

Fi-ProPak MENA 2024

Dates:

In-person	26 th – 28 th May 2024
Exhibitor Launch	1 st of May
Mobile app	1 st of May
Visitor Launch	15 th May

[Platform Help Center](#)

Key contacts:

- Level 1 support CS: Asma Youssef
- Level 2 support platform help : / Merna Zahran
- Level 3 support for technical support: Sherif Mekky/ Sara Shaarawy
- Sales Escalation: Mohamed Abdelhamid

Table of Contents

Attendees	3
Registration	3
Q – How do I register?.....	3
Q – How do I access my account?.....	3
Q – Change my email address.....	3
Q – Reset my password.....	3
Digital Platform.....	3
Q – How do I access the Digital Event Planner (Swapcard)?	3
Q – My details are wrong (name, address, phone number, country).....	3
Platform Features.....	4
Q – Agenda	4
Q – My Event	4
Q – Change my time zone	4
Connections & Meetings.....	4
Q – How do I connect with/message other attendees?	4
Q – How do I book meetings?	4
Q – How do I cancel a meeting?	4
Q – What time zone is the meeting time slot being displayed?.....	5
Q – How do I manage my availability?	5
Visitor Guide	5

Exhibitors	6
Exhibitor Guide	6
Q - Which website or URL should Exhibitors use?	6
Q – Access my account	6
Q - I didn't receive the magic link email	6
Q – Email address not recognized	6
Q – Team member – how many can I add and what are their rights?	6
Q – A company wants one generic email address for registering badges for staff	7
Q - Reset my password	7
Q – Edit Company Profile	7
Q – Edit company country	7
Q - Access and navigate Exhibitor Center	7
Q – Advertising to Company profile	8
Q – Company logo / Header image / Video / Background	8
Q – Attach a document/link to Company Profile	8
Q – Add social media	8
Q – Edit contact details	9
Q – Hide team members	9
Q – Uploading products	9
Q – Editing products	9
Q - Size requirement of Product image	9
Q – Adding ingredients and services to your profile	9
Q - When will visitors have access Swapcard?	9
Q – Why can't I see the visitors/attendee list in the platform?	9
Meetings	9
Q – Meetings - time zone	9
Q – Unavailable for meetings	10
Q – Connect / Message visitors and other exhibitors	10
Q – When someone messages the company directly, who will receive it?	10
Q – Find my meetings	10
Q – Book a meeting	10
Q – Answer a meeting request	11
Q – Assign a meeting to another team member	11
Q - Re-allocate meetings	11
Q – Modify a meeting request	11
Q – Is it possible to schedule a meeting with different connections at the same time?	11
Q – Export my meetings	11
Q - Cancel a team member	12
Q – Booth number is wrong	12
Q – Change my company name	12
Q – Change team member's company name	12
Q – Change my email address	12
Q – My details are wrong (name, address, phone number, country)	12
Q – Change a visitor to an exhibitor	13

Attendees (inc. speakers, press, VIP)

Registration

Q – How do I register?

Via this registration link – [Registration](#)

Q – How do I access my account?

Note: If the visitor hasn't registered, see above. Visitors registered previously already have an account in Swapcard.

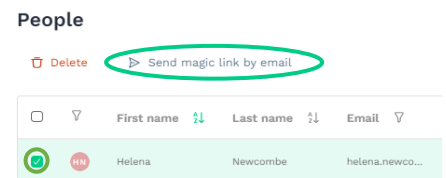
You should have received an email from Figlobal 2024 (noreply@figlobal.com), with the subject 'Your registration confirmation for Fi Africa ProPak MENA 2024 and your registration details. Up to 20 minutes after registering for an account, another activation email will come through noreply@figlobal.com with a magic link to create a password.

The first time you visit the platform, you will be prompted to create a password.

Q – Change my email address

This is a customer service manual task in Visit

1. Go into **Visit's Service Center** & search the visitor's name/current email address
2. Click the **pencil icon** on the right
3. Update the visitor's email address to the new email they want
4. This edit will reflect in Swapcard within 20-30 minutes



Q – Reset my password

This is a customer service manual task in Swapcard

1. Go into **Swapcard** > go to **Content** > **People** > search the person
2. Check the box to the left of their name and click '**Send magic link by email**'

Digital Platform

Q – How do I access the Digital Event Planner (Swapcard)?

