

PLATFORM POWERED BY

swapcard



Attendees

How-to-guide

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Attendees how-to-guide

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HOW TO ACCESS THE **EVENT PLATFORM**

How to access the event platform

- You will receive an e-mail from **noreply@swapcard.com** with a button redirecting to a login page. Your account is automatically pre-created by Fastmarkets.
- A window will then ask you to create a password for your account.
- If you didn't receive anything then please check your spam box.



How to login when you already have an account?

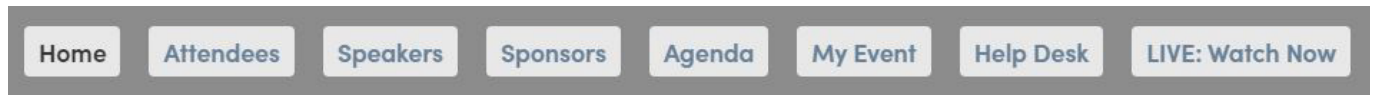
- Access your account at **<https://app.swapcard.com/>**
- Enter the email you used to register for your previous event and the password you previously created. Then, click on the green arrow to connect.
- If you've forgotten your password, click "Send me a magic link" You'll receive an email to reset your password. If you need any help, please contact **conferences@fastmarkets.com**



UPDATING **MY PROFILE**

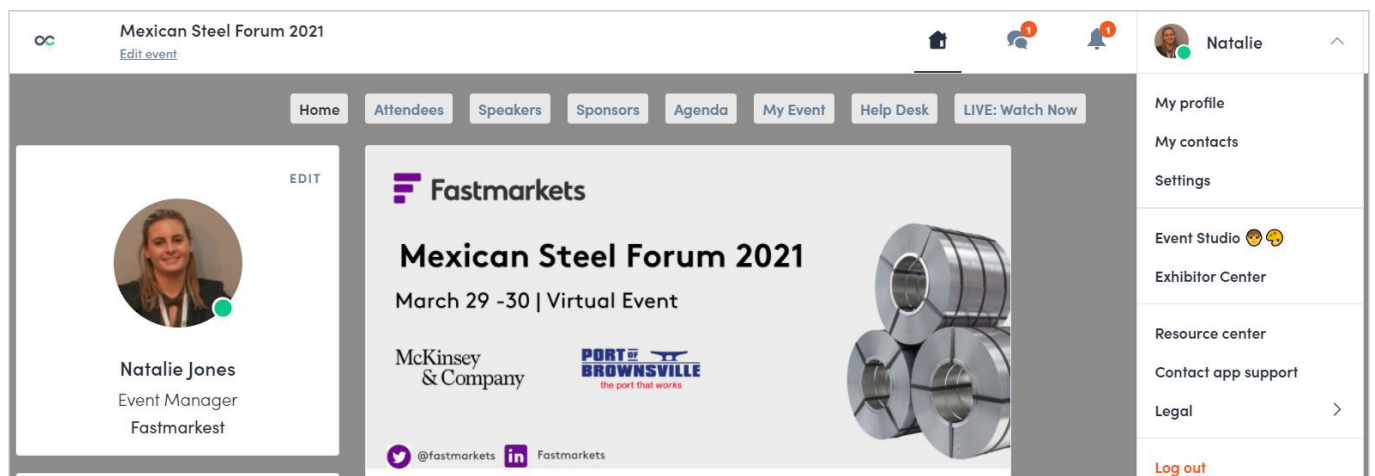
Updating my profile

- On the home page of your event, the top menu is divided into these parts:



There are two ways for you to access your profile:

- In the top right-hand corner of your screen, click on **Your name** to access the drop down menu and then select **My profile**
- On the left side of your screen, to the right of your photo, click **Edit**



