FAQ-English

Contact Support

We can well imagine that you have many questions about ITBxplore. Do not hesitate to contact us. We look forward to helping you and supporting you with advice and support to make your participation in ITBxplore a complete success.

· Send your questions to: support@messe-berlin.de

· Phone: +49 (0) 30-3038-2500

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How does registering on ITBXPLORE work?

Go to: ITBxplore

Enter your e-mail address. Please make sure that you use your personal email address that you already used when validating your ITB ticket. During the ordering process of your ITB Berlin ticket, you will be asked to provide contact information. Please use the same email address you previously used for ticket registration.

IMPORTANT: If you are validating the ticket for someone else, make sure you use a different email address for each person you register. The registration code will be immediately sent to your email address from the *noreply@itb.com* email account. Check your spam folder!

Now enter the code from this email into our login window to log in to the ITBxplore platform and activate your profile. If you are entered as a contact person in the Company Card, your profile will automatically be assigned to the Company Card after you have logged in successfully.

If you log out of the platform and log in again, you may need to enter a new code sent to your email address and repeat this process.

After successful registration you will be redirected directly to your personal profile. Fill out all mandatory fields here. We recommend a well-maintained profile as this is your "digital face" on ITBxplore.

Please make sure your image format is suitable. You can add or change the information in your profile at any time by clicking the ✏ pencil icon in the top right of your profile.

Overview

Camera/ Audio check

The integrated audio/camera check helps you choose the right camera and set the microphone so that both work properly in both audio/video rooms and chats.

We recommend a **neutral-colored image background** for video calls. Please make sure that your camera is not being used in parallel in other applications.

My ITB
You can find this area under Start. "My ITB" is your personal place where you can find your **bookmarked exhibitor** and much more.

Start/ HOME
HOME is the start of your digital participation and bundles all the important information for you and offers a first good overview of the following areas: Live sessions of the convention speakers, networking and the corporate sector.

Program
On the program page you will find the official schedule of all ITBxplore lectures, all streams and their content.

Networking

How can I activate networking mode?

To activate your networking, please go to the ITBxplore platform and turn on your networking mode in **General Settings**. If your networking mode is turned off, other users will not be able to find you on the platform. We encourage you to engage in networking to ensure you make the best business contacts possible for you.
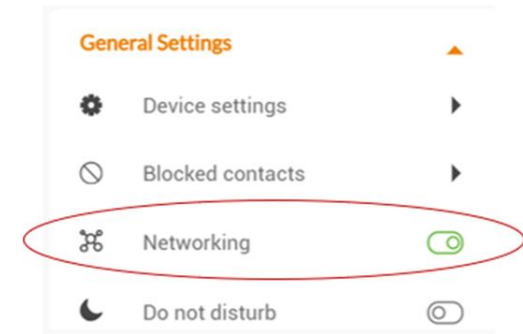
How do I find other participants?

Under Participants you will find all exhibitors, speakers and visitors on ITBxplore. The full-text search under **"Enter search term"** gives you the opportunity to search for a specific person.

Behind each person's name are five functional options for interacting with the corresponding contact:

• The start **chat** feature allows you to send a message to the selected person

• With the **call** function you can also meet with a person in contact

• With **"schedule appointment"** you can arrange a meeting by selecting a meeting name, meeting location, time and, if necessary, additional participants. On the right side (under the heading available participants) you can see when the person you are talking to has free space for a meeting with you

• The **"share"** function allows you to recommend the selected contact to your contacts

• If you would like to remember a contact, you can use the **"bookmark"** function. All favorite people are displayed when you click on the star (in the register column next to recommendations, sellers, buyers).

Use filters to find participants

To use filter options, go to Attendees and then select either Buyer or Seller. You will now be shown various filter options, such as a filter by country or segment.

Please note that only one filter can be considered at a time.

Attendees > Buyer

Recommendations	**Buyer**	Seller		

Afrika	Antarctica	Asia	Europe	North America	Oceania	South America

Area of business	Buyer's resident country	Enter search term

People/Requests

The requests in the **People tab** refer to connection requests that have already been made between people. Here you will find at the top the people who want to connect with you and those you want to connect with or to whom you have sent a contact request.