You can visit the web version by clicking this link - [Please click on the visitor link](#)

You can download the app '[Food Ingredients](#)'

Q – My details are wrong (name, address, phone number, country)

Please encourage Visitors to complete their profile to get the most out of the event. They can edit details such as profile picture, social media and contact information in Swapcard. Personal details like name, email address, country are locked in Visit however. If visitor needs to change anything in Visit, **This is a customer service manual task in Visit.**

1. Go into **Visit's Service Center** > search the visitor's name/email address
2. Click the **pencil icon** on the right > correct any details accordingly
3. Email us on fiandpropakcs@informa.com

Platform Features

Q – Agenda

The agenda is accessible on the web and app via the 'Agenda' button. All sessions have an assigned location and topic. You can bookmark sessions of interest, and they will appear in the 'My Event' tab.

You can filter your sessions from the Fi Conference, Propak Conference, workshops, and the Annual Women gathering in food.

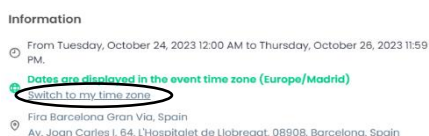
Q – My Event

Under '**My Event**' you can see your schedule, meetings, contacts, bookmarked companies and bookmarked products. This is your event planner to help you make the most out of the event. On the right-hand side, you can export all your meetings and sessions to your personal calendar, e.g. Outlook, iCal, Google.

Q – Change my time zone

The event is held in CET time.

1. To align with your time zone, please go to the homepage of your web platform
2. Scroll to the bottom to find information
3. Switch to your time zone



Connections & Meetings

Customer service cannot arrange or cancel meetings on behalf of visitors. However, you can guide them through the process with the following FAQs.

Q – How do I connect with/message other attendees?

Visitors are only able to connect with exhibitors.

You can connect with exhibitors in the 'exhibitor' section. You can search for contacts and click into their profile. From here, you will be able to send them a connection request, send a message and schedule a meeting. If the connection or meeting request is not accepted within 4 hours, it triggers an email notification. Once the connection or meeting is accepted, the person will be part of your network and you'll be able to see their contact details. You can also browse exhibitor's products within the 'products' section.

*All pending meeting requests will expire in 3 days.

Q – How do I book meetings?

To book a meeting with an exhibitor, go on their company page and click on one of the proposed meeting slots. You will have the option of booking a meeting with the company admin, or the staff members they have allocated to take meetings. 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 '**send meeting request**'.

Once your meeting request is accepted, the person will be part of your network and you'll be able to see the contact details. A pending meeting is blocking a meeting slot, so if unanswered meetings are filling up your meeting slots, do not hesitate to cancel and free up your schedule. If you want to make a change to the time or location of the meeting, you will need to cancel the existing meeting and send a new request.

Information Classification: General

Q – How do I cancel a meeting?

1. Go to '**My Event**' > '**My meetings**'
2. Select the meeting you want to cancel

3. Click **'Cancel meeting'**

Q – What time zone is the meeting time slot being displayed?

The meeting slots are as detailed above, in CET time. We cannot move these timeslots, because this is the timings for our online/hybrid event. However, **you can manage your availability to avoid time zone conflicts.**

You can change the platform to fit your time zone by going to the homepage, scrolling to the bottom to find information and selecting 'Switch to my time zone'. Please note, your time zone isn't visible to your connections, so you may need to manage your availability to avoid time zone conflicts (see next question)

Q – How do I manage my availability?

You can see your pending and confirmed meetings by clicking **'My Event'** and then the **'My meetings'** tab. You will also be able to manage your availability in this tab. Click **'Manage Availability'** on the right-hand side and de-select the time slots you wish to make yourself unavailable for. Other attendees will no longer be able to book meetings with you for these slots.

Visitor Guide

[Visitor How-to Guide](#)

Exhibitors

Exhibitor Launch	1st May
Visitor Launch	15th May

Exhibitor Guide

[Exhibitor How-to Guide](#)

Accessing company profile

Q - Which website or URL should Exhibitors use?

Visit the web version by clicking this link - [Exhibitor link](#)

Download the app '[Food Ingredients](#)', then go to **Fi Africa-Propak MENA event**.

