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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29 - 30 JUNE 2022
EXCEL, LONDON

GENERAL FAQ's

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.
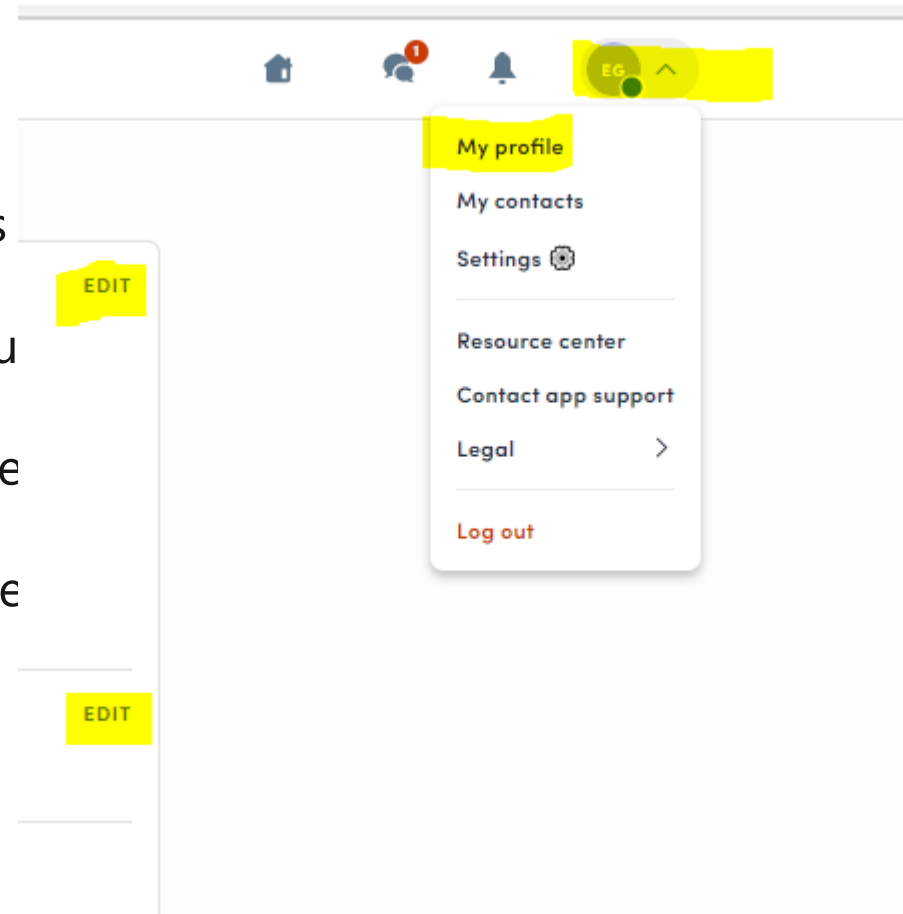
GENERAL FAQ's

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

GENERAL FAQ's

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

GENERAL FAQ's

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)

GENERAL FAQ's

What information in my profile is accessible to other participants?

Public profile information, accessible by all participants of the event:
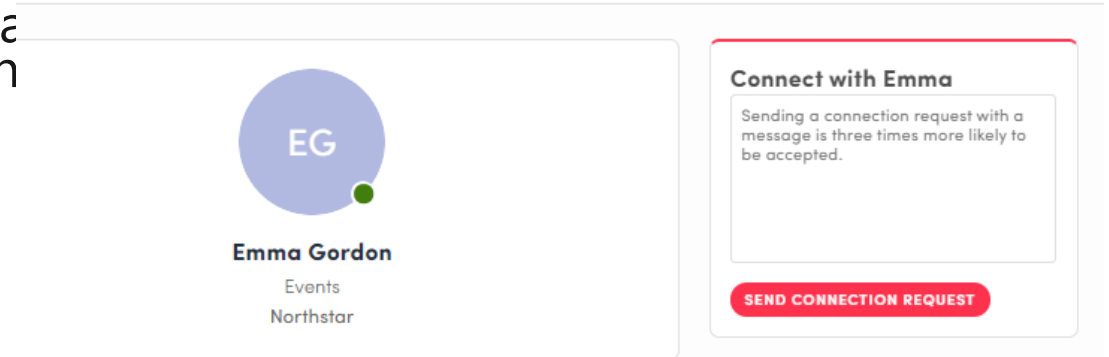Full name
Job title
Company
Biography
Social Networks (if completed)

