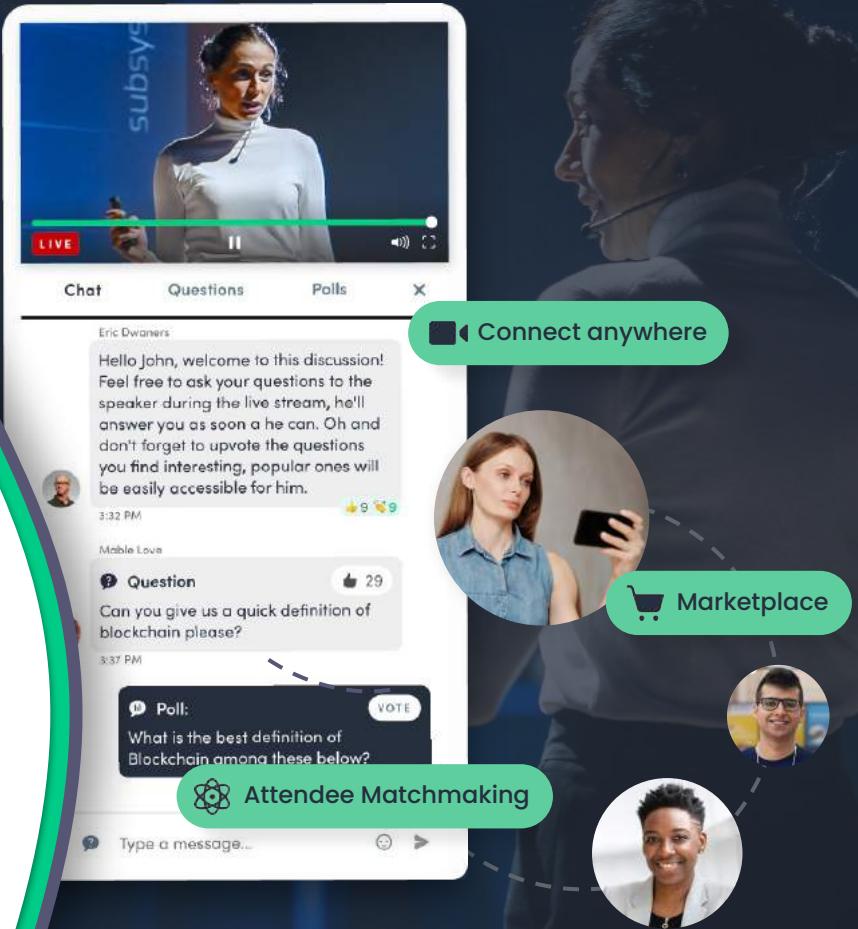


User's Guide

General guide



All-In-One Event & Community Platform
Grow your Events into a Community





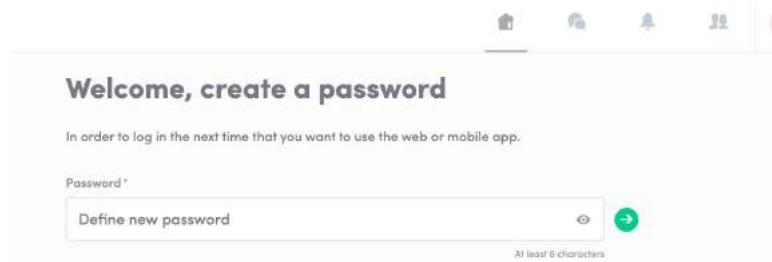
ACCESS THE APP

LOGIN

How to login for the first time?

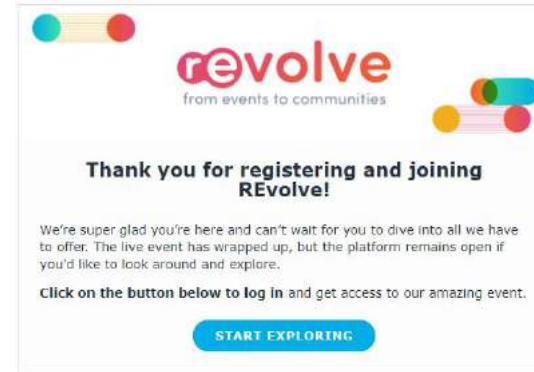
swapcard

- 1 You will receive an email similar to **these ones** with a button redirecting you to a login page. Your account is automatically created by the platform after you have registered. A window will then prompt you to create a password for your account:



You can also access the event from your phone by downloading the Swapcard app ([iOS](#)/[Android](#))

- i **Note:** If you don't see this email in your mailbox, please check your spam folder. Most of our emails are sent from noreply@swapcard.com



How to login when I have an account?

