



## Virtual Visitor Guide

## Contents

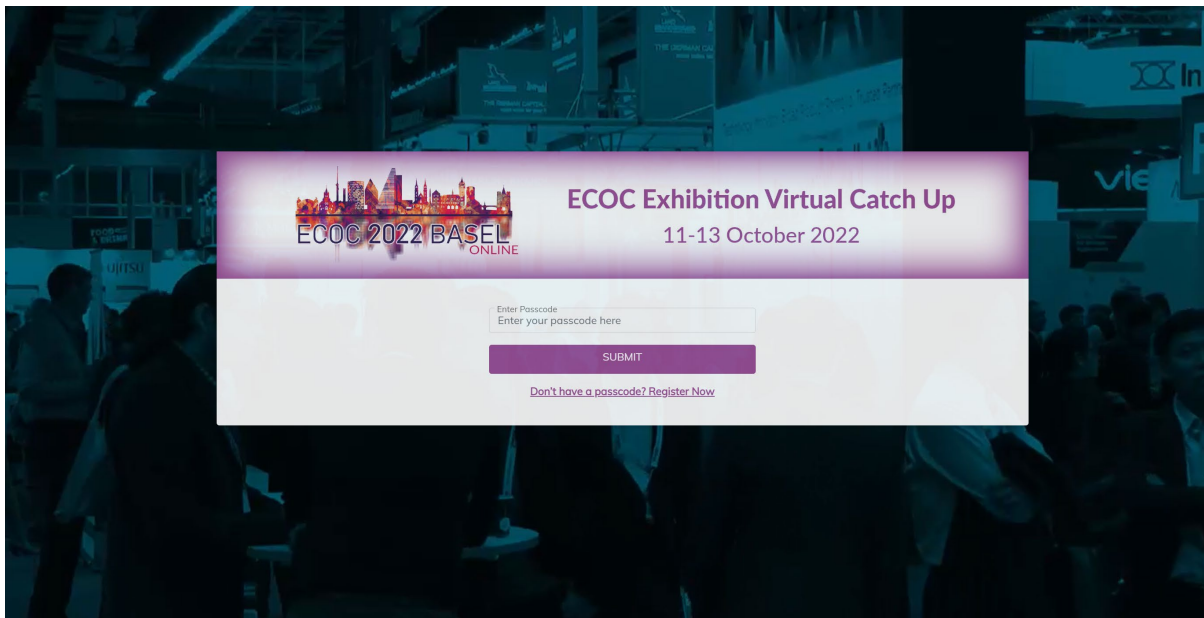
Logging in . . . . .	2
Event dashboard . . . . .	2
Your Profile . . . . .	3
Notifications . . . . .	3
Communicating with exhibitors. . . . .	4
Watch sessions on demand . . . . .	5
FAQs . . . . .	5

## Logging in

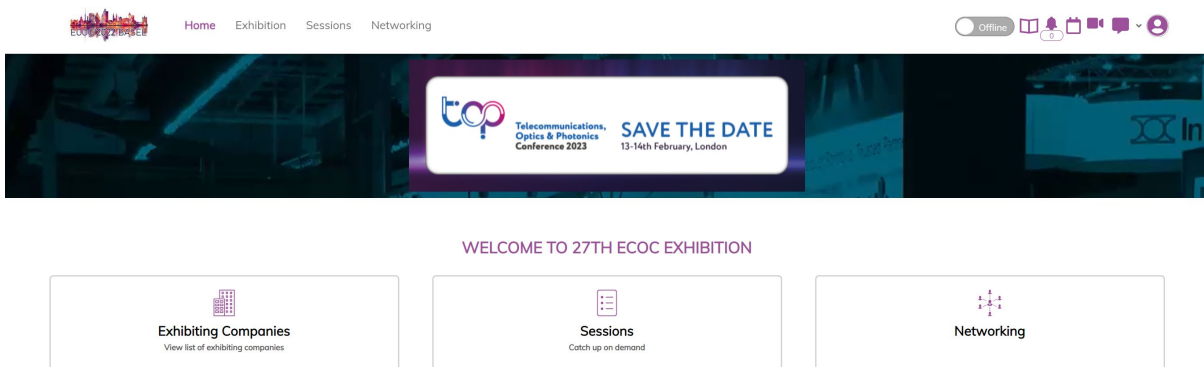
To enter the Virtual Catch Up, simply visit the website: <https://www.ecocexhibition.com/virtual> and follow the links to the Virtual Platform. You will be able to log in from Tuesday 10<sup>th</sup> October when on-demand content will be available.

You will need your 5-digit passcode/badge code which was sent to you when you registered. If you have forgotten your code, please contact [support@nexusmediaevents.com](mailto:support@nexusmediaevents.com). We will also be sending reminders closer to the event.

Enter your code in the box provided and click Submit.