Relevant   Requests   Contacts

Search for attendees

Download all contacts
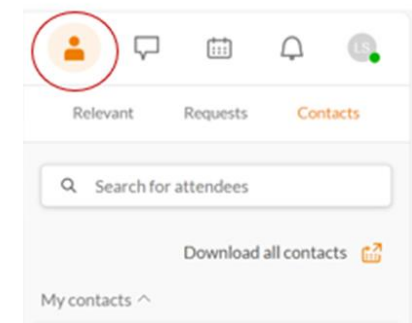
My contacts ⌃

People/Contacts

The **contact list** is the list of people with whom you have already exchanged "business cards".

You can download your individual contacts or their contact details individually as a V-Card from here using the context menu - or export the entire contact list, for example to insert it into your personal address book.

Export contact information

From here you can download your individual contacts or their contact details as a single Vcard using the context menu - or you can export the entire contact list, for example to insert it into your personal address book.

If you are already connected to the person, you can download their contact details and add them to your company profile as a team member on the company details page OR remove the person if they are already a team member of your organization and you do not want them as such listed on your site.
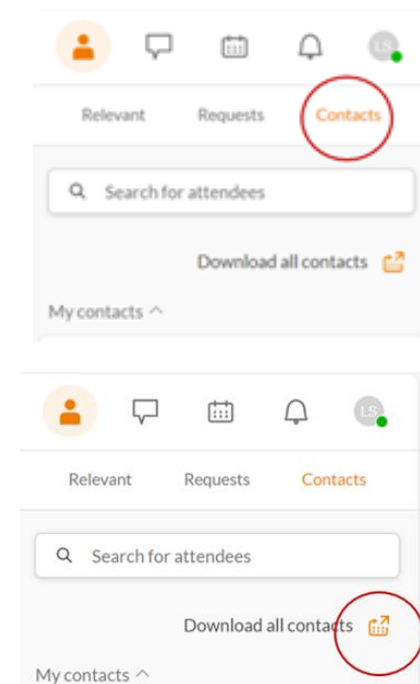
How can I interact with users?

If you have found a person among the participants with whom you would like to interact, the following functions are available to you after clicking on the person:

• Bookmark
• Start chat, video audio chat
• Schedule a meeting
• Connect or delete a contact
• Share with others
• Block unwanted users
• Download contact information

How can I best network?
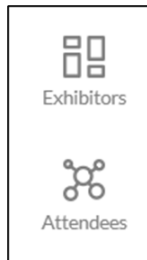
To give you the best networking experience, ITBxplore has two tools to help you expand your network based on your professional interests. These tools are: **exhibitors and attendees.**

As you fill out your profile and select the categories that apply to you, the intelligent algorithm will find relevant users for your network. This is a fast and smart way to build the best possible network and get the most out of your business on ITBxplore.

Choose interests

To set your topics and goals, go to **Edit My Profile** to search and select your professional interests. Based on your chosen interests, the algorithm-based matchmaking feature recommends relevant contacts.

To actively search for people who match your categories, you can use the attendees feature.

Find relevant contacts

Go to Exhibitors and see an overview of the interest-based contacts selected for you. You can also use our search fields to filter by halls, companies or industries, for example.

Meetings Tool
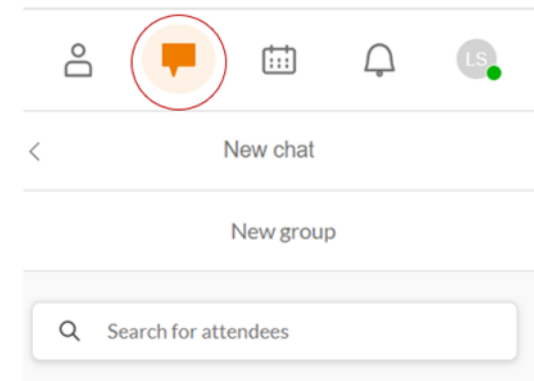
Two of our most important networking features are **audio-video chats and meetings**. They are available for one-on-one or group chats/meetings

Group chat

You start a group chat as follows:
You click on **"New Group"**, set a group name, can choose a description and add participants and start the chat.
The group chat has its own interaction menu, just like the individual chat.

Edit company profile

Company logo

The logo appears on your Company Card in the tile and list view as well as on the details page of your Company Card. **Make sure you use the correct format and note this information: 500 x 500 px**

Background image

The background image uploaded here will be displayed in the corporate section - **please make sure it has the following format: 2560 x 640 px**

Adress

The address you entered during registration appears here. You can change the address displayed.

Contact datails

Here you can add additional contact details for your company.