1 Access your account on app.swapcard.com

2 Enter the email you used to register from your event and your password. Click the green arrow to connect.

The screenshot shows a mobile-style login interface. At the top is a large green infinity symbol icon. Below it, the word "Welcome," is displayed. A sub-instruction says "Please enter the email address you provided during event registration." Below this is an "Email address" label followed by a text input field containing "Enter your email address". To the right of the input field is a green circular arrow button.

The screenshot shows a desktop browser-based login page. At the top right, it says "Hi Anaïs". Below that, a message reads "It's good to see you again. Please insert your password to login." There are two input fields: one for "Email address" and one for "Password", which contains "Insert your password". To the right of the password field is a "Send" button. At the bottom left, there is a "Forgot your password?" link and a "SEND ME A MAGIC LINK" button.

Note: If you have forgotten your password, click "**Send me a magic link**" after entering your email.

i You'll receive an email to reset your password (valid for 1 hour).

If you need any help, please contact <https://help-attendees.swapcard.com>

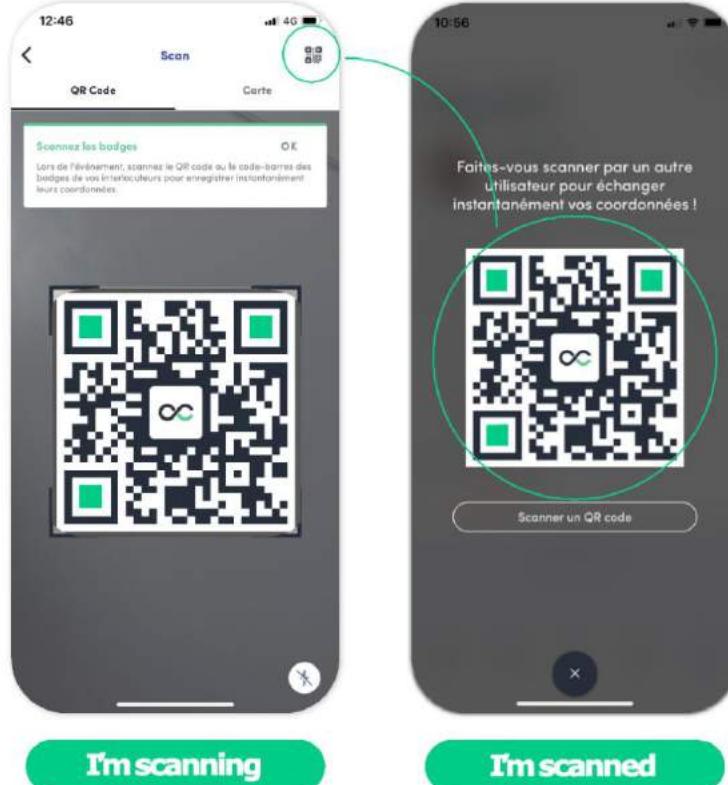


PHYSICAL EVENT

QR CODE / SCAN BADGE

App/ Badge Scanning

swappcard



To scan a badge, click the **scan icon** on the home screen of your event.