BUSINESS
TRAVEL
SHOW
EUROPE

29 - 30 JUNE 2022
EXCEL, LONDON

GENERAL FAQ's

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 compan 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.

EG

Emma Gordon
Events
Northstar

Connect with Emma

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

SEND CONNECTION REQUEST

GENERAL FAQ's

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

GENERAL FAQ's

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.

GENERAL FAQ's

- **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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29 - 30 JUNE 2022
EXCEL, LONDON
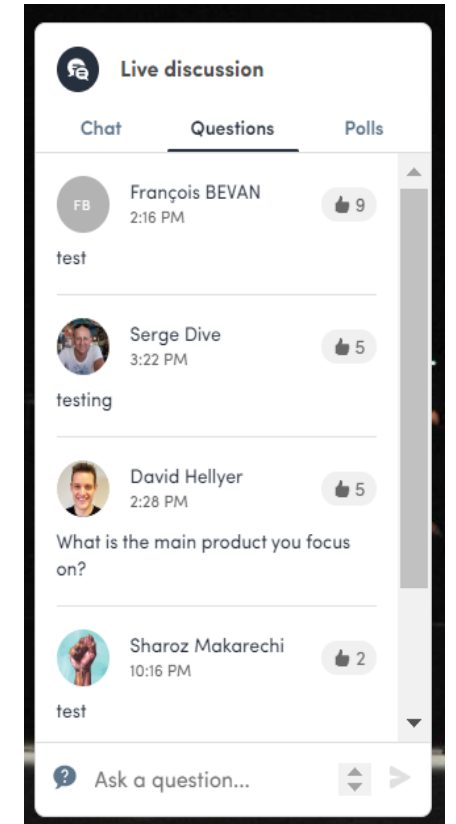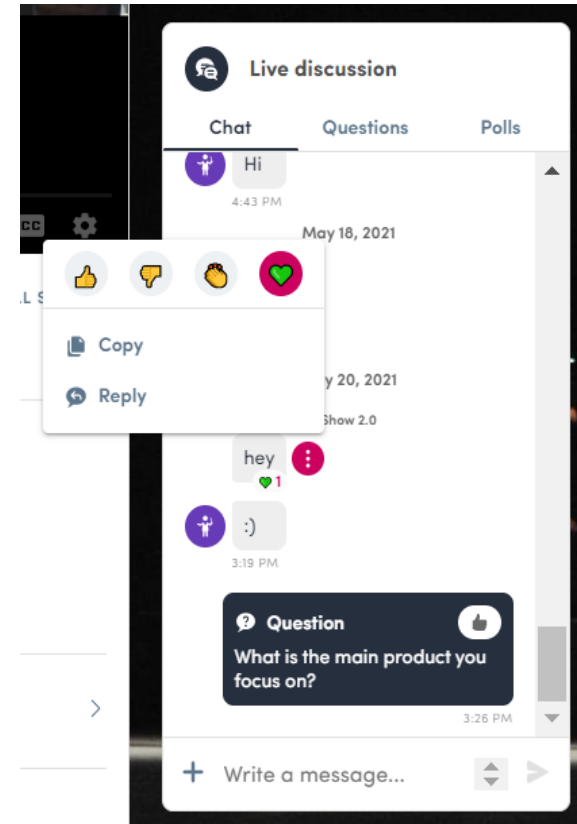
GENERAL FAQ's

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.