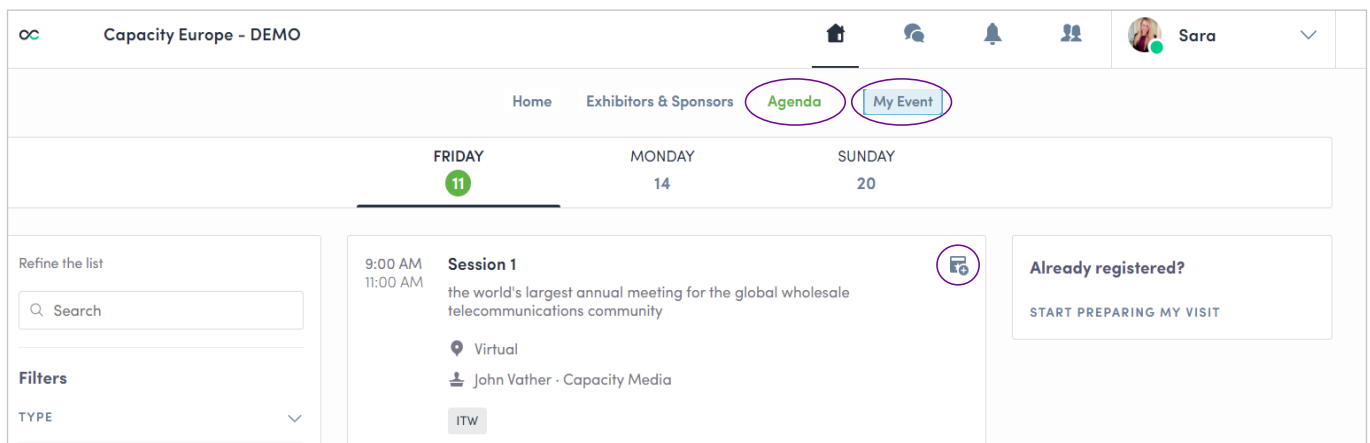
- Please complete all sections of your profile especially adding a photo



EVENT AGENDA

Event agenda

- You can easily register for sessions that you would like to attend by clicking the calendar icon on the right side of the conference slot. These will be added to your schedule.
- Your schedule is available to view either in the agenda tab or in the My Event tab.



- Around 24hrs before the live session begins, a countdown will appear next to the session page.
- Once the session begins, the video will be displayed at the top of the session page and will start automatically (except in the Safari browser where you will have to click play).
- You will be able to watch the session in full screen or continue to browse the platform. The video will automatically shrink into a smaller window allowing you to continue to network whilst watching content.

How to interact during a live session:

- You can chat with other attendees, ask questions to the speakers and respond to different polls that have been set by the organisers.
- React to other people's message with emojis and 'upvote' your favourite speaker questions with a thumbs-up sign.

How to watch sessions on-demand:

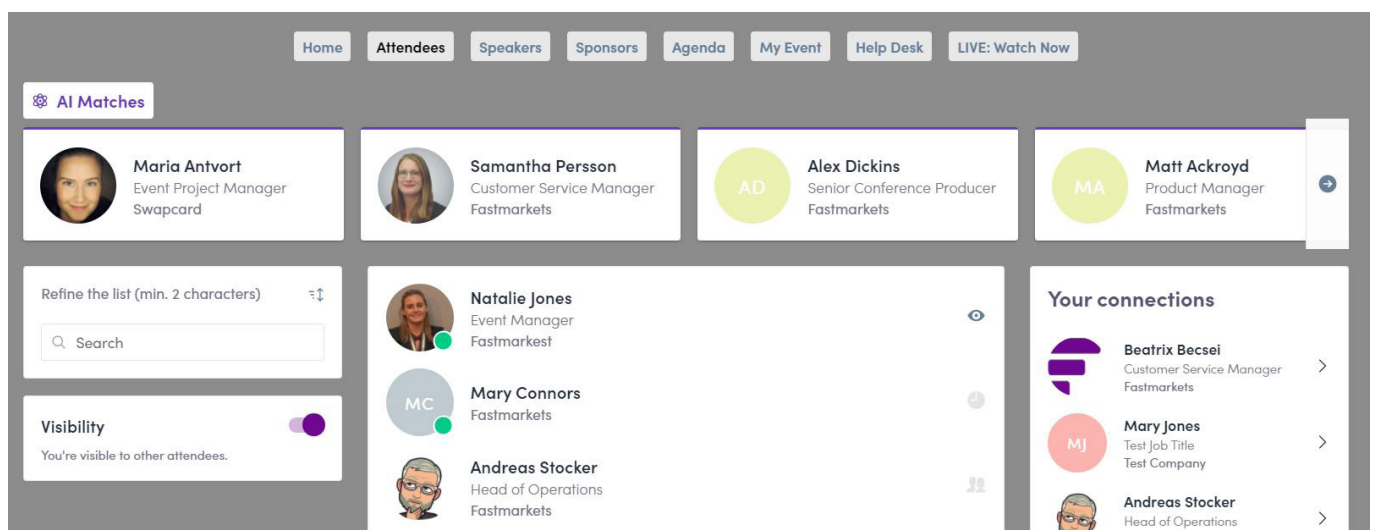
- All live conference sessions will be available to re-watch anytime once the live session has finished.
- To access this content, you can find the session you wish via the Agenda tab.