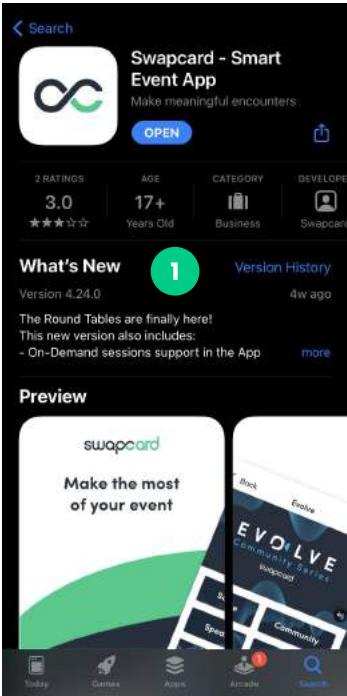
By scanning the QR code of an attendee's badge, you automatically add it to your contacts. This allows you to **chat, share contact details and add tags and scoring** to your contact. **Your contact details are also shared to the other person.**

You can display your **electronic badge** to be scanned. It is located on the top right-hand corner of the scanning interface.

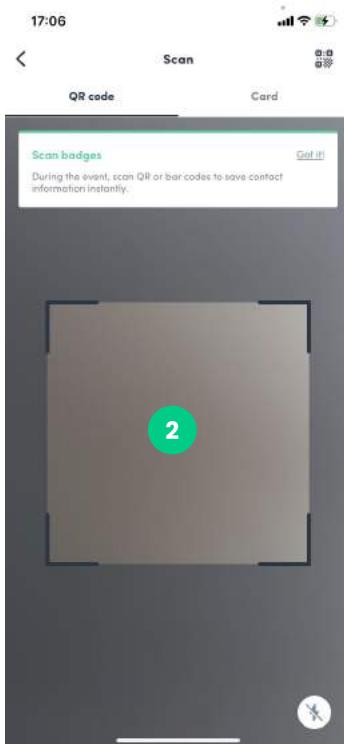
How to Scan a Badge

swappcard

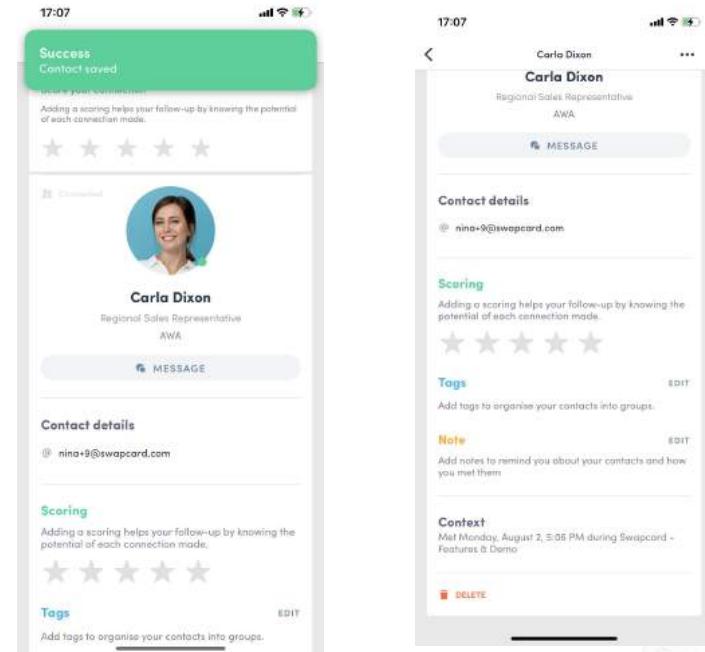
- 1 Download the app
Swappcard



- 2 Open the camera and scan the QR code



- 3 You will have access to the participant's information



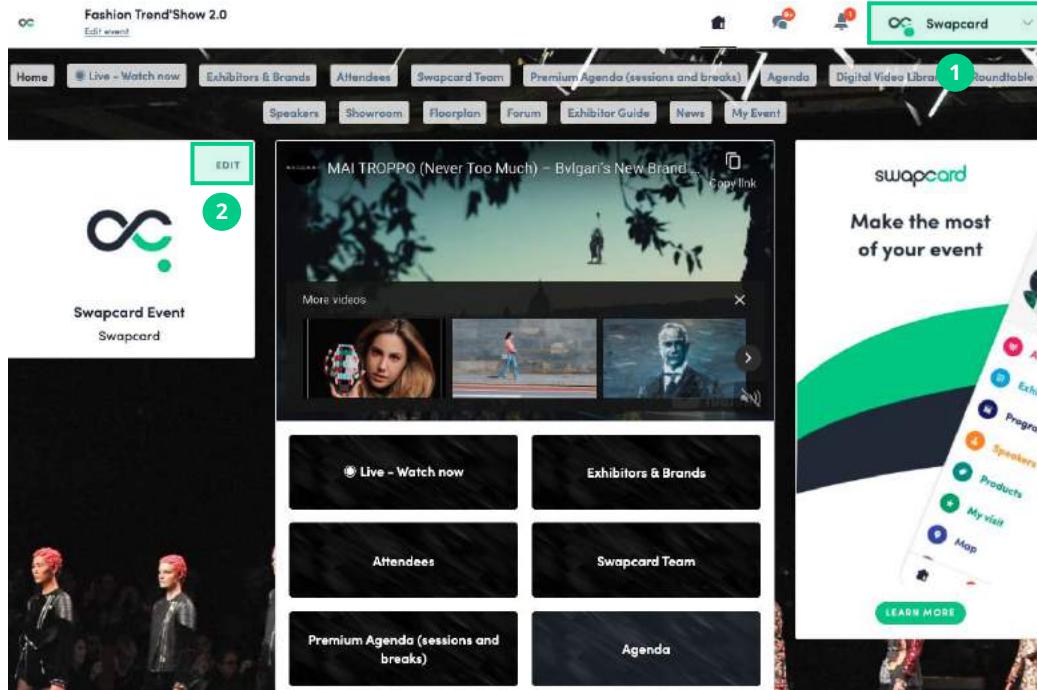


AVAILABLE FEATURES

CONTENT

How to edit your profile (1/2)

swappcard



There are **two ways** of accessing your profile:

From the drop-down on the upper-right corner of your screen, click "**My profile**"

On the left side of your screen next to your photo, click "**Edit**"

You'll be redirected to your profile where you can edit your information.

How to edit your profile (2/2)

swappcard

The screenshot shows a user profile editing interface. At the top is a logo for 'EVOLVE Team' with sub-labels 'Event Planner' and 'Swapcard'. Below this are three main sections: 'About me', 'Social media', and 'Contact details', each with an 'Edit' button.

- About me:** Includes a brief description: 'Meet the team behind Evolve! Evolve by Swapcard is an online community for event planners and a virtual series of live sessions dedicated to trends, news, and hot topics in the events industry.' Fields for 'Country' and 'City' are present.
- Social media:** Displays icons for LinkedIn, Twitter, Facebook, YouTube, and Instagram, with an 'Edit' button to the right.
