

**Swapcard Mobile App FAQs for Exhibitors**

**Exhibitor Center**

**How do I navigate in my Exhibitor Center?**

Once logged in, this menu sidebar appears on the left side of your screen. It will be useful for you to navigate between the different sections of the Exhibitor Center.



**Home:** find the welcome message of the event organizer as well as some statistics about your company.

**Company profile:** view and modify the information of the company for which you are exhibiting.

**Meetings:** manage meeting requests that are sent to your company.

**Team’s contacts:** view and export all the contacts made by your team before, during and after the event.

**Leads board:** analytics of your company

**Your team:** manage the different members of your team.

🡪 A red dot indicates that you have a pending notification, hurry to see what's going on!

# **Company Listing**

**Can any team member of a company’s booth edit the company profile?**

All individuals registered as exhibit staff will have access to edit your company booth.

**Can we continue to edit/add to our Company Listing booth after September 6?**

Yes, you may edit your booth after September 15, however we recommend that your booth is “attendee ready” by that date. Attendees will have access to the platform that week so they will be exploring the platform and viewing the exhibitors.

**Is there a cap for documents/links we can add to our booth?**There isn’t a cap of how many documents your team can add to your virtual booth. If your team is adding a large file, there is a restriction of 10GB. We would recommend using the hosted URL in place of the actual file. Acceptable document files include pdf, doc, docx, ppt, pptx, png or jpg. If you are using a URL, please paste a link with http://

**Can I re-order my documents in my Company Listing?**Depending on the order your company uploaded the documents is how they will appear. If you wish to re-order the documents, please re-upload the files to appear how you wish.

# **Meetings**

**When can we start scheduling 1:1 meetings?**

You can start scheduling meetings once attendees are given access to the virtual platform the week of September 6.

*\*We encourage pre-scheduling meetings with individuals via email and calendar invites prior to getting onsite to Denever. Once attendees have access to the platform the week of September 6, you can find the individuals in the attendee section to schedule those meetings.*

**If there is more than one person that needs to be part of a meeting then how does that work in Swapcard?**

By default, the person creating the Group Chat is the Admin. This will give them the rights to:

* Add and remove members
* Rename the conversation
* Assign or demote other Admins
* End the conversation

**Where can I export the meetings from for my Booth?**

You can export the meetings for your booth from ‘My Profile > Exhibitor Center > Meetings’

**Does someone from our booth have to be online all day?**

We recommend having your staff available during Experience Hall hours. Outside of the Experience Hall hours, it’s up to your team’s discretion how you would like to staff your booth.

**How do I assign a meeting to a team member?**

To assign a meeting to a member of your team, simply go to the "Meetings" section of your Exhibitor Center then click on the meeting of your choice: select the collaborator of your choice by typing the first letters of his first name in the field "Please assign a member to this meeting", then click on "Accept".

**How can I mark myself unavailable so people don’t schedule meetings during that time?**

* Click ‘**My Program’** on in the top navigation bar
* Click ‘**My Meetings’** on the left side menu bar
* All the available meeting slots will appear and you have the option to select ‘Make Unavailable’ per time slot or per day

**Please note**: marking ‘Make Unavailable’ is specific to your individual schedule and will not be reflected in the company meeting availability. The times that were marked ‘Unavailable’ on your schedule will appear on team’s schedule and you will not be able to be assigned a meeting during that time.

**Do I need to be logged into the platform to know if I received a meeting request?**No, you will receive a notification via email if you are not logged in. Once you log into the platform there will be a notification at the top of the menu bar alerting you of the meeting request. The notification will go to all registered booth staff so someone can assign the new meeting to a member of your team that is available.

**How do I setup a meeting with an attendee?**

* Click **‘Attendees’**, click on their **‘Individual Profile’**
* Click on one of the proposed meeting slots available on their profile. If you want to see other slots, click on ‘see more slots’
* After selecting a slot, choose a meeting place and write a message to the person you want to meet. Once done, click on the arrow at the top right to send your meeting request.

**Please note:** All meeting slots are in 15-minute increments. If you wish to have a 30-minute meeting, please block (2) slots out. Note, your meeting will not close out if you exceed 15-minutes.

**How many meetings per time slot can my company hold?**

There is no limit to the number of meetings per time slot a company can hold. If a company receives more meeting requests than they have booth staff members, we recommend suggesting a new time to the attendee to ensure someone is available

**Please note:** As an exhibitor, attendees request meetings with your company. By doing so, the individual is requesting a meeting with your company and not specific individuals. Your team can assign a specific team member to a specific meeting but everyone that is registered for your company will receive a notification initially.

**Miscellaneous**

**Where can the important dates and milestones be found?**

All important dates for Exhibitors can be viewed on our [Exhibitor Resource page](https://www.enaexhibits.org/resources) on the EN22 website.

**When will we receive the EN22 attendee list?**

Attendees are given access into Swapcard the week of September 6. Once attendees are given access, their information will populate in the Attendees section of the platform. Once connections are made in Swapcard, you will have the ability to download any contacts you make during the event.

**Swapcard Mobile App & Desktop Version**

**I didn’t click on the login invite in time and now it’s expired, how do I login?**

* Click here: <https://www.swapcard.com/>
* In the top right corner, click **‘Login as a Participant’**
* Enter the email address you used when registering for EN21x
* Follow the steps to create a password and launch the event landing page.

**Where can I find the links to access Swapcard?**
The links below will only work once you accept your invitation into Swapcard and create a password. You can access Swapcard and the EN22 event via mobile or web app using your desktop or smartphone.

The Web App: <https://app.swapcard.com/>

The Mobile App is available on iPhone and Android:

* To download:
	+ **Apple App Store**:
	<https://apps.apple.com/us/app/emergency-nursing-2021/id1581946805>
	+ **Google Play Store:** <https://play.google.com/store/apps/details?id=com.swapcard.apps.android.emergencynursing&hl=en_US&gl=US>