



## Visitor Guide

Online Event 9-22 September 2021

Featuring



Welcome to the Visitor Guide. We are using Swapcard as our event platform. This User Guide is designed to support you step-by-step before and during the event and help you complete the necessary requirements.

Questions? Please contact [Nureen.c@informa.com](mailto:Nureen.c@informa.com)



# Getting Started

# Content Getting Started

Topic	Page
Step 1 : How to register for Fi Asia online	5
Step 2 : How to log in for the first time	6
Step 3 : Platform Navigation	7
Step 4 : How to set up or edit my profile on the event?	8
Step 5 : How to login when I already have an account ?	9
Step 6 : How to navigate through the Event Agenda	10
Step 7 : How do I add the content programs to my personal calendar?	11
Step 8 : Networking at Fi Asia online	12
Step 9 : How to manage your availability	13
Step 10 : How to send meeting requests	15

# How to register for Fi Asia Online Event

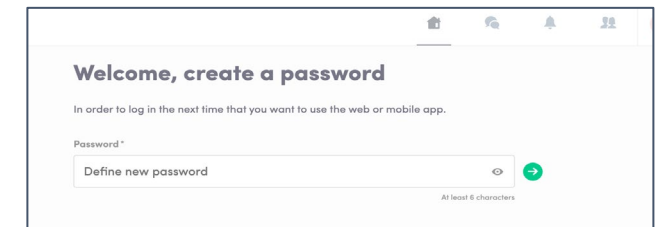
In order to access the event, all attendees need to first register. To register for Fi Asia online event please [click here](#) or go to [www.fiasia.com/thai/Ind](http://www.fiasia.com/thai/Ind) and click “Register as visitor”.

- 1) Please complete the registration form, accept the privacy policy and hit “Register”. Your answers will be used for the intelligent matchmaking platform to connect you with the right exhibitors, , so please make sure to complete the information correctly.
- 2) On **23 August**, you will receive an email from [noreply@swapcard.com](mailto:noreply@swapcard.com) with all the information you need to access the platform and start making connections.

# How to log in for the first time

- 1) You will receive an email similar to this one from 23 August with a button redirecting you to a login page. Your account is automatically pre-created by the platform after your registered.
- 2) This email will come from **noreply@swapcard.com** so be sure to whitelist it.
- 3) A window will then suggest you to create a password for your account.
- 4) To enter the Fi Asia online platform, click the name “Food ingredients Asia” box.

**Note :** If you don't see this email in your mailbox, please check your spam.



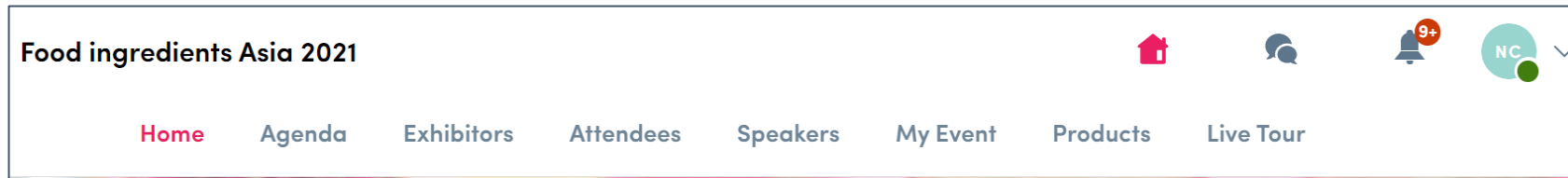


## Step 3 Platform Navigation

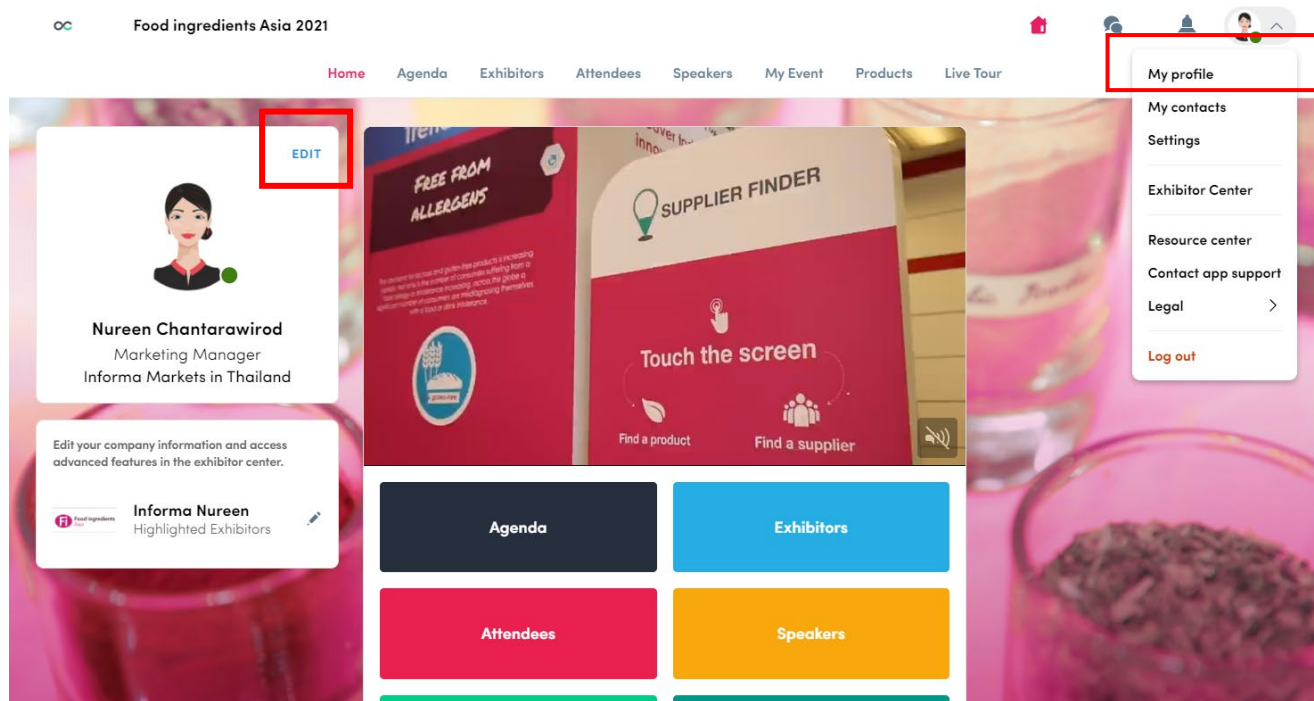
Main navigation has 4 parts:



To access different sections of the platform, use the buttons on the navigation sub-bar:



# How to set up or edit my profile on the event?



There are two ways for you to access your profile :

- On the upper-right corner of your screen, click on **My profile**.
- On the left side of your screen next to your photo, click on **Edit**. You'll be redirected to your profile details.

**Important tips:** Please check all your profile details are correct and add a recent high-definition photo.



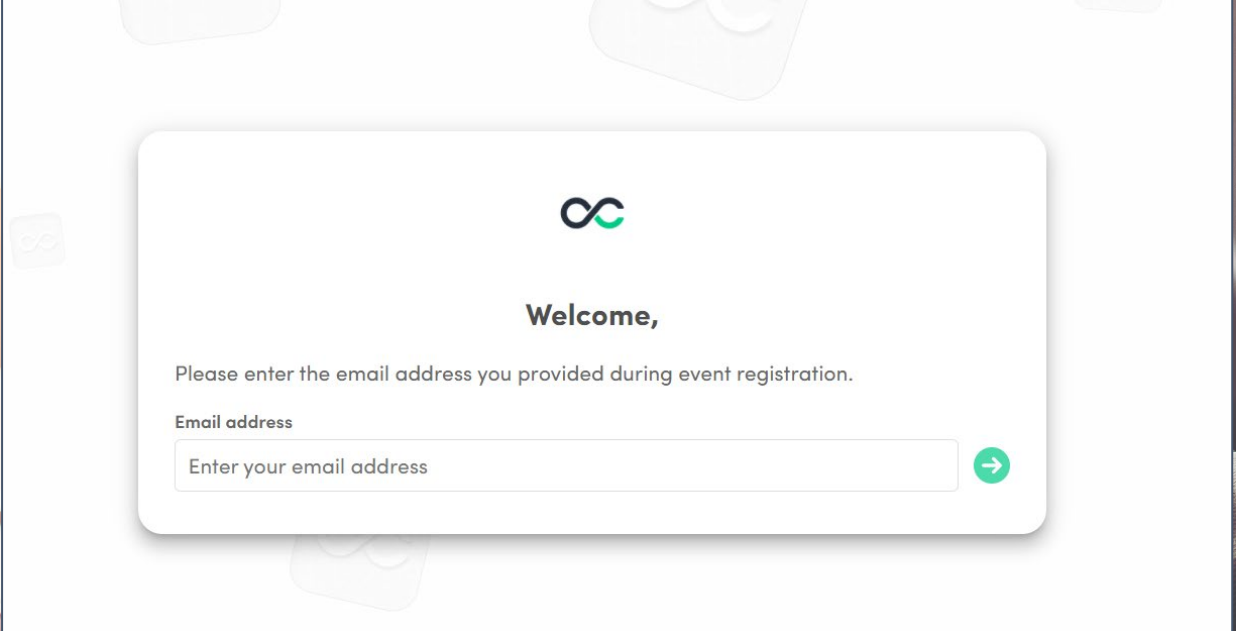
## How to login when I already have an account ?

1) Access to your account on

<https://app.swapcard.com/event/food-ingredients-asia-thailand>

2) Enter the email you used to register for the event and the password you've created before.

3) Then, click enter to connect.



∞

∞

Welcome,

Please enter the email address you provided during event registration.

Email address

Enter your email address →

**Note :**

- If you have forgotten your password after entering your email, click on **Send me a magic link**. You'll receive in your mailbox an email to reset your password.
- if you already have an account , the event might ask for your password. If you need any help, please contact [support@swapcard.com](mailto:support@swapcard.com)