- Contact details:** Lists email and website information with checkboxes for adding mobile and landline numbers, and an 'Edit' button.

To edit your profile, click “**Edit**” or “**Add**” next to the information section you want to edit.

Here is the information you can edit:

- Personal information
- Biography
- Social Media
- Contact details
- Company
- Additional fields added by the organizer

How the schedule works

The screenshot shows the event platform interface. At the top, there's a navigation bar with tabs: Home, Attendee, Brands, Brand's Products, Conferences, Training & Workshop, Speakers & Trainers, Group Discussions, and My Visit. Below the navigation is a timeline showing Saturday (13), Sunday (14), and Monday (15). A sidebar on the left is titled "Recommended for you" and lists sessions like "What are the new types of fashion training?", "What will be 2021 flashback trends?", and "Gates opening - Day 1". The main area displays sessions for Saturday, including "What is the impact of independent creators?" and "Opening session". On the left, a sidebar titled "Refine the list" includes a search bar, filters (Type: Book, Session, Location), and a location dropdown. A green box highlights the "Filters" section.

The tab “**My Event**” allows you to see your own schedule. Here you can find the **sessions**, **sponsors** and **partners** you bookmarked, your confirmed meetings and more.

You can **export** your **schedule** by clicking “Export to my calendar” or “Download PDF.”

The schedule/agenda button gives you an overview of the event sessions. You can register for sessions by clicking on this **bookmarking** icon.

You can find sessions by using the **search** bar and **filters** located on the left side of the screen.