Social media

Add your social media profiles to inform visitors about your channels. The various social media channels appear as a logo on your Company Card detail page including a direct link to the websites.

Categories

Show visitors what your **product portfolio** includes and where you operate. A well-maintained category overview gives visitors an initial indication of what you offer overall as a company. A drop-down menu gives you the opportunity to choose from various predefined terms in the category area. Use the search function when looking for specific terms instead of scrolling through all categories.

Description

The description is the first opportunity to inform visitors in detail about your company. This description will appear on the details page of your company profile. The short description is a first glance at the information a visitor sees before diving deeper into the details page of your Company Card.

Additional information

Inform the visitor about the year you were founded, the number of employees and the industry in which your company operates.

Keywords

Keywords are an important tool to increase your chance of being found using the search function. The search function includes **every word** that appears anywhere on the entire ITBxplore platform. Words that do not appear in any other area of your Company Card can be added here. So when visitors actively search for a word you entered here, your Company Card will be suggested in the search results. These keywords will not appear in your Company Card.

Link

Insert additional website links here, e.g. B. to your company's homepage.

Product

The product section is a good way to inform visitors about what your **portfolio offers**. You can edit the product name, add an image, categories, description and keywords, and upload marketing materials such as videos, photos or documents. Please note that the number of products displayed is limited depending on the package you have booked.

Trademarks / brands

Trademarks are an additional way to showcase labels in your company's portfolio. You can edit the brand name and other information. **Please note that the number of brands displayed is limited to 1 for the Small package, 5 for the Medium package and unlimited for the Large package.**

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Multimedia

Here you can provide additional media such as **videos, photos or documents** that you want to share with visitors.
Uploaded documents are available for all visitors to download. **Please note** this information.
When uploading videos, please make sure that the first second of the file already contains the video title in the image - otherwise the video will appear on your card with a black screen.

Edit user profile
User profile

Go to Settings and click the ✏ pencil icon to edit your profile. You can now change, delete or add information. When you're finished editing, click **"Save and Update"** to save your changes.
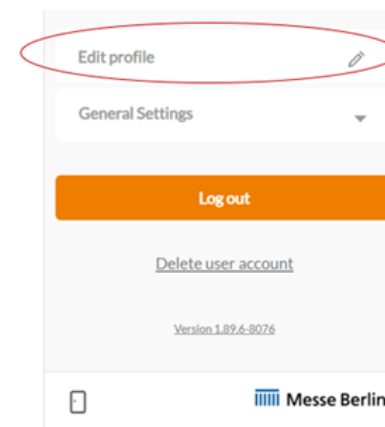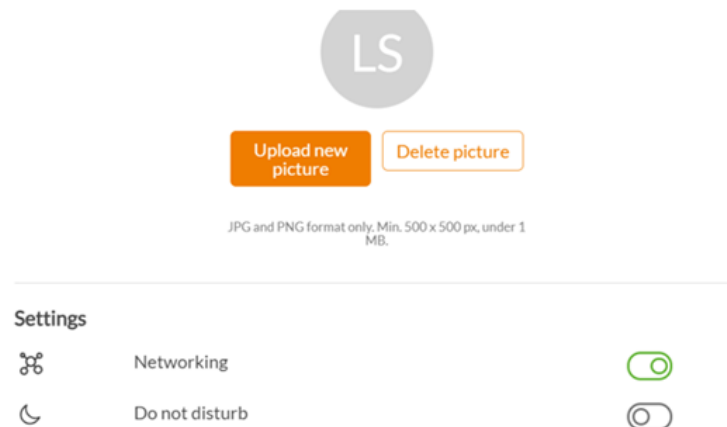
Change profile picture

For a complete presentation and optimal networking results, we recommend that you set a professional profile picture. Go to Edit My Profile (found in Settings) and click the pencil icon to edit your profile.

Please note: The image may only be in **JPG or PNG format, at least 500 x 500 px, under 1 MB**.

Choose interests

To set your topics and goals, go to **Edit My Profile** to search and select your professional interests. Based on your chosen interests, the algorithm-based matching will recommend relevant contacts in the participant area.

Set your sales or purchase categories

To set your topics and goals, go to **Edit My Profile** to search and select your selling or buying segment and goal. Based on the criteria you choose, Lead Finder will display you in the selected categories. You can select a maximum of 10 sales or purchase fields each.

