

# GENERAL FAQ's

## **Live stream or Video play back issues**

Please note that Swapcard works best with Chrome or Firefox. If you are experiencing blank pages, streaming issues or app latency, please switch to one of these two browsers if you have been working on another browser. **Internet Explorer does not support Swapcard.**

Should the video player remain unavailable following a page refresh; it is most likely a security setting on your browser, device, or network blocking access to the content server. We would recommend trying the following.


1. Try accessing the site from another browser (this gets around any browser settings that could be blocking access) If you are on a PC you should have access to Edge and if on a Mac it will be Safari
2. Open an Incognito Window and try to access the content through this (this gets around any cached or bad data that could be held in the browser)
3. Try on a different device (Mobile perhaps, if you are viewing on desktop)
4. Use a different internet connection, a mobile phone with wifi off so it uses mobile data is a good option (this bypasses things like corporate network restrictions or VPNs that may be presenting an issue).

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## **What time zone is used for the sessions and meetings?**

Timings for the event are in British Summer Time, however by default the system follows your device's time zone. However, you have an option to switch to the event's time zone on the event home page in the event description area.

## **Where can I see all of my messages?**

You can see all of your messages under the "messages" icon  on the top of the web app page.

## **Where can I see all the notifications and is a sound played when there is a new chat or notification?**

All notifications are shown under the "Notifications" icon . We do not play a sound for notifications as of now, but the notification icon will shake a little when there are unread notifications.

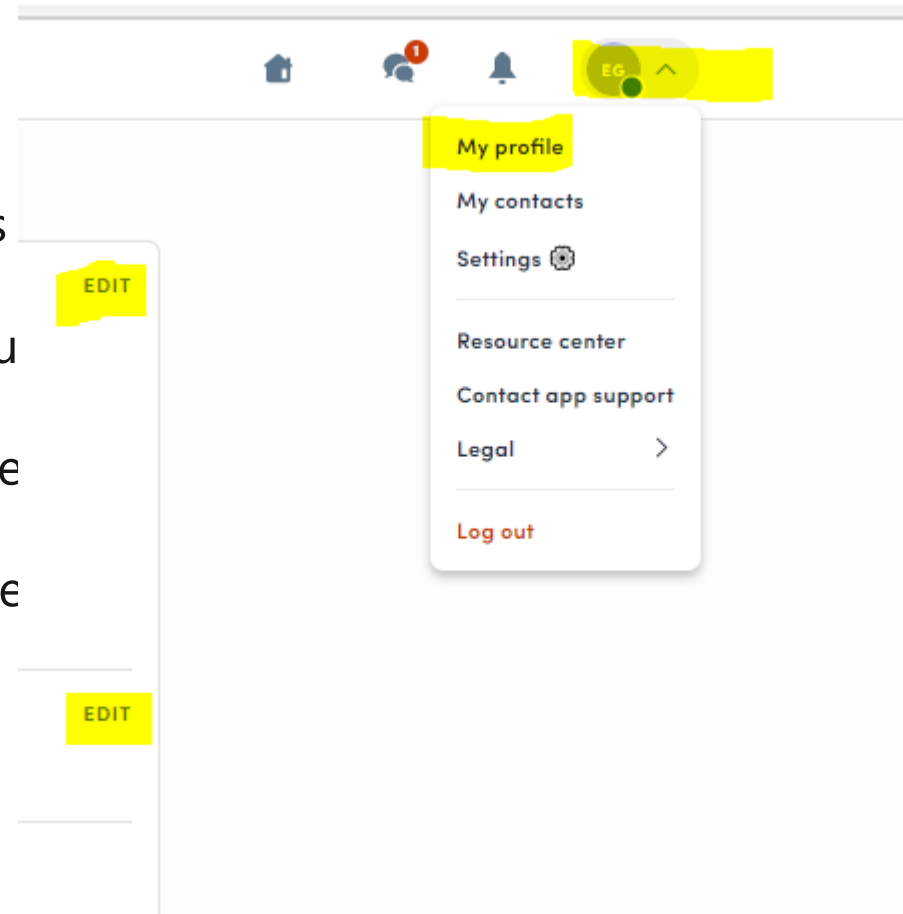
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## How to edit my personal profile?