The screenshot shows the "My Event" section of the platform. It features a sidebar with "My schedule", "My meetings", "My networking", "My wish list", and "My bookmarked companies". Below this is an "Export" section with a "DOWNLOAD PDF" button. The main area displays a schedule for Tuesday, May 12, 2020, with sessions like "Welcome to Evolve with Swappcard", "Engagement Expert Challenge", and "Evolve Interlude". A green box highlights the "Export" section.

How to access an ongoing live session

There are several ways to access an ongoing live session.

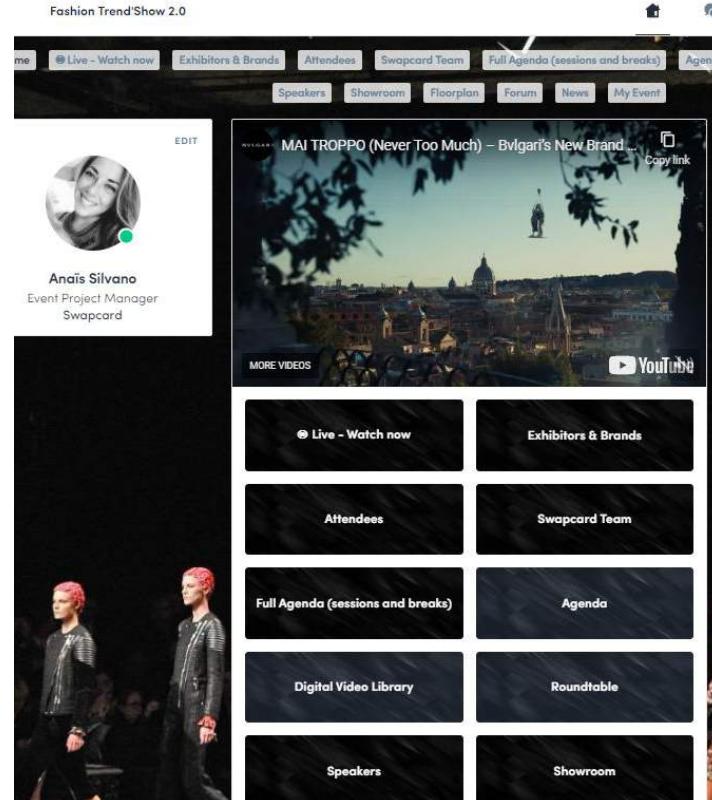
1

From **Event Home**, click the “**Live session**” button. If there is a live session, the live button should also be present as a tab on the top navigation bar.

You will get redirected to the ongoing session, or the following one if nothing is happening at that time.

2

You can also access it from the “**Event schedule**” or “**My Event**” tab. Click on the ongoing session to reach the session page.



How to access a streaming session

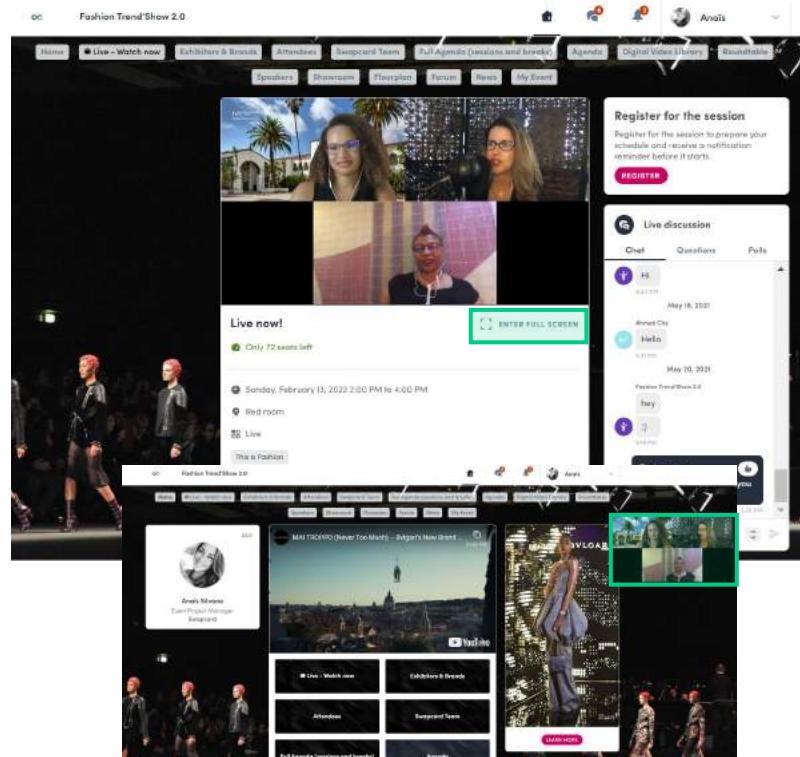
Less than **24 hours** before a live stream session a countdown will show on the