## How can I integrate social media into my profil?

In the **"Edit Profile"** menu you will find the "Social Media" menu item. You have the option of entering the profile URL or the user name of your social media channels, such as LinkedIn, Facebook or YouTube.

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Notifications

"Do not disturb"

Here you will find the "Do Not Disturb" function and an overview of notifications for all requests, calls and meetings as well as all events. The "Do Not Disturb" function gives you the option to **mute the network for notifications/messages** while at the same time ensuring full usability of the platform.

When this feature is active, you will not receive calls or notifications. During times when you are not actively logged in to the platform, you will receive email notifications of missed messages.
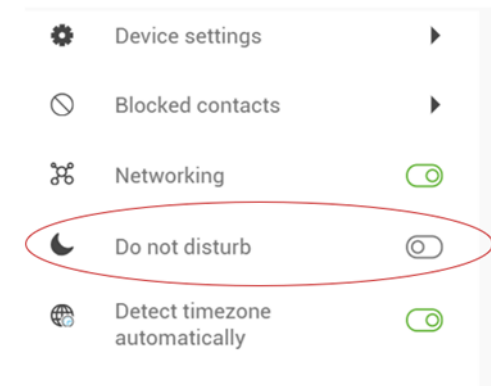
Notifications tab

The Notifications tab gives you an overview of inquiries, calls, appointments and events. If you do not want to be notified of such activities, set "do not disturb" in the general settings.
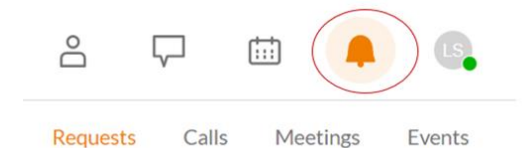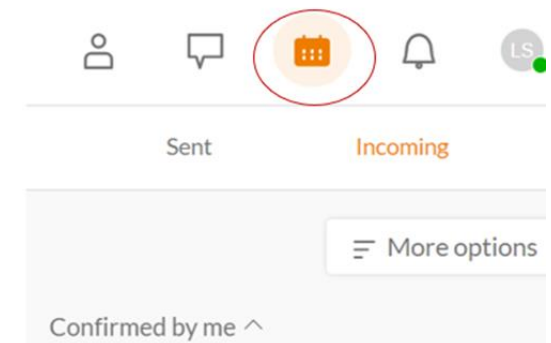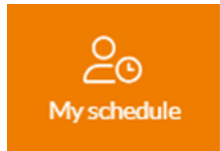
Calendar (Communication Center)

Appointment calendar
Here you have an **overview of confirmed appointments, appointment requests and rejected appointments.**

You can **"Make a new appointment"** yourself as well as download scheduled appointments to transfer them to your own calendar.

You can also view and edit the appointment, accept it, cancel it or, if it has already been confirmed, join the appointment via video chat, start a group chat with the participants and export the individual appointment as a calendar entry.

You can also make an appointment yourself.

More options for making appointments

Go to the Attendees tab. Now select a contact of your choice. An appointment overview will then open. You will see different meeting slots. The light gray boxes indicate that the time slot is no longer available. Please select a dark gray (available) slot.

Meeting slots

Monday 04. Mar	Tuesday 05. Mar	Wednesday 06. Mar	Thursday 07. Mar	Friday 08. Mar	Saturday 09. Mar	Sunday 10. Mar
09:00	09:00	09:00	09:00	09:00	09:00	09:00
09:30	09:30	09:30	09:30	09:30	09:30	09:30
10:00	10:00	10:00	10:00	10:00	10:00	10:00
10:30	10:30	10:30	10:30	10:30	10:30	10:30
11:00	11:00	11:00	11:00	11:00	11:00	11:00

My schedule

If you would like to make an appointment yourself, it will be listed directly under the confirmed appointments. In order to do this:

- On the tab, click My Calendar
- Go to "Schedule a new appointment".
- Enter a title for the event
- Add the desired participants to this appointment
- Select the date, start and end time
- Optionally add a note
- Click Send Invitation.

When you receive a request, it will be listed in the Requests tab. Here you have the option to export the outstanding appointments in their entirety.
You can accept or reject the individual appointments, whereby the accepted appointments are listed in the overview of confirmed appointments and the rejected ones are listed in the list of rejected appointments.