Q – Access my account

After registering as an exhibitor to the event, you will receive an email from noreply@figlobal.com (at a max gap of up to 2 hours) with a magic link to the platform so you can login. If not, check your spam/junk folder.

If no email is received within 2 hours, check that the email address you are using is correct. Go directly to the official platform – [Exhibitor link](#) and login using your registered email address. This will prompt you to create a new password if it is your first-time logging in. I

It is sometimes possible that our communications are blocked by your professional mailbox. If several people from the same company are participating in the event and none of you receive the email, please ask your IT department to authorize to facilitate future communications.

Q - I didn't receive the magic link email

Please use the email that your company admin signed you up with. If you are still experiencing issues:

1. Check your spam
2. Check the email address you are using is correct
(**Customer service check** – Visit > Service Center > Visitors > check the spelling of their email address)
3. Your professional mailbox may block our communications, ask your IT department to authorize noreply@figlobal.com

Q – Email address not recognized

This is a customer service manual task in Visit

1. Go into **Visit's Service Center** & search the visitor's name/current email address
2. Click the **pencil icon** on the right, check the email is what they are expecting, correct spelling if necessary

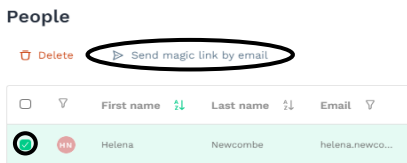
Q – Team member – how many can I add and what are their rights?

All exhibitors, including those who are online-only, can have an unlimited number of staff on the platform. All staff members are designated as 'admins' and have equal rights and access to the exhibitor centre.

Information Classification: General

Q – A company wants one generic email address for registering badges for staff

No - having a unique email address is a non-negotiable requirement. So, one email = one account. We are unable to allow entry for all staff using one email into the online event nor allow them the use of lead retrieval using one email address.



Q - Reset my password

This is a customer service manual task in Swapcard

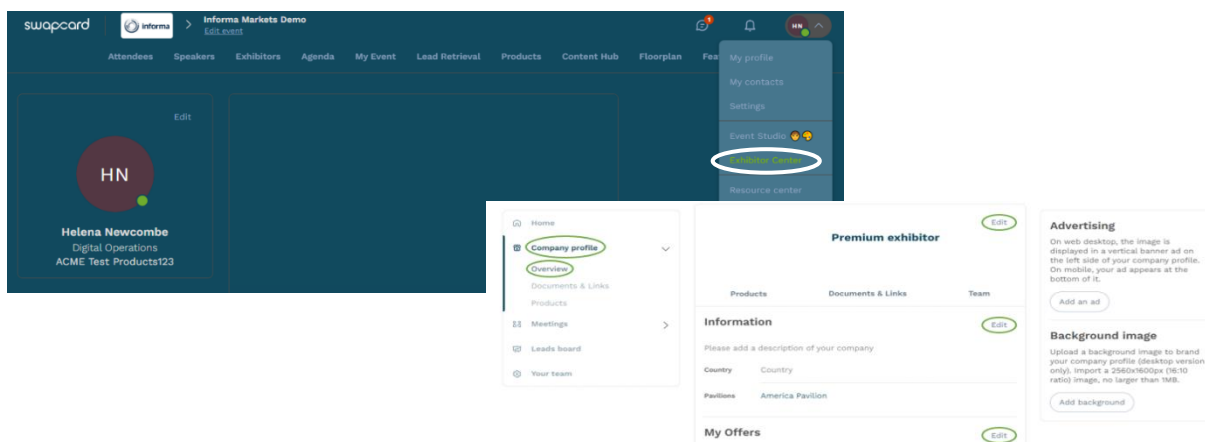
1. Go into **Swapcard**
2. In the left-hand side menu, go to **Content > People** > search the person
3. Check the box to the left of their name and click **'Send magic link by email'**

Editing company profile

Q – Edit Company Profile

This is **ESSENTIAL** for exhibitors to do as it supports matchmaking & AI recommendations.