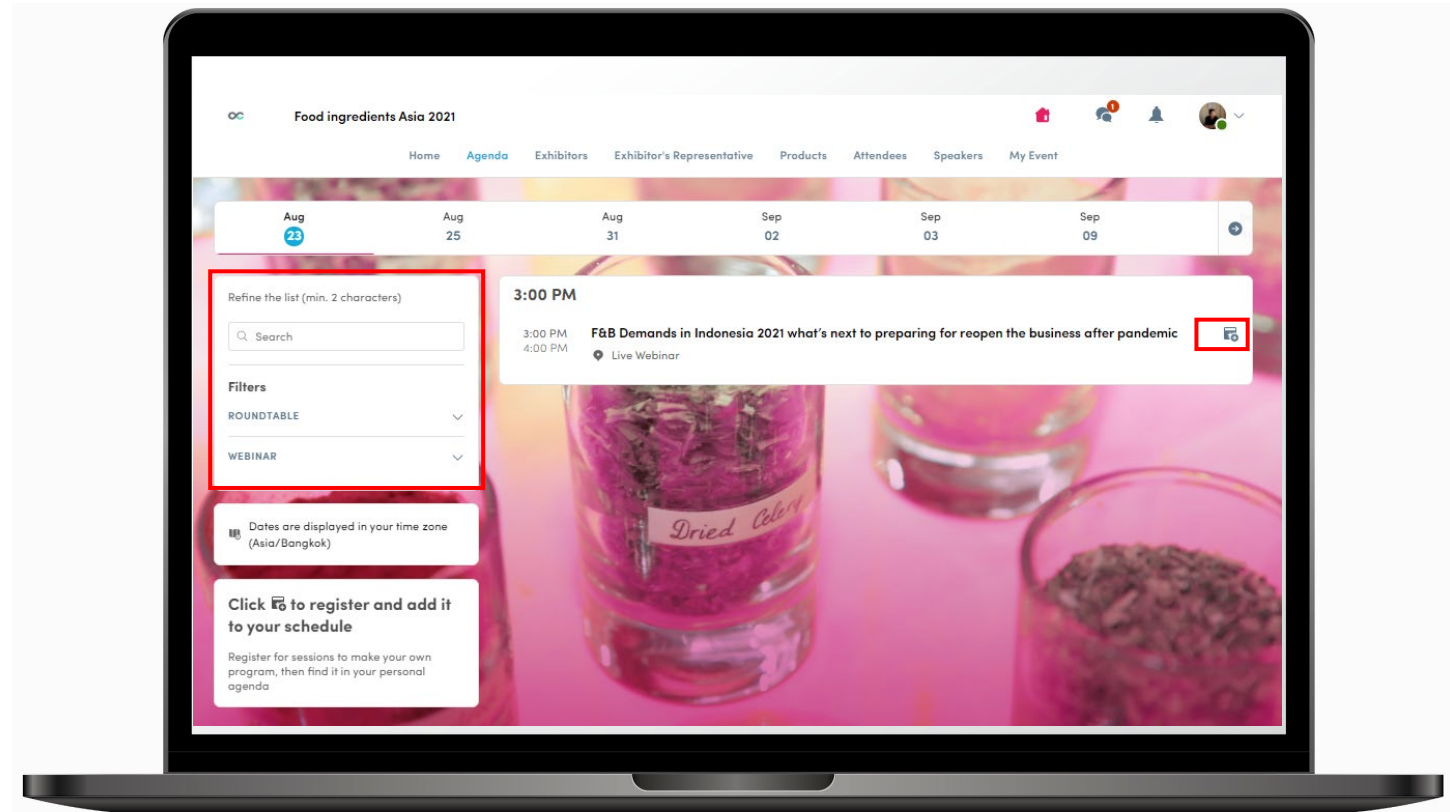
# How to navigate through the Event Agenda

## Event Agenda

Go to the “[Agenda](#)” tab on the top part. In this section, you can view all the content sessions of Fi Asia online. Also, you can narrow down your search by using the filters available.

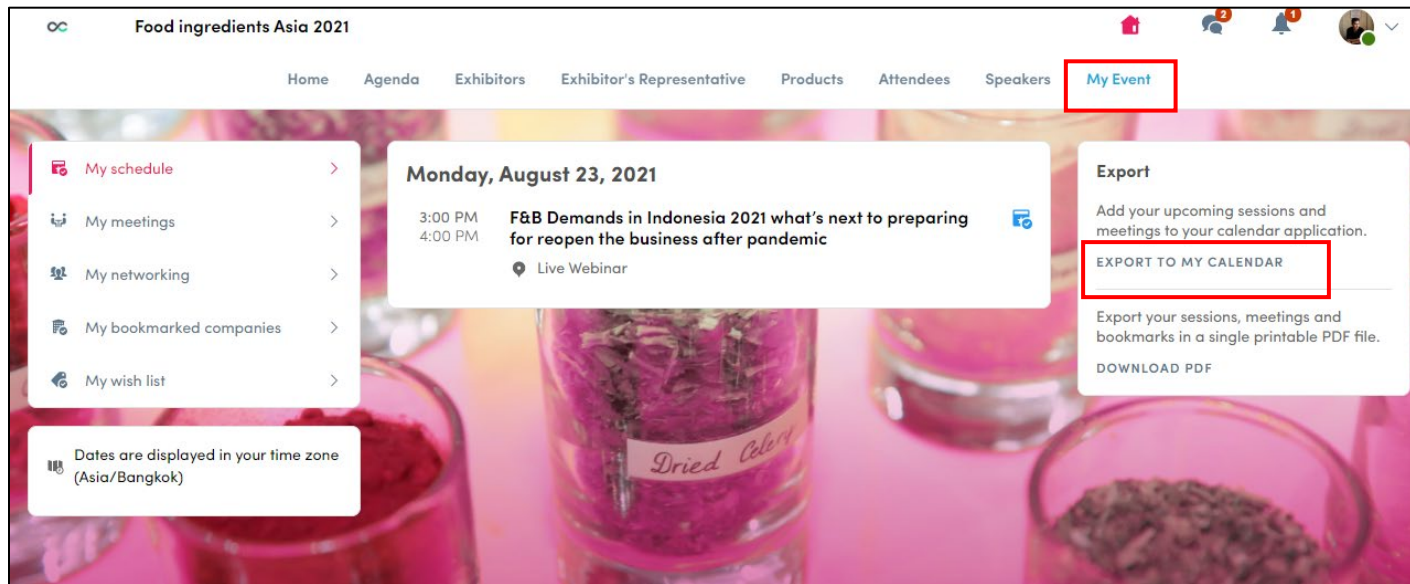
## Save to My Schedule

To register for a session you are interested in, just click on the calendar icon next to the title of the session. You can also register by accessing the session and clicking on the [REGISTER](#) button on the right-hand side of the screen.

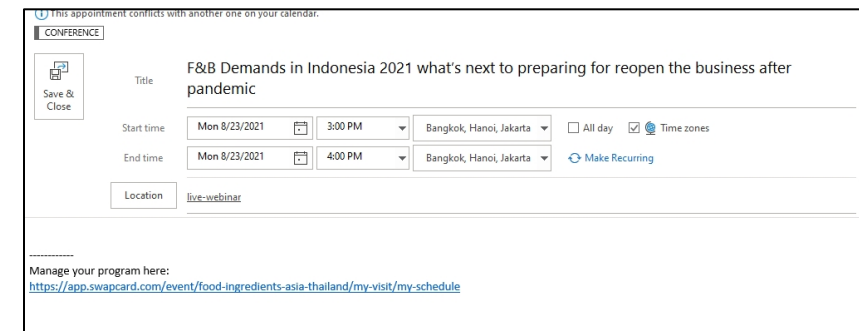


# How do I add the content programs to my calendar?

In the My Event tab you can see all your schedule and bookmarks, displayed in your local time. In the right-hand side, you can export all your meetings and content sessions to your personal calendar.