NETWORKING

Networking opportunities

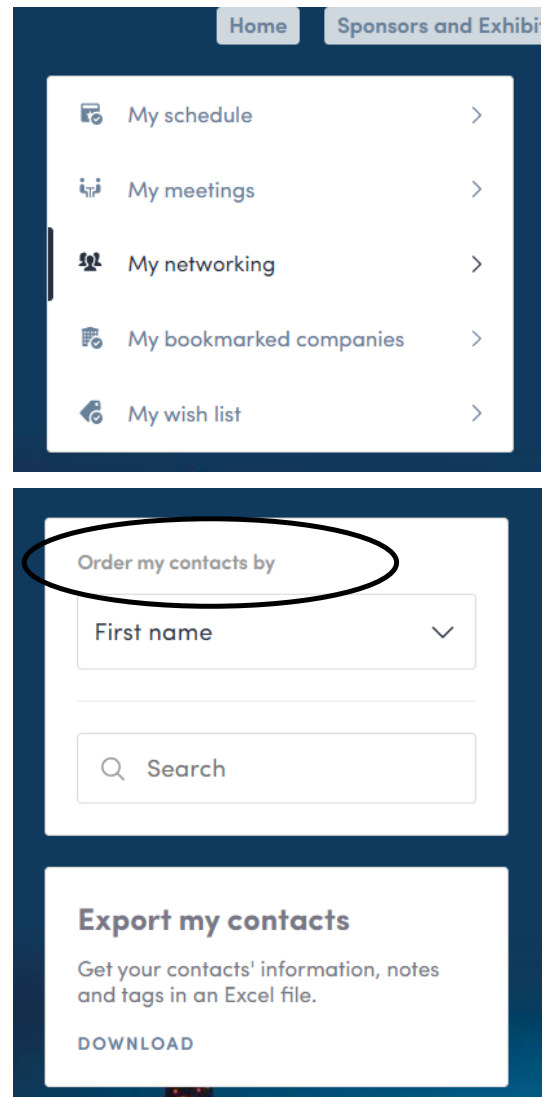
- On your **Event Home page**, you can access both the **speaker** and **attendee** lists.
- You can search for people directly by **name**, **company name** or **company type**. This is done through the **Attendee** tab in your top navigation bar.
- To connect with speakers, you can review the speaker list and see who is available for connection requests.
- Type in the person/company that you would like to connect with into the search bar on the left hand side of the page, then click on their profile.
- In these tabs there will also be suggested attendees for you to connect with, based on your company/interests.



