKCW Online, hosted on swapcard. Please note, this platform works best on google chrome or Firefox, using internet explorer might limit some functionality. If you experience any issues and changing browser or following the FAQs below do not fix it, please contact one of the organisers.

Frequently Asked Questions

How do I view the content?

From the start of the event (5th May), you can click on the "watch live" tab to view the session that is currently playing or click on the agenda page to watch back any content you have missed.

The view is too small, can I see the session full screen?

At the bottom right-hand corner of the video feed, there is a button to expand to full screen. If you have poor internet connection, the video may play at a lower resolution for you as well.

Why can't I play the session?

Try refreshing your page, or entering the agenda again and selecting the session you wish to view.

How do I ask questions to speakers?

Post your questions in the chat function to the right of each content session and they will be directed to the speakers to answer at the end of their presentation. If the session is pre-recorded, speakers will answer back via the chat function. Please be aware that your posts are public.

My question wasn't answered by the speaker, but I still want to ask it, how can I?

Unfortunately, our speakers only have a certain amount of time for questions. If the speaker did not answer yours, you can connect with them using the attendee tab and chat with them once connected. Some speakers may also leave contact details on their presentation slides.

Can I re-watch/watch a session that has already happened?

Yes. Content will be available on demand after the event and will remain active for up to a month.

I've just finished a session and now nothing is playing, what's wrong?

If you would like to watch the event as a continuous stream, please go to the 'watch LIVE' tab rather than via the agenda.

How do I see who else is attending the event?

Please click on the attendee tab to see everyone that is registered to the event

How do I connect with other attendees?

Connect by clicking on the + button next to someone's profile on the attendee tab.

Can I message one of my connections?

Once you are connected with someone you can privately message or video chat with them by going to their profile and using the chat function on the right-hand side.

How do I book a meeting?

Exhibitors and sponsors will have a list of time slots available on their profile for you to book. Select one of the times to request the meeting, once accepted you will be notified.

How do I manage my meeting requests?

Click on the "My Event" tab to view and manage your upcoming meetings. If you aren't active on the platform you will receive an email prompting you to respond after a few hours.

I have a meeting booked in, how do I access it/ where does it take place?

10 minutes prior to the meeting time, you will receive a notification. The meeting takes place on the platform as a facetime-style call.