Export all your meetings and content sessions to your personal calendar



## Networking at Fi Asia online

### How can I connect with Exhibitors?

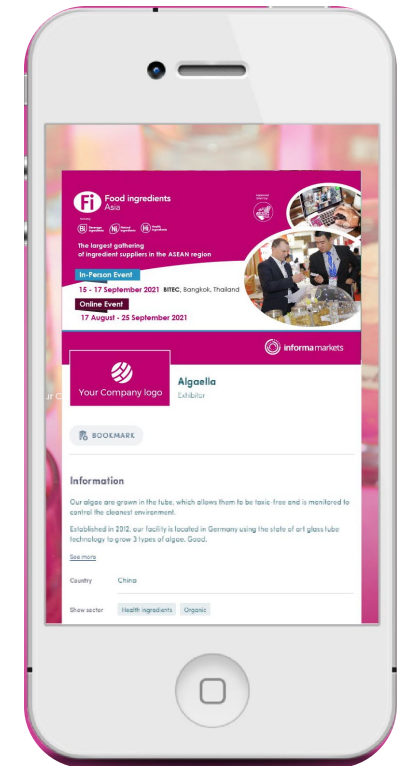
You can use the exhibitor or product list to find relevant exhibitors. Use the search filters to find what you are looking for. You can connect and chat directly with someone or schedule a meeting.

### Can I add colleagues to a meeting?

Unfortunately, this is not currently possible, and you can only meet 1-2-1.

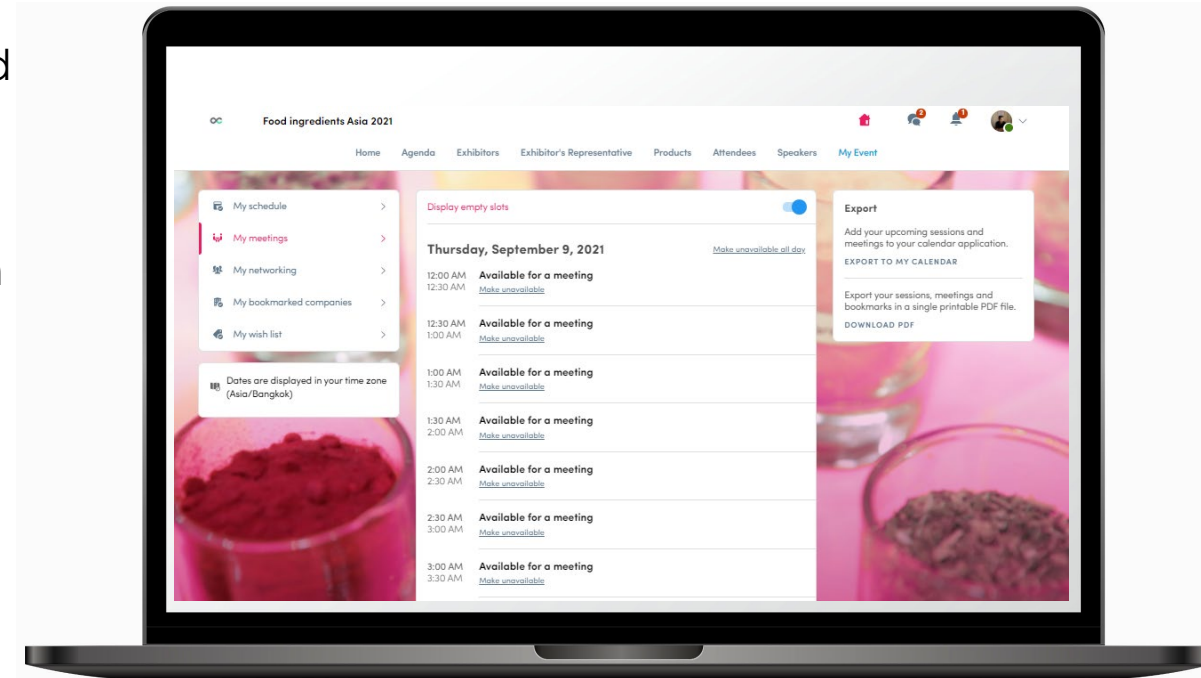
### Can I connect with other attendees?

You can only connect directly with the companies that are exhibiting, the staff from these companies and speakers.