The screenshot shows the 'Attendees' tab selected in the top navigation bar. The interface includes a search bar on the left with the text 'Refine the list (min. 2 characters)' and a 'Search' button. Below the search bar is a 'Visibility' toggle switch, currently turned on, with the text 'You're visible to other attendees.' To the right of the search bar, there are four profile cards for suggested attendees: Maria Antvort (Event Project Manager, Swapcard), Samantha Persson (Customer Service Manager, Fastmarkets), Alex Dickins (Senior Conference Producer, Fastmarkets), and Matt Ackroyd (Product Manager, Fastmarkets). Below these cards, there are three more profile cards: Natalie Jones (Event Manager, Fastmarkets), Mary Connors (Fastmarkets), and Andreas Stocker (Head of Operations, Fastmarkets). On the far right, there is a 'Your connections' section with three entries: Beatrix Becsei (Customer Service Manager, Fastmarkets), Mary Jones (Test Job Title, Test Company), and Andreas Stocker (Head of Operations, Fastmarkets). Each entry in the 'Your connections' section has a right-pointing arrow.

How to connect with other attendees

- To connect with another event attendee, click on their profile (via either the list of attendees, company profile or sponsor page) and click Send connection request!
- All connections that you make during the event are available in the My Event tab. Here you are able to view your connections through the My Networking tab.
- You can also view all your ongoing chats through  at the top of your screen.
- Your contact list can be found in the dropdown under your name on the top right corner. This will list every person and company you have connected with. You can search for a specific person through the search bar on top left. You can filter how you see these contacts through the 'Order my contacts by' drop down.
- In the Contacts tab you are also able to download your contacts into an excel file.



Top tip:

We encourage you to write a message along with your connection request to introduce yourself and explain why you would like to connect with them!

Booking a meeting

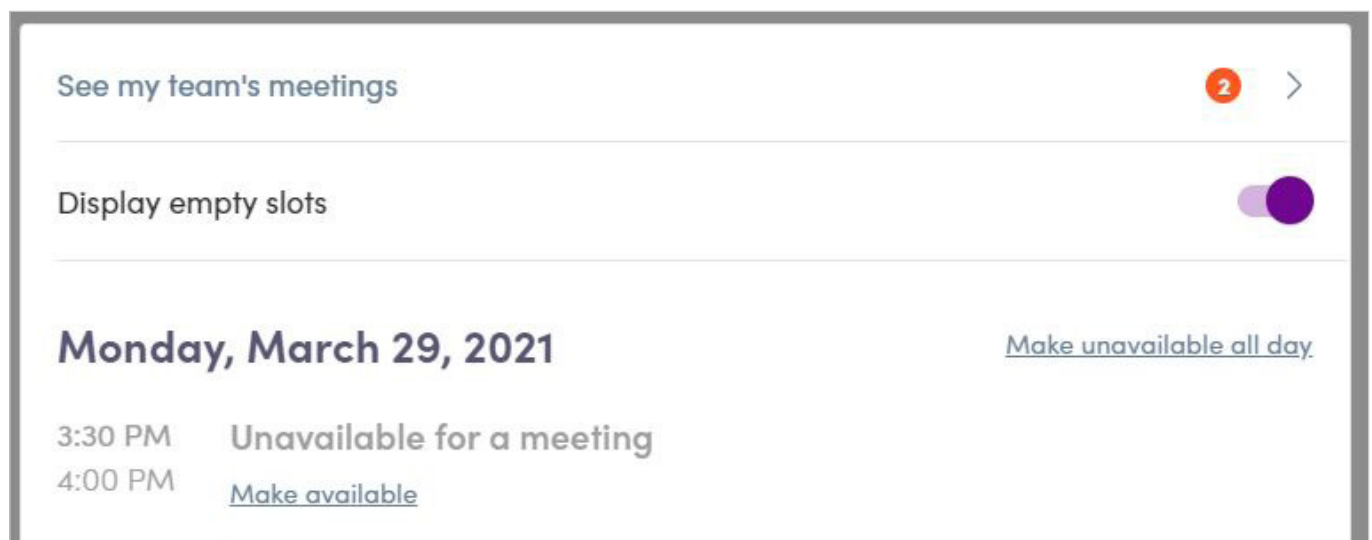
- Click on the person's profile from the list of participants or sponsor page.
- Click on one of the proposed meeting slots. If you would like to see other slots, click 'see more'.
- After selecting a slot and the virtual location, write a message to the person you would like to meet. Once done, click **Send Meeting Request**.