Export your meetings

You can export meetings to your own calendar on your computer. To do this, go to your appointment calendar, then more options and then click Download.
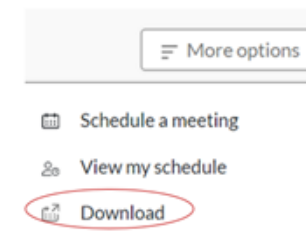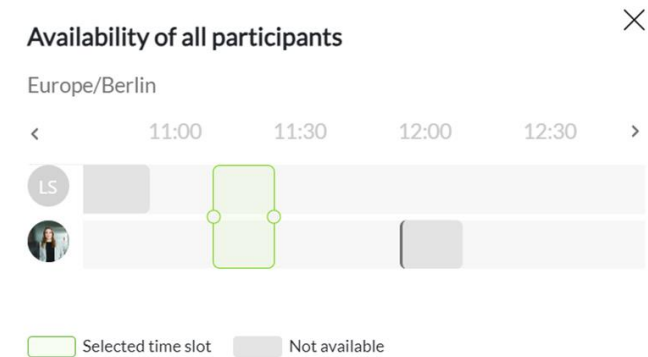
Planning meetings

Availability at meetings

When you schedule a meeting, you will see your guest's availability.

To block times that are not available, please set up a meeting and the time slots will show as blocked.

Contact requests/ scheduled meetings

You can find the meetings you have scheduled in your appointment calendar. Meetings you organize appear under **Confirmed Meetings.** You will also find all **rejected meetings** there. You can also find the people who want to connect with you and the people you want to connect with or to whom you have sent a contact request.

In this overview you can see both the requests that YOU have received from other people and the requests that you have sent yourself. In this overview of the requests that have already been sent to you, you can respond directly to the request by accepting or rejecting it. If you accept them, they will appear in your contacts list.

What happens if invited people decline a meeting?

If participants you invited to a meeting decline the request, you will receive a notification. You can also check its status by clicking on the meeting in your calendar. Meetings can now be arranged effortlessly as you can view the availability of participants. Use the notes field to communicate facts about the appointment, select the hall and stand for the meeting and provide friendly feedback via text field when cancelling an appointment.

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Monday, 04 March 2024
10:30 AM - 11:00 AM
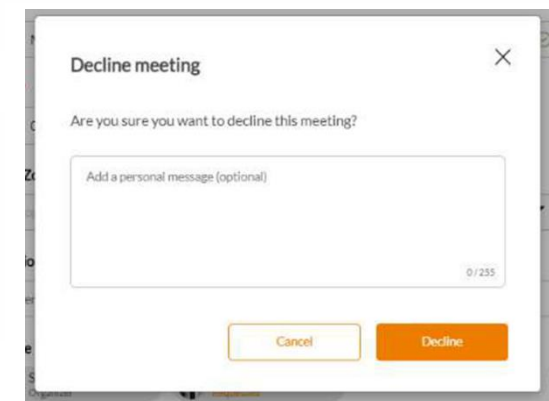
Access to a meeting

Go to your **meetings overview** and click on the **three dots** icon on the right to see the different options for accessing the meeting.

Q
View meeting

X
Decline meeting

◻
Join meeting

💬
Chat with participants

⬇
Export calendar entry
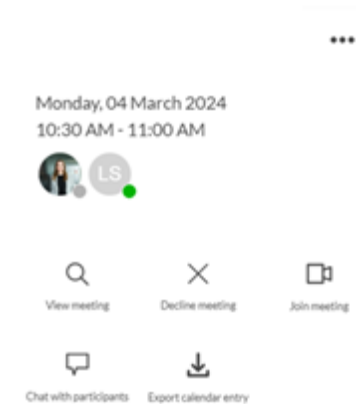
Why should appointment requests be addressed to people (attendees) and not to companies?

The reason for this is that when requests for appointments are made via personal profiles, there is a real person behind them with their personal email address. This person will be informed about the appointment request by email. With the company account, on the other hand, **no personal email is stored** and **nobody will receive an email notifying** of the appointment request.

User status
You can see a user's availability by looking at the different colored dots next to their profile picture.

Green: Available

Red: Do not disturb

Gray: Offline

Yellow: In conversation

How do I identify Buyer Circle member?

We are pleased to introduce an exciting new feature on our digital platform ITBxplore! From now on, our exclusive, hand-selected buyers from the ITB Buyers Circle will be visible to you - recognizable by a special **ITB Buyers Circle** tag.

What does this mean for you? These top decision-makers are ready to do business with you. Take the opportunity to arrange customized business appointments with them and expand your network.