## How to manage your availability

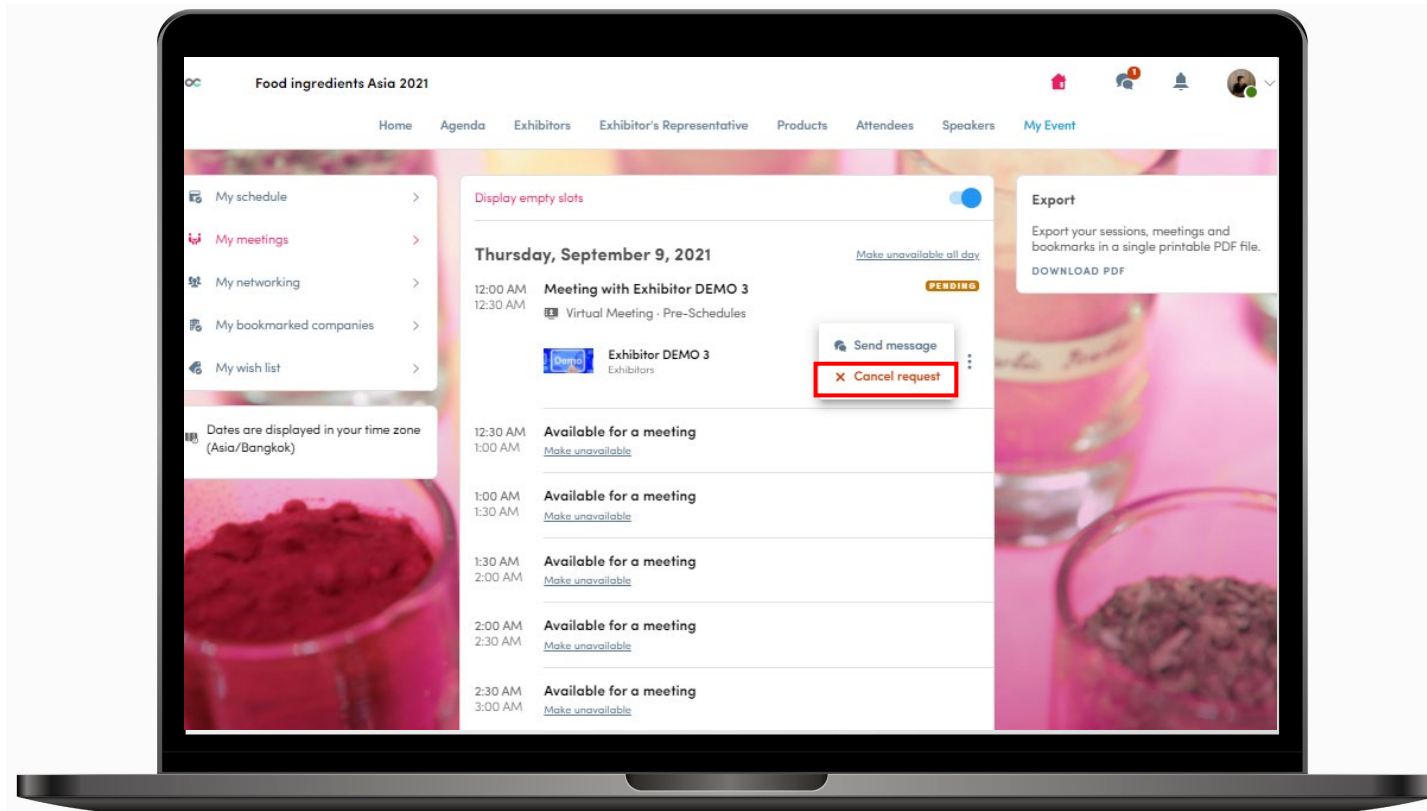
- 1) Click on **“My Event”** to see your schedule & bookmarks.  
All times are displayed in your local time.
- 2) Click on **“My Meetings”** to manage your availability and to see your pending or confirmed meetings.
  - Keep your availability updated to ensure you won't receive meeting requests when you are not available.
  - For example, if you wish to make yourself unavailable on certain meeting slots created by the organizer of your event, you simply have to click on Make unavailable.
  - The unavailable slots will no longer be displayed on your profile and other participants will no longer be able to book a meeting with you on these slots.
  - Click on Make Available to make available a slot that you have made unavailable.





## How to manage your availability

- 3) You can cancel a confirmed or pending meeting by clicking Cancel Request (if it was pending) or Cancel Meeting (if it was confirmed).