The screenshot shows a user interface for booking a meeting. On the left, there is a profile card for Samantha Persson, a Customer Service Manager at Fastmarkets. Below her name, it says 'Meet Samantha' and 'Select a time slot to set up a meeting with Samantha.' Underneath, the date 'Monday, March 29, 2021' is displayed, followed by a row of time slots: 3:30 PM, 4:00 PM, 4:30 PM, 5:00 PM, 6:30 PM, and 7:00 PM. A link 'See more slots' is at the bottom of this section. On the right, there is a box titled 'Connect with Samantha' containing the text 'Sending a connection request with a message is three times more likely to be accepted.' and a purple button labeled 'SEND CONNECTION REQUEST'.

Top tip for group meetings:

If you would like to have a group meeting, please select the "Group meeting" location and enter a personal meeting link created with your preferred service (Teams, Zoom, etc) in the chat box when requesting it. Make sure you also specify who the other attendees will be and ask each of them to mark themselves as unavailable for that timeslot.

- You can also access your meetings through the **My Event tab**. This will have a schedule of all your meetings that you have requested. Click through to the one you would like to start, and press **'Meeting Call'**.
- You will receive a notification before your meeting is going to start to remind you that you have scheduled it so that you don't miss anything, you can click directly through this notification to your meeting.
- Your meeting slot times are automatically available when you login into the platform.
Meeting slots are 30mins.
- You are able to make yourself unavailable for any of these slots by going into the **My Event tab** and opening the My Meetings section.
- Please update your schedule to reflect when you will be available.
- If you have chosen not to be visible on the platform, then you will only be able to arrange meetings directly through the chat, rather than through the search function.

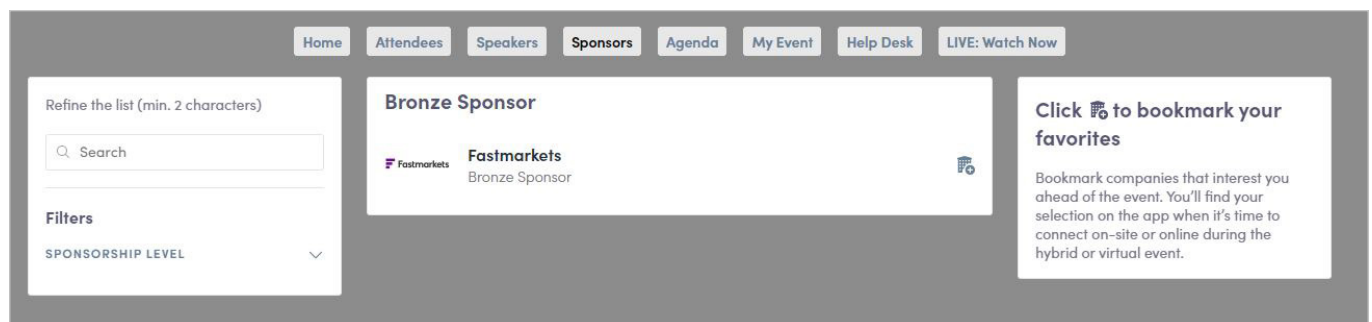


Top tip:

Make sure you update your meeting availability through the **'My Meetings'** section of **'My Event'**.