There are two ways for you to access

- On the upper-right corner of you
- On the left side of your screen ne

You'll be redirected to your profile de



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To edit the information on your profile, simply click on the Edit or Add parts depending on which type of information you want to edit.

Here are the information you can edit on your profile:

- Personal information
- Skills
- Biography
- Social Media
- Contact details
- Company

The screenshot shows a user profile editing interface for 'NORTHSTAR'. The profile is divided into several sections, each with an 'EDIT' button in a yellow box:

- About me**: Includes fields for 'Badge Type' and 'Products and services interested in', with a 'Primary Activity' field below. An 'EDIT' button is in the top right.
- Social media**: Includes the text 'Add your social accounts.' and an 'EDIT' button in the top right.
- Contact details**: Includes fields for 'Add your mobile phone number', 'Add your landline phone number', '@ emmagor21don@hotmail.com', 'Add your business website', and 'Add your business address'. An 'EDIT' button is in the top right.
- Company**: Includes the text 'Enrich your profile by adding your company data.' and an 'EDIT' button in the top right.

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**Private information, accessible by the participants with whom you are connected (connection or meeting request sent and accepted or received and accepted & badge scanned)**

Full name

Job title

Company

Biography

Social Networks (if completed)

E-mail

Telephone (if completed)

Address (if completed)

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## **What information in my profile is accessible to other participants?**

Public profile information, accessible by all participants of the event:

Full name

Job title

Company

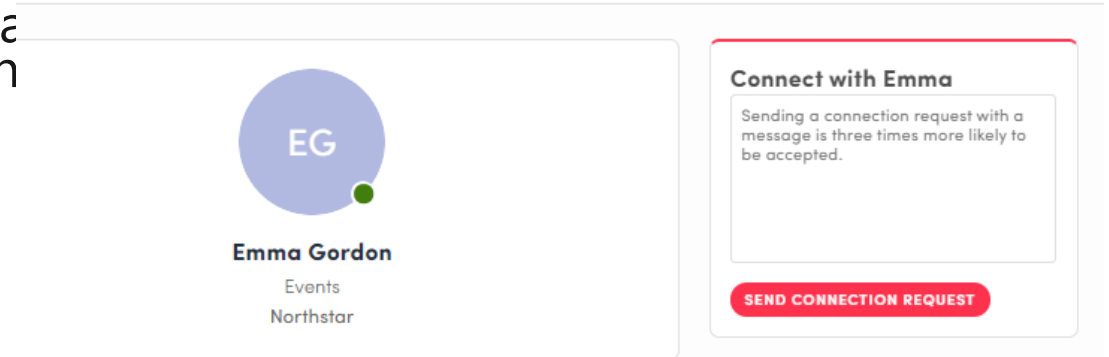
Biography

Social Networks (if completed)

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## How do I send a connection request?

- To send a connection request to a person, go to a person's profile (via the list of participants or a company profile) and click on Connect.
- We encourage you to write a message before sending your connection request to introduce yourself and explain the reason for the connection for example.
- You will be able to find all the people you have been in contact with during an event in the My Visit button in the My Contacts tab.



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## How can I view the agenda and book on to an education session?

- Click on the agenda tab on the home screen.
- You will then see the full event agenda
- Click on the calendar icon on the right of the session title to reserve your place

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## Will sessions be available after the event?

Yes, the sessions will be available on demand. Just go to the session and you'll see an option to watch on demand. Sometimes it is set to autoplay.

## Will PowerPoint slides be available?

Only through the on-demand session itself; you'll see them on the second screen as the presenter talks.

### Make your travel programme truly sustainable by 2030

The corporate world has become much more serious about sustainability, with some companies pledging to reach net-zero carbon emissions by 2030 in line with the Paris...

🕒 Sep 30, 2021 11:00 AM to 12:00 PM

📍 South Gallery Room 22



**Elizabeth West**  
BTN Group



**Karen Hutchings**  
EY



**Kerrie Henshaw-Cox**  
AstraZeneca



**Rich Johnson**  
CWT Solutions Group



**Andrew Murphy**  
Transport & Environment

### Re-tool travel as a professional purchasing category

Hosted buyer only. Yes, travel is emotive and has many unique quirks but in the end it's still an indirect category to which you can apply well-tested procurement techniques. Come and...