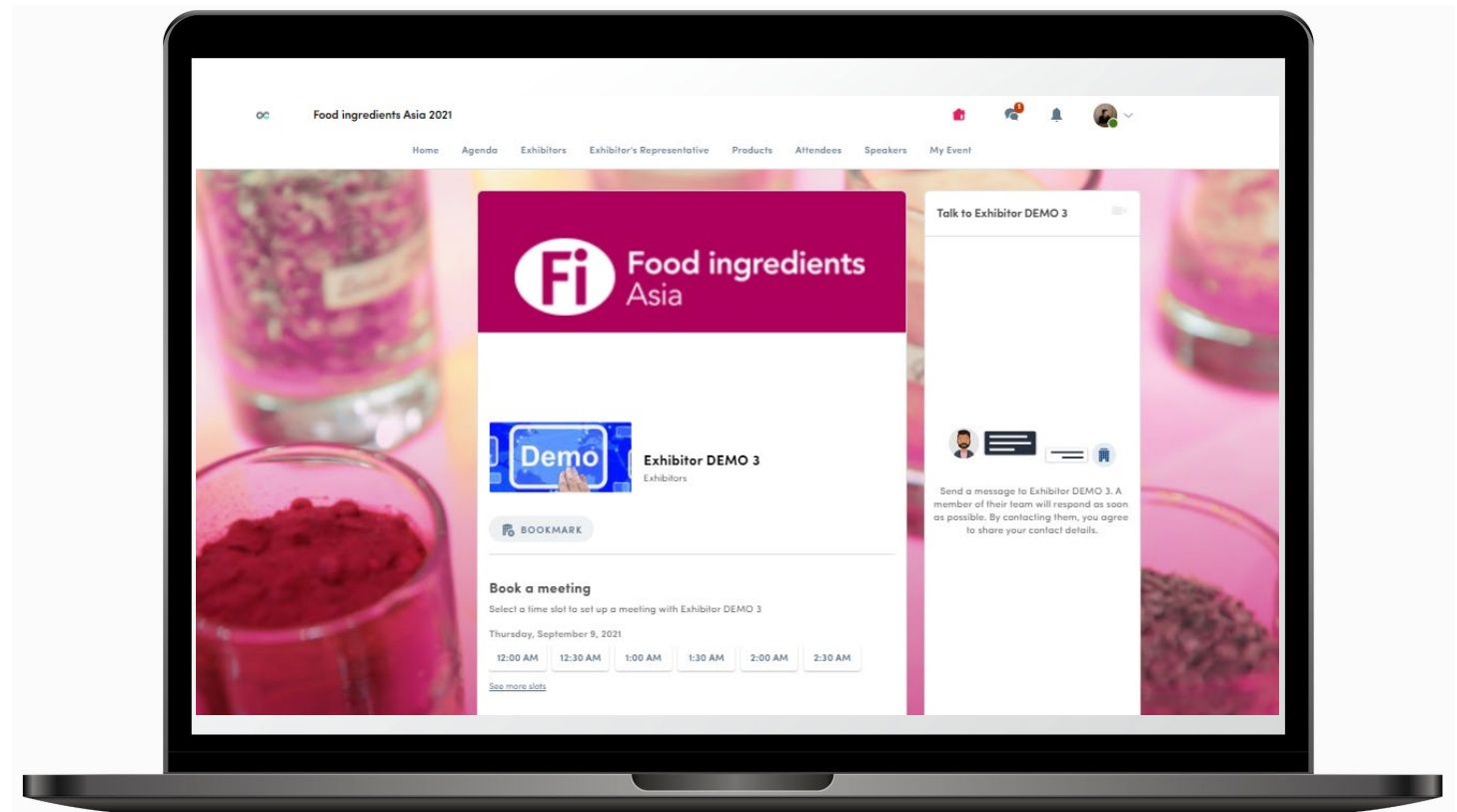




## How to send meeting requests

Requesting a meeting has never been easier, here is how to request a meeting in three easy steps:

- 1) Select a time slot to set up a meeting on any profile you would like to schedule a meeting with.
- 2) Add a message (optional) and click on **“SEND MEETING REQUEST”**.
- 3) Keep track of all your meetings and their status change in the section **“My meetings”**.



**During the event**



# Content During the event

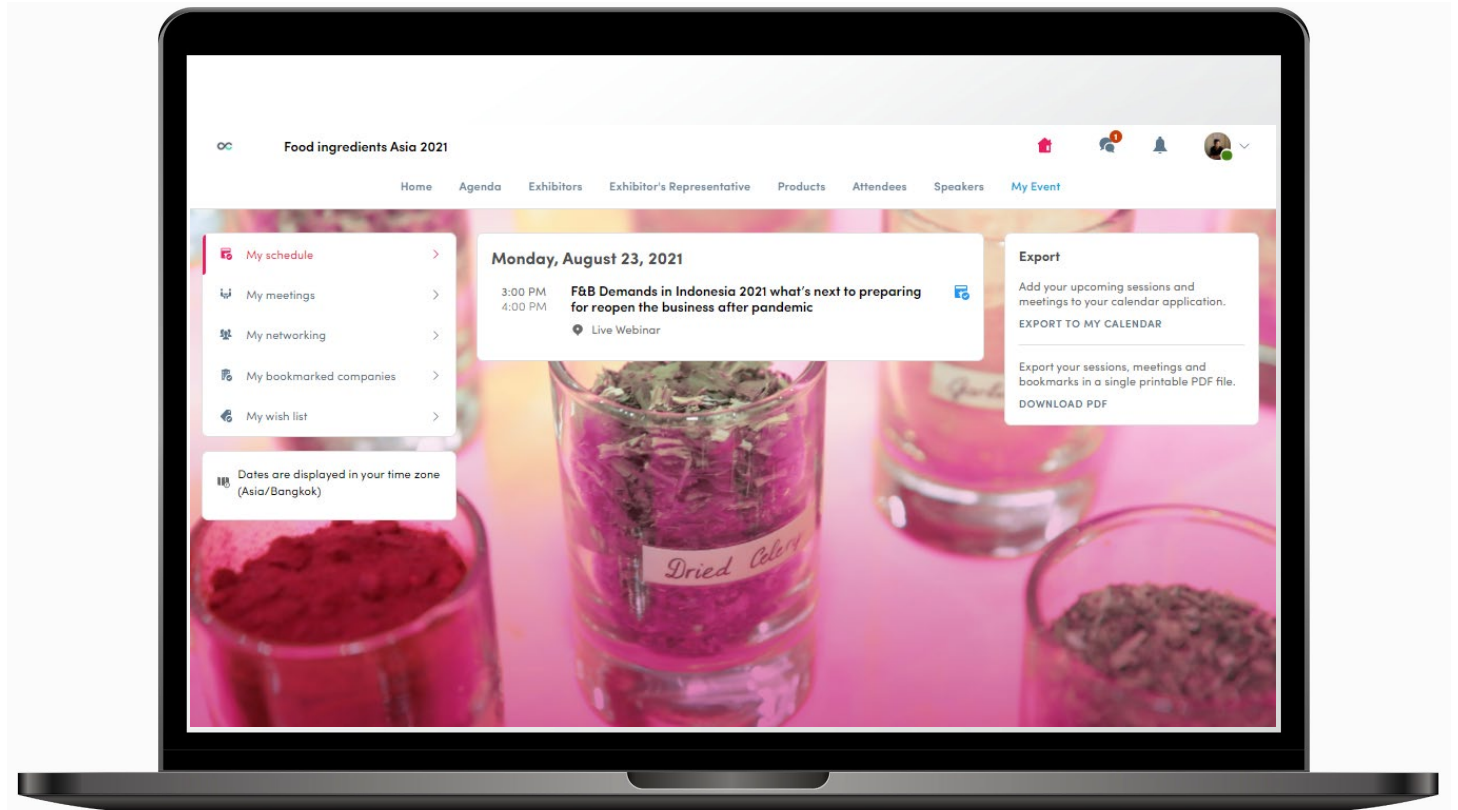
Topic	Page
Step 1 : How to join a content session	18
Step 2 : Networking at Fi Asia online platform	19
Step 3 : How to reschedule meetings	21
Step 4 : How to attend a meeting	22

## How to join a content session

Once you have registered for a session, it will be visible in “My Schedule” under the “My Event” tab. You will be able to join at the given time by clicking on the session.