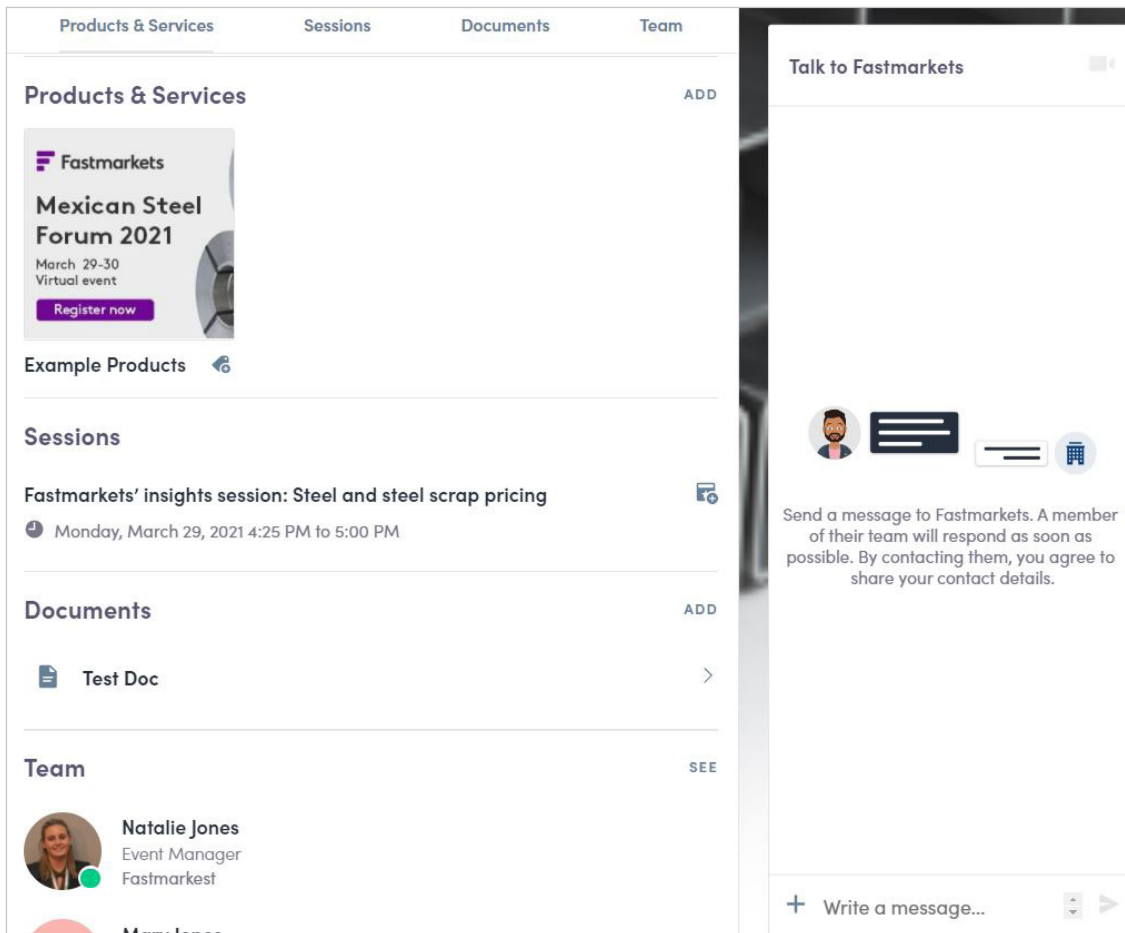
How to interact with Sponsors

- On your Event Home page you will see the **Sponsors tab**. This is also accessible through your top navigation bar.
- When you click through you will see a full list of the events sponsors.
- If you would like to view their page and book a meeting with one of their team, then click on their name in the list.
- On their page you will see company information, documents to download and the team members representing the company on their meeting area.
- Items listed in their product list are available to be added to your 'wish list'. You will be able to view all of these in your **Wishlist** in your **My Event** section.