Streaming will start Monday, April 20, 2020 4:40 PM

06 03 14

As soon as the session begins, the video will be displayed at the top of the session page and will start automatically. You can refresh the page if it does not.

You will then be able to watch the video, in **full screen** mode if you wish, or continue to browse the app while watching the session in a **pop-out window**.



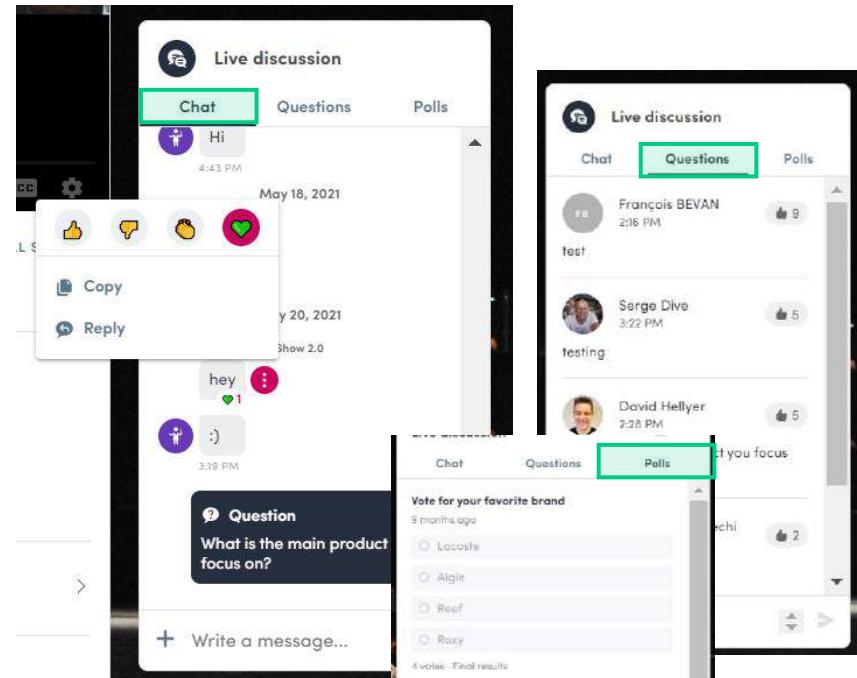
How to interact during a session

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

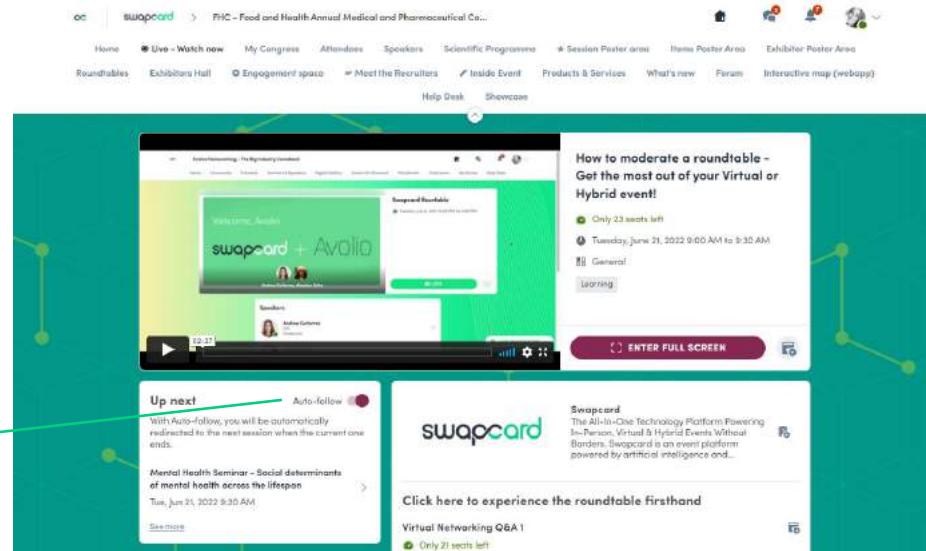


What is auto-follow?