The sessions will be also available on-demand on the event platform.

**Note :** Remember to export your calendar once you have added a new session and/or meeting so it is always updated.

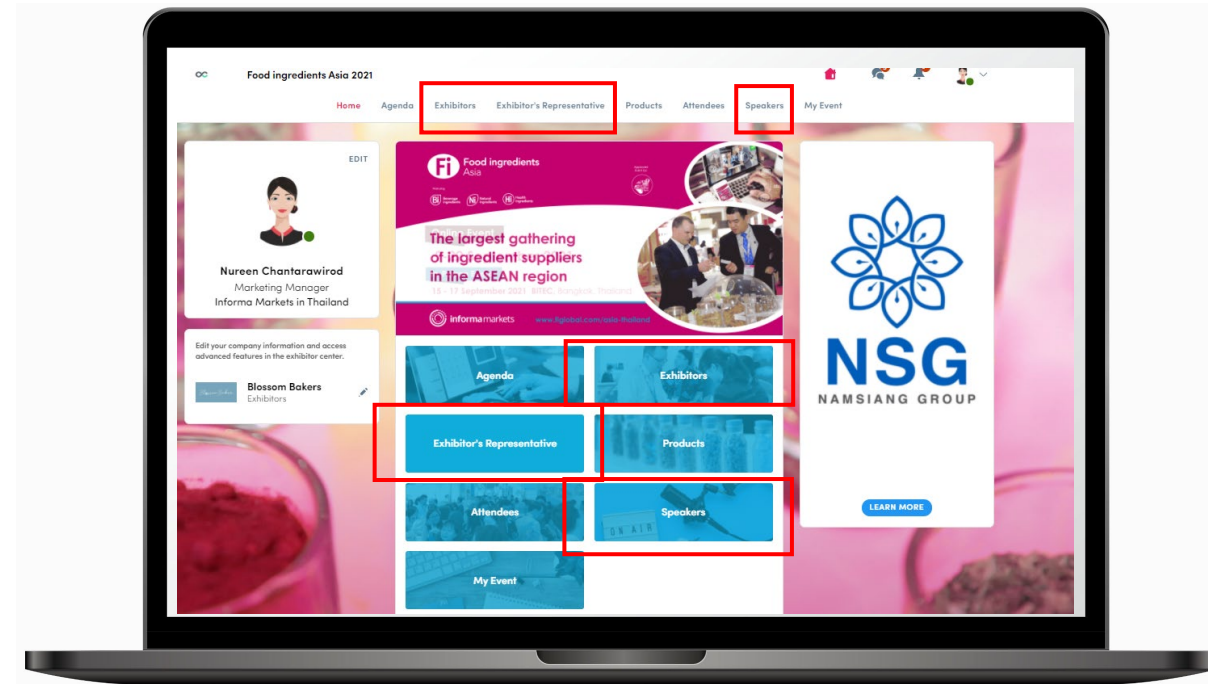


## Networking at Fi Asia online event

Connections and meetings are a core element of a successful event experience. We've made this as easy as possible, putting all your networking features in one place to get a calendar full of meetings.

In the home page of the event, you can access the **Exhibitors** and **Speakers** lists.

Thanks to this, once you have found someone of interest you can connect with them via message or video call directly or you can request a meeting with them.



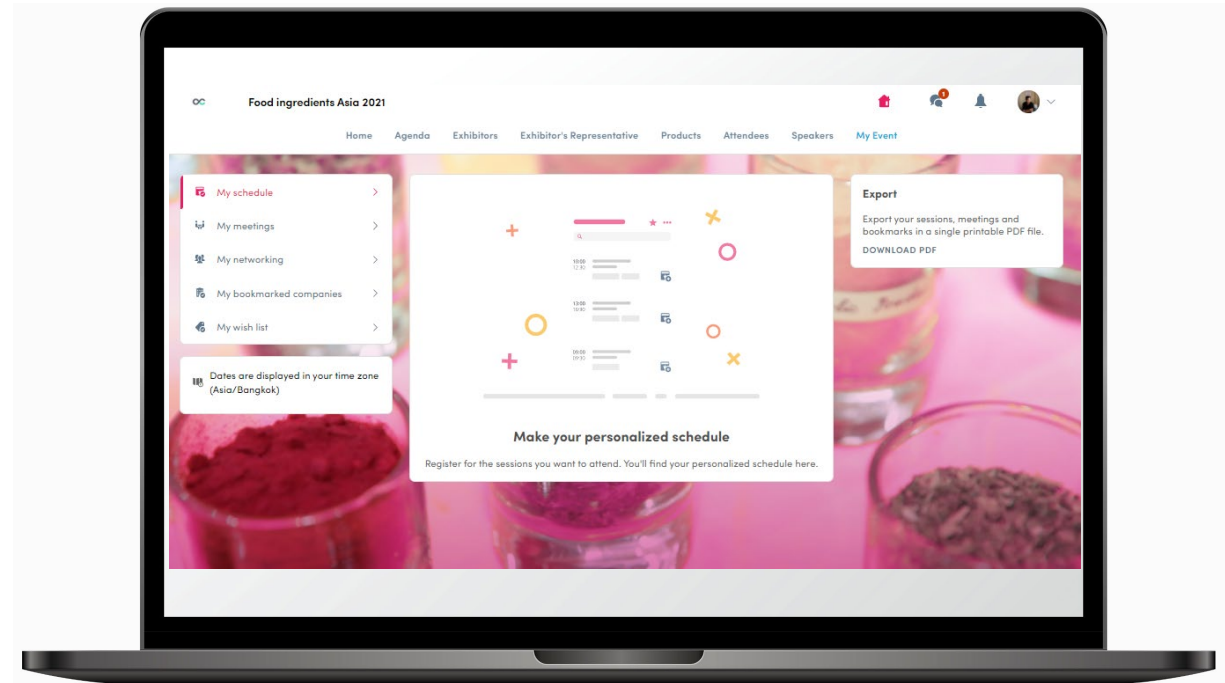
**Important tips: Update your availability so exhibitors know when they can request meetings with you.**



## Networking at Fi Asia online event

By clicking on the “My Event” section, you will find your networking features:

- 1) **My schedule:** All the confirmed meetings and content sessions saved.
- 2) **My meetings:** All the meetings confirmed and pending, as well as, the availability slots.
- 3) **My networking:** The connections you've made.
- 4) **My bookmarked companies:** The companies you are interested in.
- 5) **My wish list:** The products you are interested in.