How to interact with Sponsors

- Documents are available to download directly from the sponsor page. Scroll down to documents and click on the document you are interested in.
- You can chat directly with the sponsor or exhibitor through the chat window on the right side of their page.
- You can also set up meetings directly through their sponsor page, as you would with any other attendee. At the top of their page you will see all the meeting slots that they have available.
- If you would like to connect with a specific person from a sponsor's team, then at the bottom of their page you will see a list of all their team members. Here you can click through to their name or click on the people plus icon to the right of their name. This will take you to their personal profile where you can either pick a meeting slot or send a connection request.



The screenshot displays the Fastmarkets interface for a sponsor's profile. The main content area is divided into four tabs: Products & Services, Sessions, Documents, and Team. The 'Products & Services' tab is active, showing a card for the 'Mexican Steel Forum 2021' (March 29-30, Virtual event) with a 'Register now' button. Below this is a section for 'Example Products'. The 'Sessions' tab shows a session titled 'Fastmarkets' insights session: Steel and steel scrap pricing' on Monday, March 29, 2021, from 4:25 PM to 5:00 PM. The 'Documents' tab shows a 'Test Doc' with a download icon. The 'Team' tab shows a list of team members, including Natalie Jones (Event Manager, Fastmarkets) and Mary Jones. On the right side, a chat window titled 'Talk to Fastmarkets' is open, showing a message input field and a 'Write a message...' button. The chat window also displays a message from Fastmarkets: 'Send a message to Fastmarkets. A member of their team will respond as soon as possible. By contacting them, you agree to share your contact details.'



USING A VPN AND OTHER FAQ'S

Using a VPN to access the platform

- If you are joining us from region that typically blocks youtube/vimeo, we strongly recommend that you download a VPN prior to the event to test that you can access the platform a few days before the start of the event.
-
- A virtual private network (VPN) gives you online privacy and anonymity by creating a private network from a public internet connection. VPNs mask your internet protocol (IP) address and allow you to choose which country you would like to access the service through. For example, if you are based in the US, it can amend your location to France to allow you to access services not typically available in the US.

Login FAQs

Login issues

Swapcard isn't working in my browser?

- 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.
-
- Internet Explorer does not support Swapcard.
-
- Try cleaning your cache.

My magic link has expired?

- The magic link email has a security token personalised for your email address which expires within an hour or once you click on the link. If you think your magic link may have expired, please request a new one at noreply@swapcard.com

I did not receive my login email?

- This email is sent from hello@swapcard.com and if you do not see it in your inbox it most likely could be in your spam folder or might be blocked by your company's firewall if you are using your work email address. Please, allow at least an hour after your registration for the email to arrive.
-
- If your company is blocking our email, please have them whitelist "noreply@swapcard.com" & "hello@swapcard.com". Then go back to the login page to request a new magic link.
-
- If you have not received an email 1hr post registration, even after having asked your company to whitelist our email addresses, please contact us at conferences@fastmarkets.com

I've been asked for an event code upon login?

- If you are asked for an event code upon login, please make sure you are logged in with the same email address with which you registered. If you are using the same email and still being asked for a code, it's possible that your registration data has not yet been synced with our platform. Please wait for the login email or check your spam or junk email. The email comes from "noreply@swapcard.com" or "hello@swapcard.com"

General FAQs

What time zone is used for the sessions and meetings?

- By default the system follows your device's time zone. But you have an option to switch to your event's time zone on the event home page in the event description area

Where can I see My meetings, Sessions, Bookmarked Companies, Product Wishlist?

- You can see them under the "My Event" tab.

The live stream or video play back aren't working?

- 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:

- 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.

- 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)

- Try on a different device (Mobile perhaps, if you are viewing on desktop)

- 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).

- Please note that videos are not hosted on Swapcard and that the platform only acts as a "gateway" to the event's video content.

Where do I go to send a connection request?

- You need to navigate to the profile of the user to whom you wish to send a connection and use the "Send a Connection Request" box on the right hand side of the page.

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.



If you require any assistance or have any questions, please contact your Operations contact at Capacity Media or **conferences@fastmarkets.com**, we will be happy to help.

We hope you enjoy the event!