Anyone who has access to the company profile can edit information, advise that 1 person is allocated to update the company information



1. Go to your **'Exhibitor Center'** from a computer.
2. Click on **'Company profile'** in the left side menu
3. To add or modify information, click on the **'Edit'** button in front of the section of your choice

Q – Edit company country

This is a customer service manual task in Visit and Swapcard

1. Go into **Visit's Service Center** & search the company name in the partner section.
2. Change the Country registered
3. Go to Swapcard > Content > Exhibitors and look for the company again.
4. If the country hasn't updated automatically, edit the Country field to match the records in Visit

Q - Access and navigate Exhibitor Center

Information

1. Log on to the event planner – <https://visitor.figlobal.com/event/fi-africa-propak-mena>
2. On the right-hand drop-down menu appear, click on **'Exhibitor Center'** and the relevant event
3. The **menu sidebar** that appears on the left side of your screen 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.

- **Leads board:** view and export all the contacts made by your team before, during and after the event.
- **Your team:** manage the different members of your team.

Q – Advertising to Company profile

Note: These features are available to certain packages (premium and enhanced), check pg.8 for the permissions.

1. Go to **'Exhibitor Center'**
2. Click on **'Company Profile'** > on the right of the page click **'Add an ad'**

Q – Company logo / Header image / Video / Background

Note: Header image is available for all. Header video is only available for Premium and enhanced. Background is only available for premium exhibitors.

If you would like to have one of these functionalities, you will need to upgrade.

1. Go to **'Exhibitor Center'**
2. **Company profile > Overview > Customize**



Logo size: 400x200px (2:1 ratio) image, no larger than 1MB.

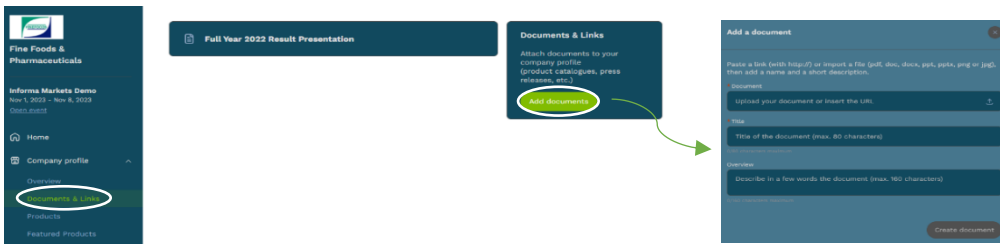
Header image size: 1200x675px (16:9 ratio) image, no larger than 1MB.

Header video: hosted on Youtube or Vimeo. Choose the provider and paste the id or SRC link

Background size: 2560x1600px (16:10 ratio) image, no larger than 1MB.

Q – Attach a document/link to Company Profile

1. Go to the **'Exhibitor Center'**
2. On the left-hand side of your screen, go to **'Company Profile'** > **'Documents & Links'**
3. Click on **'Add Documents'**
4. Paste the link (with http://) of the document concerned or import a file (pdf, doc, docx, ppt, pptx, png or jpg) from your computer.
5. Give the document a title and a description. The maximum number of characters for each field is 80 for the title, 120 for the description.



* Document limit: 2 for Smart Connect Fee, 10 for Enhanced, 20 for Premium

Q – Add social media

Information Classification: General

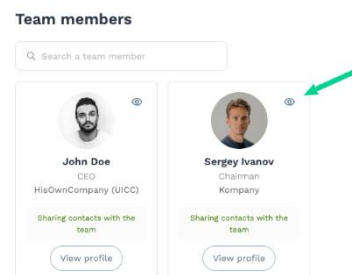
1. Go to the **'Exhibitor Center'**
2. On the left-hand side of your screen, go to **'Company Profile'** > **'Overview'**
3. Scroll down and edit your social media

Q – Edit contact details

1. Go to the 'Exhibitor Center' > 'Company Profile' > 'Overview'
2. Scroll down and edit your contact details

Q – Hide team members

1. Go to the 'Exhibitor Center'
2. Go to 'Team members' > press the eye icon above those you don't want visible



Q – Uploading products

1. Go to your 'Exhibitor Center' from your computer or mobile phone
2. Click on 'Company profile' in the left side menu
3. Click on 'Products' > click on 'Add' on the right side of your screen
4. Enter a name and description (optional) before validating. The product editing window will appear so that you can add photos, a link, a subcategory, a brand and more. Complete as much information as you can to get your products ranked higher.