How to find the buyers:

1. log in to ITBxplore.

2. navigate to the " **Attendees**" tab.

3. enter the name **"ITB Buyers Circle"** in the search and call up the profile.

4. look for the **"ITB Buyers Circle"** Tag, **click on the button** to identify our exclusive buyers.

5. you will receive a list of results with all ITB Buyers Circle Members

Take advantage of this unique opportunity to take your business to the next level. Arrange your personal appointments with the **top Buyers** today!

New functions on ITBxplore (as of February 2024)

<u>Update profile now</u>

• Update your profile and indicate individual interests to receive tailored business recommendations.
• Simple steps: Log in, navigate to your profile, update information and select **interests**.
• Discover like-minded people under "Participants > **Recommendations**".

<u>Efficient appointment management</u>

• Organize appointments and keep an eye on upcoming and current meetings.
• Clear categorization into **"Sent"** (organizer) and **"Incoming"** (invitation recipient) for an efficient appointment overview. The sections contain a clear division into **confirmed, pending and rejected meetings**.

<u>Meeting requests and confirmations</u>

• Easily schedule meetings with visibility into **participant availability.**
• Use notes for important appointment details, select meeting locations and provide feedback seamlessly.

<u>Advanced calendar function</u>

• Improved overview of **confirmed appointments, agreed meetings and favorite program items**.
• Convenient export option for appointments to Outlook.

Technical requirements for online meetings

Camera & microphone

All browsers ask for permission to use the camera and microphone for the website https://plus.cms-berlin.de. Accept or adjust these settings to participate with audio-video.

Most audio-video issues involve browser permissions for the camera and microphone. See our notes for Windows/MacOS users for different browsers and system check.

Microsoft
Windows

Use Chrome or Firefox browser for full support of audio-video functions. Edge supports most but not all of ITBxplore's audio-video or web features.

Check your browser's latest updates.

If you use a company laptop or desktop computer: Some companies limit audio/video conferencing by default. Ask your company administrator for help or approval.

Firefox

The three menu lines are in the upper right corner. The Settings item can be selected there. There is also the option to view the permissions under "Data protection and security". Permission to use the camera and microphone can also be confirmed there.

Google (Chrome)

The three menu items are in the upper right corner. The Settings item can be selected there. Under "Data protection and security" there is also the option to view and confirm the authorization of camera and microphone use under "Other settings".

MacOS

If the pop-up message does not appear, here are ways to view the permissions:

Firefox

The three menu lines are in the upper right corner. The Settings item can be selected there. There is also the option to view the permissions under "Data protection and security". Permission to use the camera and microphone can then be confirmed there.

Google (Chrome)

The three menu items are in the upper right corner. The Settings item can be selected there. Under "Data protection and security" there is the option to view and confirm the authorization of camera and microphone use under "Other settings".

Safari

Click Safari (top right next to the Apple icon). Then click Settings, Websites and Camera & Microphone. Experience has shown that the browsers mentioned are best suited for optimal use of the platform.

Browser settings

We recommend **Firefox, Google (Chrome) and Safari** for the best usability of the ITBxplore platform.

Device compatibility

The ITBxplore platform is only available for laptops and computer monitors.
The optimal screen resolution is 1024 x 576.

Please note that the platform with its various functionalities cannot be displayed on mobile devices such as smartphones or tablets for technical reasons.

Wireless connections

Wireless (WiFi) connection issues

If you're having issues with latency, a frozen screen, poor audio quality, or a meeting interruption when using a WiFi connection at home or in the office, try the following:

• Check your internet bandwidth with an online speed test, e.g. B. nperf, Speedtest or Comparitech
• Try connecting directly via cable (if your internet router has cable ports)
• Try moving your computer or mobile device closer to the WiFi router or access point in your home or office
• Update your WiFI router's firmware. Check your WiFi router manufacturer's support page for firmware upgrade availability.
• Use a higher performance, long range WiFi router, e.g. B. an Amped wireless router or adapter to boost the WiFi signal on your PC or Mac.

If you have a company WiFi, try the following:

• Switch to a wired connection
• If possible, switch to a different WiFi hostpot
• Check your internet bandwidth with an online speed test, e.g. B. nperf, Speedtest or Comparitech
• Contact your company's IT department to check your WiFi hotspot.
• Disable Group HD in your account management if your WiFI bandwidth is insufficient.
• Turn off your company VPN if it is not necessary for the meeting.