The **auto-follow** feature is activated by default when you click on a “**Live**” schedule button.

This feature allows a seamless experience when watching sessions since it will take you from one session to the next every time a session is completed.

To deactivate it, simply **toggle it off**.



i Note: The auto-follow is never active if you arrive on the session page without clicking a live button or tab.

How to watch session on-demand?

The event organizer can make sessions available to watch **on-demand**.

You can access on-demand sessions through the schedule by clicking on past sessions.

There may be an **On-demand**, **Replay** or **Digital Video Library** button added by the organizer on the homepage. This is where content is available to watch after the

A screenshot of a digital event platform's homepage. At the top, there is a navigation bar with links: Brands, Attendees, Swapcard Team, Full Agenda (sessions and breaks), Agenda, Digital Video Library (which is highlighted with a green border), Roundtable, Speakers, Showroom, Blueprint, Forum, News, and My Event. Below the navigation bar, there are three video thumbnail cards:

- # ENERGY BREAK** (purple background): Energy Break: A Brief Intro To Positive Psychology & The... swappcard
- # YOGA FLOW** (yellow background): 10-Minute Yoga To Get The Blood Flowing swappcard
- # WORK SMART** (pink background): 10-Minute Tips For Boosting Productivity swappcard



A grid of nine dark rectangular boxes representing different sections of the digital event platform:

- Top row: Live - Watch now (with a play icon), Exhibitors & Brands
- Middle row: Attendees, Swapcard Team
- Bottom row: Full Agenda (sessions and breaks), Agenda
- Second bottom row: Digital Video Library (highlighted with a green border), Roundtable
- Third bottom row: Speakers, Showroom



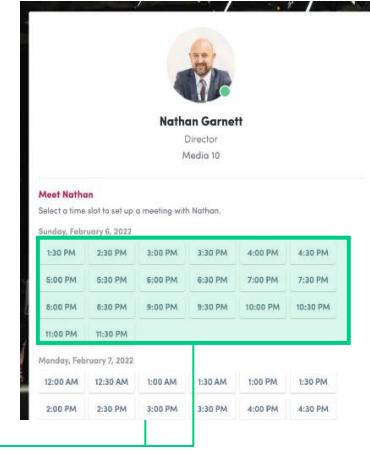
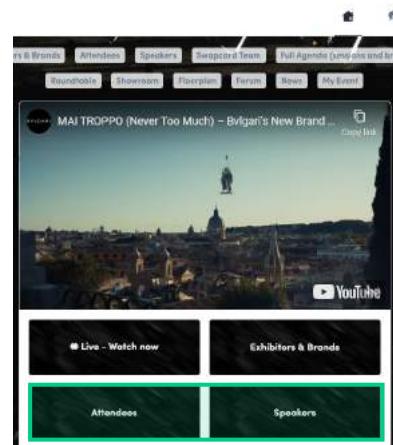
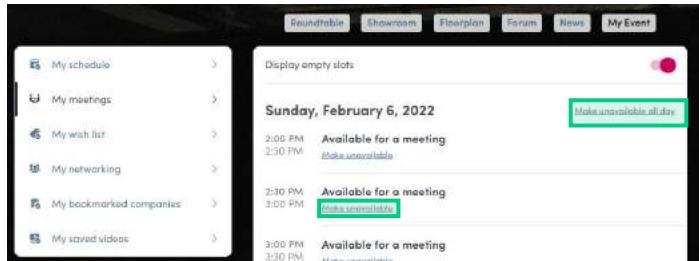
AVAILABLE FEATURES

NETWORKING

Networking

From the home page or the top navigation bar you can access the **Speaker** and **Attendee** lists.