Q – Editing products

1. Go to the 'Exhibitor Center' > 'Company Profile' > 'Products'
2. Hover over the product > click the pencil icon to edit

Q - Size requirement of Product image

Product image dimensions should be a square image, size: 200x200px, no more than 1MB

Q – Adding ingredients and services to your profile

When you go into the Exhibitor Center you will be asked to select which ingredients and services your company is offering, this allows the system to match you with visitors who are interested in such ingredients/services. We encourage you to identify the ingredients and services that are relevant to your company so you can get more leads and connect with your target audience.

Q - When will visitors have access Swapcard?

The visitor launch is set for the 15th of May.

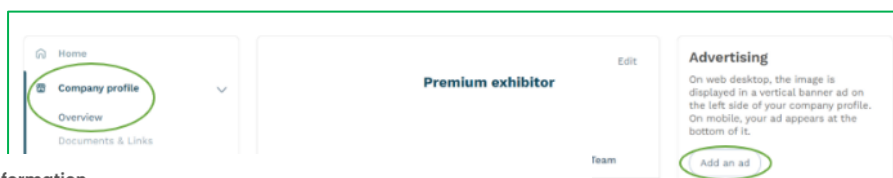
Q – Why can't I see the visitors/attendee list in the platform?

The visitors tab will be visible after the visitor launch, 15th May.

Meetings

Q – Meetings - time zone

The meeting slots are as detailed above, in CET time. We cannot move these timeslots, because this is the timings for our online/hybrid event.



However, you can change the platform to fit your time zone by going to the homepage, scrolling to the bottom to find information and selecting 'Switch to my time zone'.

Infor

From Tuesday, October 24, 2023 12:00 AM to Thursday, October 26, 2023 11:59 PM.

Dates are displayed in the event time zone (Europe/Madrid)

Switch to my time zone

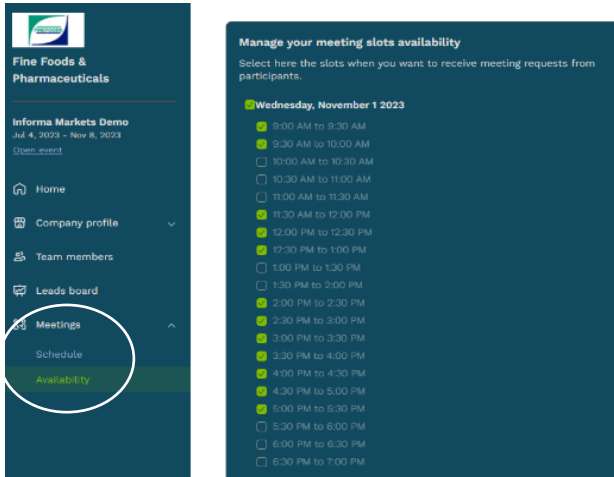
Fira Barcelona Gran Via, Spain

Av. Joan Carles I, 64, L'Hospitalet de Llobregat, 08908, Barcelona, Spain

Please note, your time zone isn't visible to your connections, so you may need to manage your availability to avoid time zone conflicts (see next question)

Q – Unavailable for meetings

1. Go to 'Exhibitor Center > 'Meetings' > 'Availability'
2. Click on a particular time that you wish to make unavailable.



Q – Connect / Message visitors and other exhibitors

Please search the visitor you want to connect with in the visitor list. Click their name or the add user icon on the right of their name. This will guide you to send a connection request, and you can write a message here.

If you want to connect with a specific exhibitor, search the exhibitor in the exhibitor list. Click the exhibitor booth you need, under the 'Team' section, please select the team member you want to reach out to. This will guide you to

send a connection request, and you can write a message here.

Q – When someone messages the company directly, who will receive it?