## Event dashboard





On entering the Virtual Catch Up event you will see the Event Dashboard. From here you can visit all areas of the virtual event.

- **Exhibitor:** View the list of exhibitors and browse the virtual booths
- **Sessions:** On-demand Market Focus and Product Focus sessions
- **Networking:** Find exhibitor contacts and live chat

 The event Show Guide

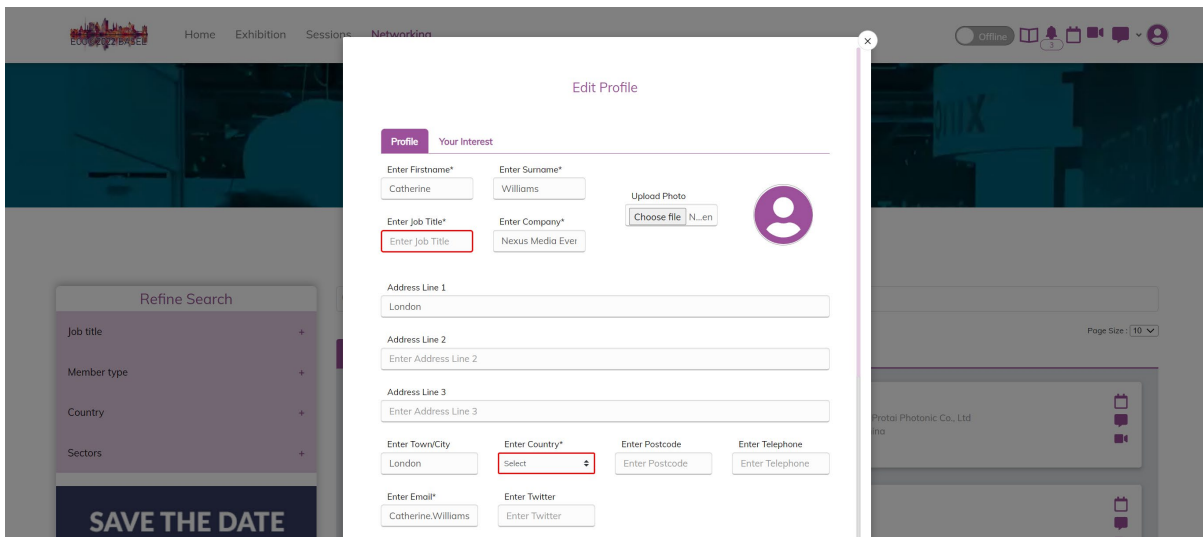
 Notifications – view notifications

 Your live chat inbox – view and respond to all live chat messages

 Your profile – update and amend your profile and add a photo

The event dashboard is personalized to you. The list of exhibitors shown is based on matches to the market sectors you chose when registering. You can click to view the full list of exhibitors, either by clicking ‘More...’ or clicking on the ‘Exhibition’ in the top menu.

## Your profile



Update or amend your profile and upload a profile photo. You can also choose to add some additional information about yourself and select if you appear as online or offline to others. This can also be managed at any time from the top navigation.

You can edit and update your profile at any time using the Profile icon in the top right corner. You can also access the booth cockpit from here, view your meeting requests and plan your schedule.

## Notifications

When logging back in, you can easily see how many messages and meeting requests you have received whilst offline.



## Communicating with exhibitors

There are multiple options for communicating with exhibitors and ways for them to contact you.

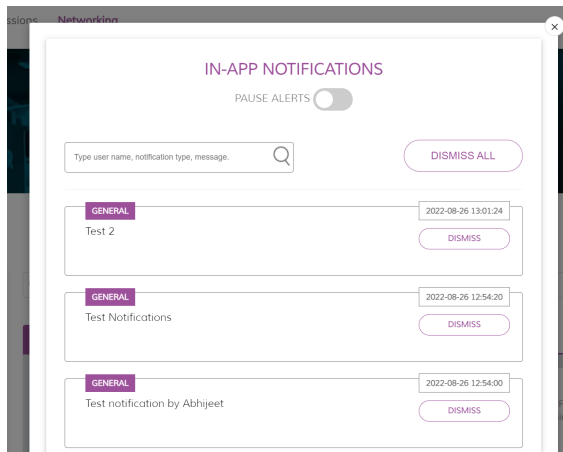
Please note that virtual exhibitors can view both visitors and exhibitors in the Network tab, but visitors can only view exhibitor contacts.

Visitors can connect with Virtual Exhibitors through Live Chat.