🕒 Sep 30, 2021 11:00 AM to 11:50 AM

📍 South Gallery Room 24



**Jafes Pacheco**  
Oerlikon

### Ten quick wins to get you started in travel management

Getting a travel programme off the ground or reinventing the current one? Join this session for a quick-start guide to the key facets of managed travel: from safety, policy, performance, ris...

🕒 Sep 30, 2021 11:00 AM to 11:40 AM

📍 Fundamentals Theatre

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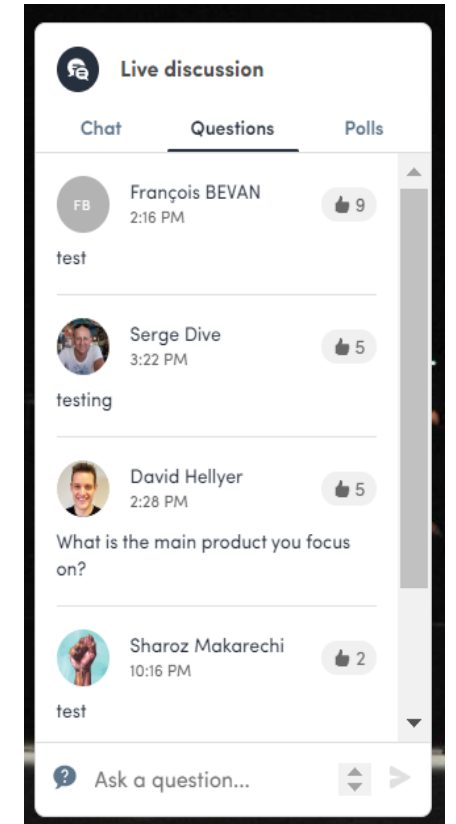
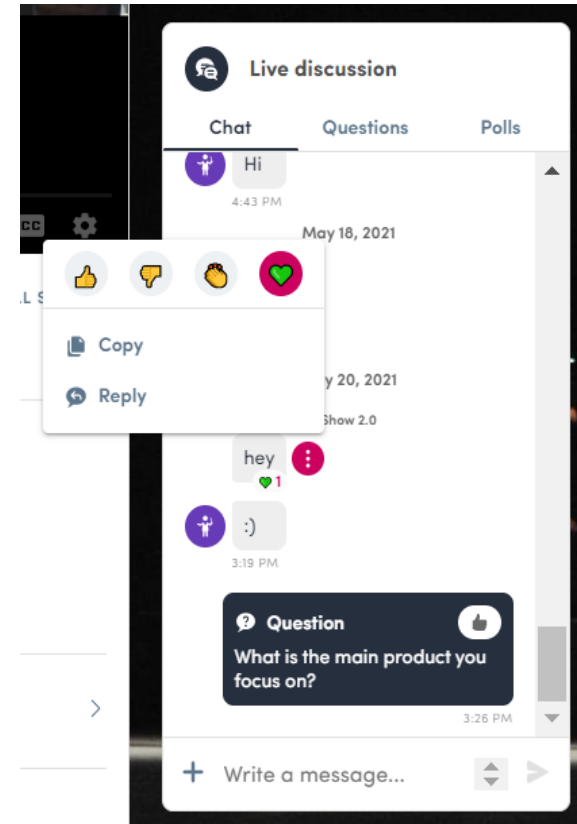
- **How to interact/ask questions during a education session**

With “**Live discussion,**” you can **chat** with other attendees, ask **questions** to the speakers, and answer **polls** created by speakers.

You can react and answer to other people’s messages, or delete your message by clicking on the three dots next to it.

Questions will be sorted by upvotes where the most liked questions will rise to the top.

The live discussion should be open when sessions are ongoing. If you do not see it, click on the bubble on the bottom right to open it



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## **Where can I export my connections/contacts from?**

If you are trying to export your individual profile contacts, you can do so from the "Connection icon" on the top of the web application page. If you are trying to export all of your contacts including your Teams' from your exhibitor profile then you can do that from "My profile > Exhibitor center > Team's Contacts"

## **Please keep in mind:**

1. You can only export confirmed connections.
2. Chats cannot be exported out as they are encrypted.
3. If you just have a meeting or a chat conversation with someone that is not a confirmed connection.

## **Where can I see all of my messages**

You can see all of your messages under the "messages" icon  on the top of the web app page.