Here you can search and find people to connect with. You can chat, have video calls, and book meetings. You can meet virtually or face-to-face depending on how the event is organized.



If you see **time slots** appearing on people's profiles, it means that the organizer has made it possible for you to book meetings with them. Slots disappear once booked.

You can manage your **availability for meetings** by going to the **My meetings** tab in **My Event**. Making yourself unavailable all day or at specific times will remove meeting slots.

How to send a connection request

The screenshot shows a user profile for 'Nathan Garnett' (Director at Media 10) and a 'Connect with Nathan' modal window. The profile includes a photo, name, title, and a calendar view for February 6, 2022, and February 7, 2022, showing various meeting slots. The 'Connect with Nathan' window contains a message about increasing acceptance rates through messages, a note field, and a red 'SEND CONNECTION REQUEST' button.

February 6, 2022				
2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM
5:30 PM	6:00 PM	6:30 PM	7:00 PM	7:30 PM
8:30 PM	9:00 PM	9:30 PM	10:00 PM	10:30 PM
11:30 PM				

February 7, 2022				
12:30 AM	1:00 AM	1:30 AM	1:00 PM	1:30 PM
2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM

To send a connection request, go to their profile (via the list of participants, speakers or a company profile) and click the **Send connection request** button.

Tip: Add a note to your connection request to introduce yourself and explain the reason for your request.

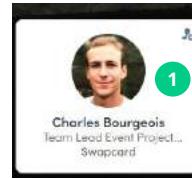
You will be able to find a full list of your connections in **"My Event"** under **"My Networking"**.

i Note: Accepting a meeting will automatically make the person who requested the meeting one of your connections with access to your complete profile.

How to request a meeting

swappcard

- 1 Access a person's profile (i.e.: from the Attendees button)

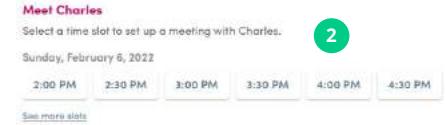


- 2 Click on one of the suggested meeting slots.

For more slots click "see more slots"



- 3 After selecting a slot and choosing a location for the meeting, write a note to the person you would like to meet.



- 4 Once done, click "**Send meeting request**"

Sunday, 6th February • 2:00 PM to 2:30 PM

Select a place to meet at the event.

Virtual

Video Call

Virtual

Sunday, 6th February • 2:00 PM to 2:30 PM

Virtual + Video Call

Message (optional)

Introduce yourself and the purpose of the meeting

G1000 CharlesBourgeois

SEND MEETING REQUEST

- i Note:** If you plan to meet virtually, select Online or Virtual Meeting when choosing the location.

How to have a virtual meeting?

5 minutes before a virtual meeting and 15 minutes before a face-to-face meeting you will receive a reminder email from which you can click to access the meeting.

If you are already on the platform you can start the meeting by going to the profile of the person you have a meeting with, and click the “**Meeting call**” button.

This will launch the video call. This button is only available if the meeting is confirmed.



Note: You can also access a meeting directly from the meeting notification.

The screenshot shows two main interface elements. On the right, a user profile for 'Charles Bourgeois' is displayed, showing he is connected. His profile picture is a young man with blonde hair. Below his name, it says 'Team Lead Event Project Manager Middle East/APAC' and 'Swapcard'. A small 'CONFIRMED' badge is visible. On the far right, a context menu is open with options: 'Send message', 'Start a video call' (which is highlighted with a green border), and 'Cancel meeting'. On the left, a notification card for a meeting with Charles Bourgeois is shown. The card includes the speaker's name, the meeting title 'Meeting reminder', the date and time 'Thu, May 20, 2021 4:35 PM to 5:05 PM', and a 'General meetings' category. At the bottom of the card is a green 'MEETING CALL' button. The entire interface has a clean, modern design with a white background and light-colored cards.



**Thank you for taking the
time to read this presentation.**

If needed, you can fill out this **quick form**
and our **support team** will get in touch:
<https://help-attendees.swapcard.com>