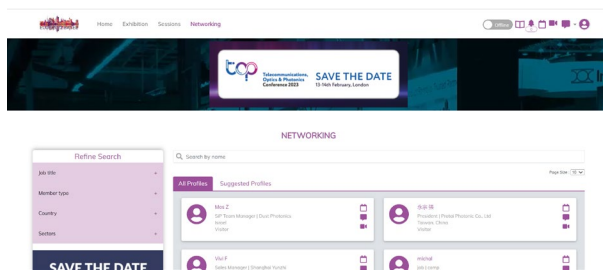
### Live Chat

Visitors can live chat with Virtual Exhibitors in two ways:

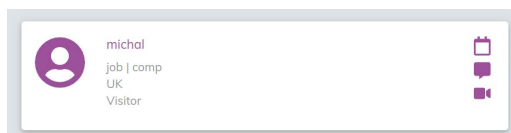
#### Live Chat from the Virtual Booth




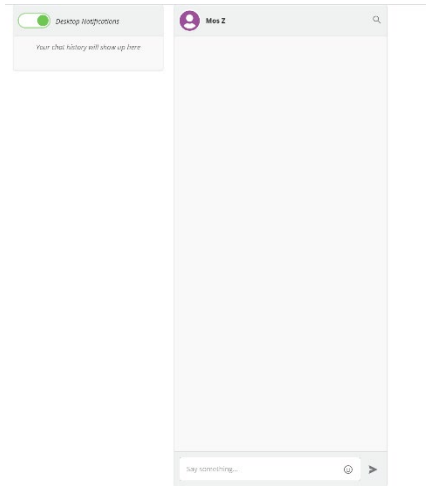
#### Or, search for a contact in Networking



Search for a contact by name or job title.



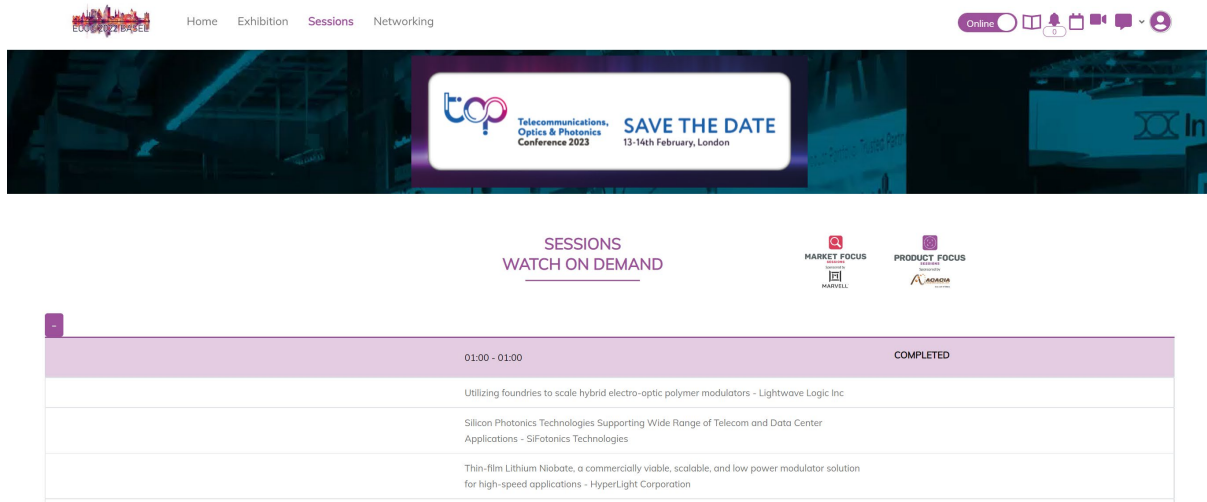
Click on the  icon next to the person you wish to contact to start a Live Chat with this person.



Live Chat will open in a new tab and you can manage all of your chats from this window.

You can switch on/off Desktop notifications which will play a short sound to notify you of a new message and send you an email.

## Watch sessions on demand



The Sessions page shows the full list of Market Focus and Product Focus sessions available to view on demand. All were recorded at ECOC Exhibition at the beginning of October. There are no live presentations and all sessions are available on-demand throughout the virtual event.

## FAQ's

### I cannot log in – my passcode is not recognised

Please check you have registered with a unique email address and no-one else is registered with the same email address.

Alternatively, you can register again and you will receive a new passcode via email. Please note the system takes a few minutes to sync so please wait up to 5 minutes before attempting to access the virtual event.

If you still have issues accessing the virtual catch up please email the team on [support@nexusmediaevents.com](mailto:support@nexusmediaevents.com)

### When will the virtual event go live?

The online exhibition will open at 13:00 (CST) on Tuesday 10<sup>th</sup> October.

**What are the opening times of the event and how long will the event last?**

The virtual event will run open to visitors 13:00 (CST) on 10<sup>th</sup> October through to 23:59 (CST) on 12<sup>th</sup> October. The exhibition and video content will only be available during the event dates.

As the event is international and virtual, the online event will be open 24 hours a day, however this doesn't mean you need to be online 24/7. Attendees will be able to choose from meeting times that exhibitors specify and can leave a message if there are no staff available.