All team members will receive a notification

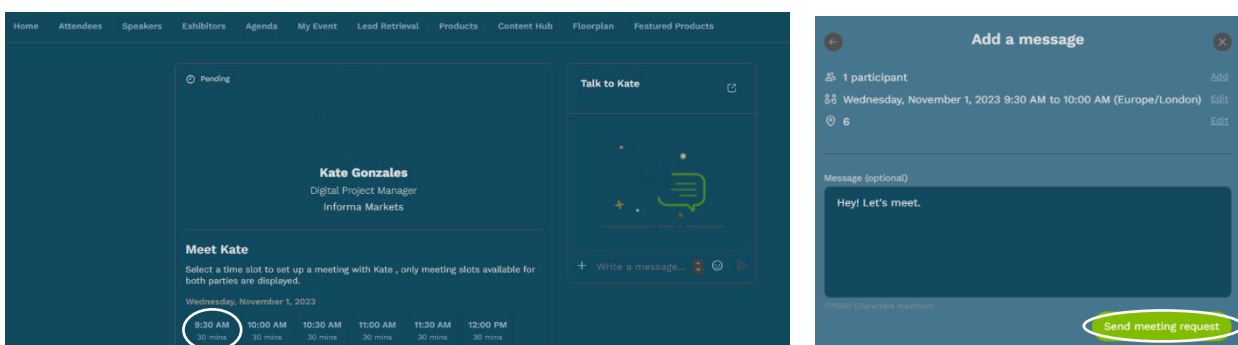
Q – Find my meetings

1. Go to 'Exhibitor Center' > 'Meetings' > 'Schedule' > This shows meetings for all of your company and team
2. You will find all meetings of the following status:

- **Invitation:** received a meeting request to which you must reply.
- **Confirmed:** meeting request accepted.
- **Waiting:** meeting request sent by a member of my company, waiting for an answer
- **Cancelled:** meeting cancelled
- **Declined:** declined meeting request

Q – Book a meeting

1. Search the exhibitor or visitor you wish to have a meeting with
2. Click on a suitable meeting slot
3. After selecting a slot, choose a meeting place and write a message to the person you want to meet.
4. Once done, click on 'send meeting request.'



A pending meeting is blocking a meeting slot. If your meeting is not confirmed or refused after a few days, do not hesitate to cancel it to free the blocked meeting slot. If you want to make a change to the time or location of the meeting, you will need to cancel the existing meeting and send a new request.

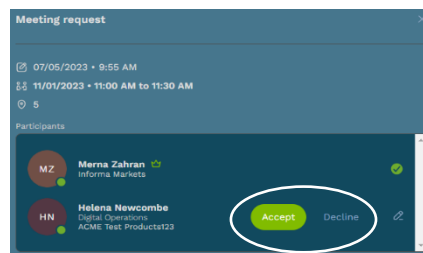
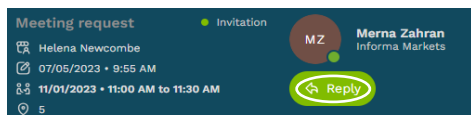
Information Classification: General

IMPORTANT: Please be mindful also of the location of the person you want to meet with when making a meeting invite. The meeting time displayed can be switched as per your time zone so kindly consider the time difference based on the location of the person whom you are sending invitation to meet with.

Q – Answer a meeting request.

1. Go to 'My Event' > 'My Meetings.' OR Go to 'Exhibitor Center' > 'Meetings' > 'Schedule'.
2. When you click on the request, you can reply with these three options:

- Accept
- Accept by assigning the meeting to a member of your team



- Decline

Q – Assign a meeting to another 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'.

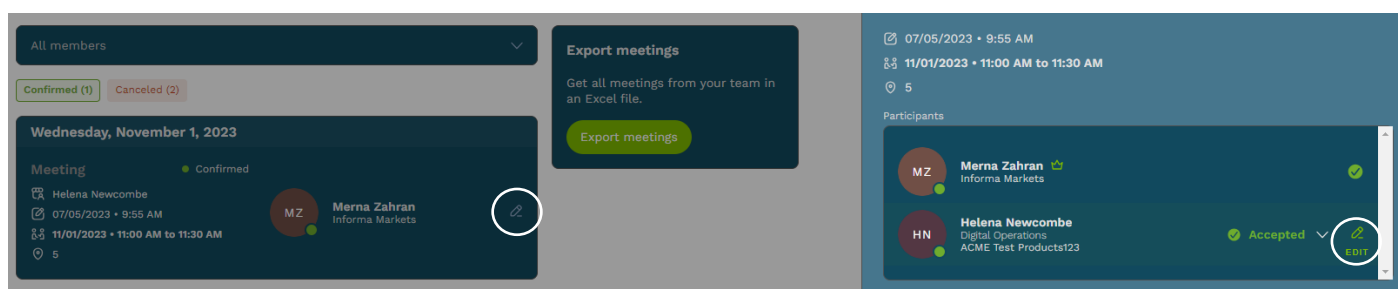
Q - Re-allocate meetings

Unfortunately, there is no way to re-allocate meetings, you would need to send out new meeting requests if you arranged them. If someone requested you, these can be allocated to another team member.