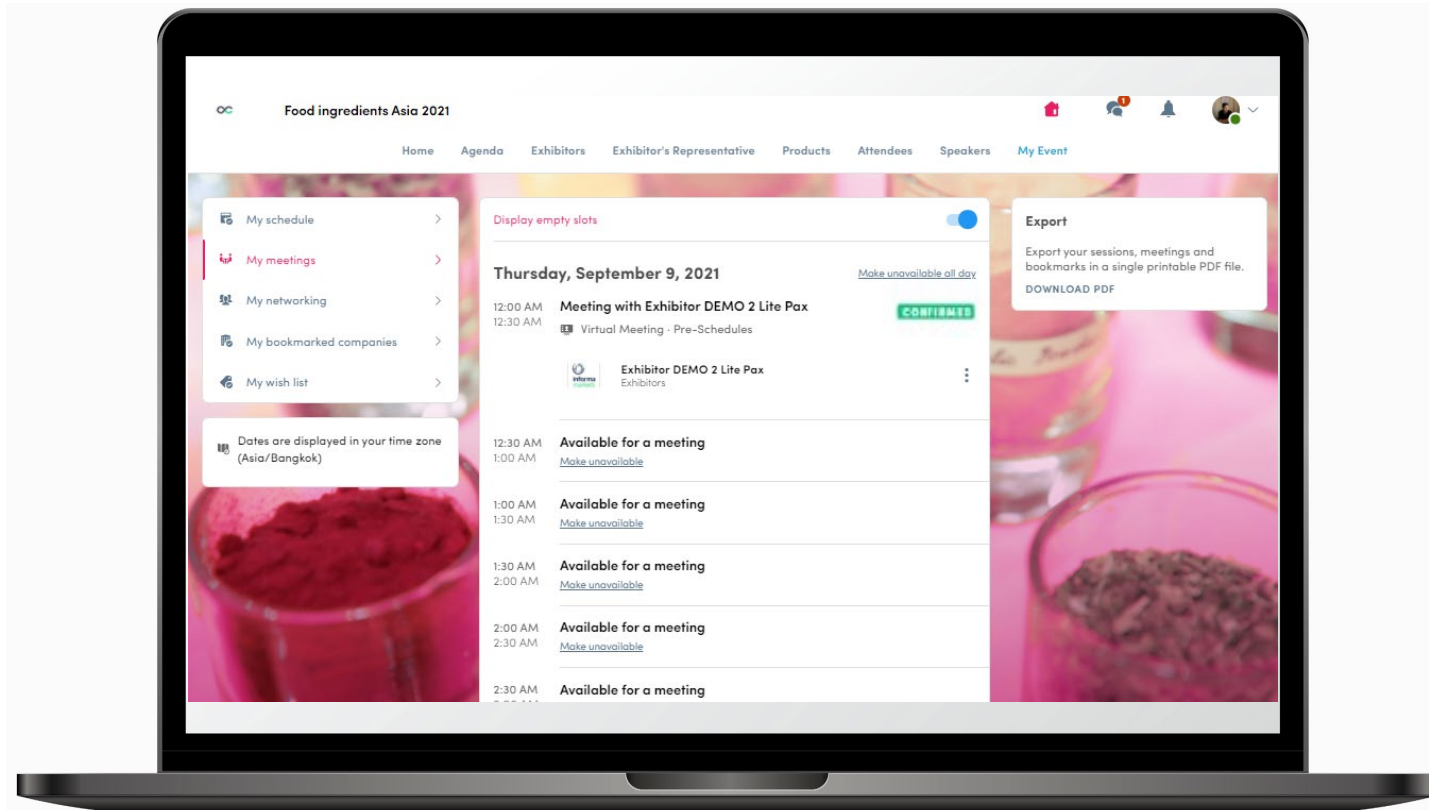


## How to reschedule meetings

- 1) Go to the “[My Event](#)” tab and on the left-hand side click on “[My Meetings](#)”.
- 2) Find the meeting you want to reschedule and click on that meeting.
- 3) Cancel the meeting and book it at the preferred time – add a message explaining the cancellation.

# How to attend a meeting

To attend a meeting, go to the “[My Schedule](#)” tab. This tab keeps track of all the confirmed meetings and sessions booked.



## How to attend a meeting

### Virtual Rooms

For confirmed meetings, there are virtual meeting rooms available. These become active automatically a few minutes before the meeting is scheduled to start.

Click on the option to attend your meeting.

Once you've joined a virtual meeting room you will be able to:

- Review the profile of the person you are meeting
- Send a message to the person you are meeting
- Share your screen

### Please note:

- Meeting rooms are only available for scheduled meetings; (if the meeting is pending or cancelled, the virtual meeting room will be unavailable).
- The meeting duration is limited to 30 minutes.
- You can go in and out of the Virtual Meeting Room within the scheduled meeting time, however, once the meeting time has expired you will be unable to access the Virtual Meeting Room.



**Food ingredients**  
Asia

**Need more help?**

For any questions or queries please don't hesitate to contact Email: [Nureen.c@informa.com](mailto:Nureen.c@informa.com)

**THANK YOU**

[www.fiasia.com](http://www.fiasia.com)