Q – Modify a meeting request

It is not possible to change the date or time of a meeting. To do this, you must cancel and then send a new meeting request. However, you can change the person assigned to the meeting or add participants from your team.

1. Go to your 'Exhibitor Center'
2. If you haven't accepted the meeting yet, click **reply** > click the **pencil icon** next to your name to change the person to take this meeting
3. If you've already accepted the meeting, click on the pencil to the right of the meeting, then click **the pencil icon** next to your name to change the person to take this meeting



Q – Is it possible to schedule a meeting with different connections at the same time?

It is not possible to initiate a meeting request for 2 people at the same time, only 1 to 1 for now. But a user can create a group chat with existing connections (like Whatsapp) which includes more than 2 people. Please check the information here: <https://release.swapcard.com/group-chats-3e8A4U>

Q – Export my meetings

1. Go to your 'Exhibitor Center' > Click on 'Meetings.'
2. On the right-hand side of the page, you can 'Export meetings' to an Excel file.

Q - Cancel a team member

This is a customer service manual task in VISIT

1. Go into **Visit > Service Center > Visitors**
2. Search the team member's email/name and tick the box next to their name
3. **Actions > Delete > 'All 1 quick selected items'** > type **'DELETE'** to confirm request
4. Go to Swapcard and delete the account as well.

Q – Booth number is wrong

First, check that the booth number is correct in Expocad. This is a customer service manual task in Visit

1. Go into **Visit > Service Center > Partners**
Find the company > Edit Partner
Registered Events > Fi-Prok MENA 2024
2. Edit the booth number accordingly
3. Go to Swapcard Studio > Content > Exhibitors
Search for the Exhibitor and delete the incorrect stand number from the locations.
The new stand number should flow to Swapcard within 20 mins

Q – Change my company name

Note: If exhibitor's profile is showing their Legal company name > ask them what they want their Exhibiting company name to be > Follow instructions below.

This is a customer service manual task in ESOP & Visit

1. Change the **Company Name** in Visit
2. After changing an exhibiting company name, you **MUST** bulk update the team members company name also so their badge reflects the new company name (see next question).
3. Change the **Exhibitor Name** in Swapcard

Q – Change team member's company name

This is a customer service manual task in VISIT

1. Go into **Visit > Service Center > Visitors**
2. Search the original company name > click **'Actions'** in the top right corner
3. Select **'Bulk Upload'** > **'All X search results'**
Partner – search the new **Exhibiting company name**
Registration type – **'Exhibitor'**
4. Select **'Update'** and type **'UPDATE'** into the box to complete the change

Q – Change my email address

This is a customer service manual task in VISIT

Note: If the email address is for the Admin person or the Operation Contact set in CC or IMCC. Then a ServiceNow ticket needs to be raised. Else, email will revert once the sync sets in.

For all others:

1. Go to **Visit > Service Center** > search the visitor's name/current email address and select
2. Click the **pencil icon** on the right
3. Update the individual's email address to the new email they want

Information Classification: General

Q – My details are wrong (name, address, phone number, country)

This is a customer service manual task in VISIT

1. Go to **Visit > Service Center** > search the team member's name/current email address and select

2. Click the **pencil icon** on the right
3. Correct any details accordingly

Q – Change a visitor to an exhibitor

This is a customer service manual task in VISIT

Note: This is for individual badge/registration changes, for company upgrades see below

Note: Visitors will have paid for their registration, this is non-refundable, please ensure they understand this and want to proceed before changing them to an exhibitor.

1. Go into **Visit > Service Center > Visitors**
2. Search the team member and click **'Actions'** in the top right corner
3. Select **'Bulk Upload'** and select to update for **'All 1 search results'**
Partner – search the exhibitor they should be under
Registration type – change to **'Exhibitor'**
4. Select **'Update'** and type **'UPDATE'** into the box to complete the change

Q – Delete my online account

People can delete their Swapcard account if they don't want to use the platform anymore. As explained in the warning message, this will delete all their information and access to the platform, they will still have access with their email.

1. **Settings > Scroll down to 'Delete my account'**

Delete account

By deleting your account, all your information, events, messages and contacts will be deleted. This action cannot be reversed.

Delete my account