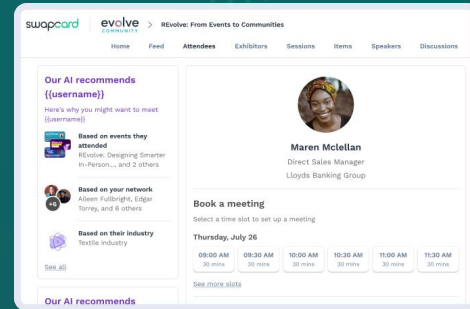
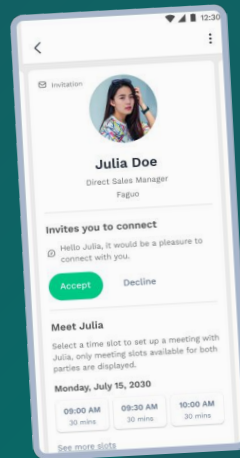


User's Guide

General guide

swapcard

All-in-One Event & Community Platform





Access the app

Login

How to login for the first time?



1

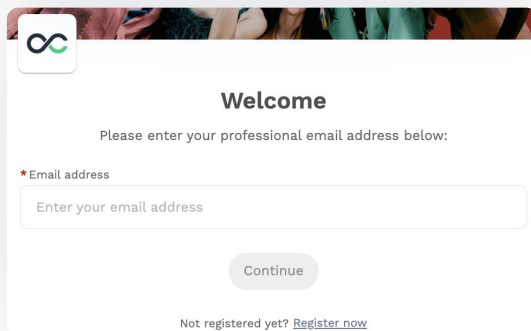
You will receive an email similar to **this ones** with a button redirecting you to a login page. Your account is automatically created by the platform after you have registered. A window will then prompt you to create a password for your account:

2

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



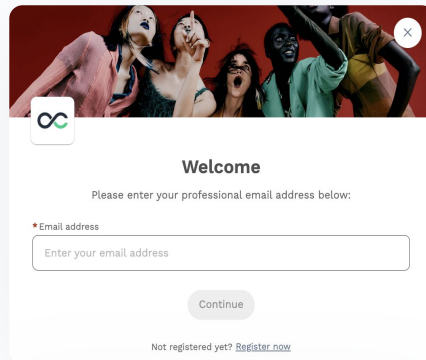
Note: If you don't see this email in your mailbox, please check your spam folder. Most of our emails are sent from noreply@swapcard.com



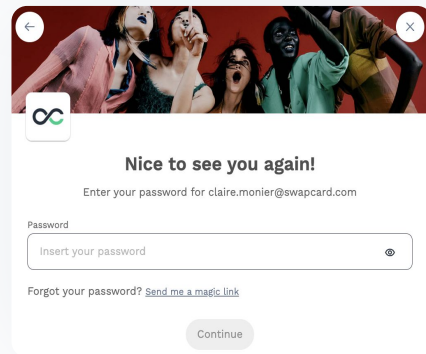
How to login when I have an account?



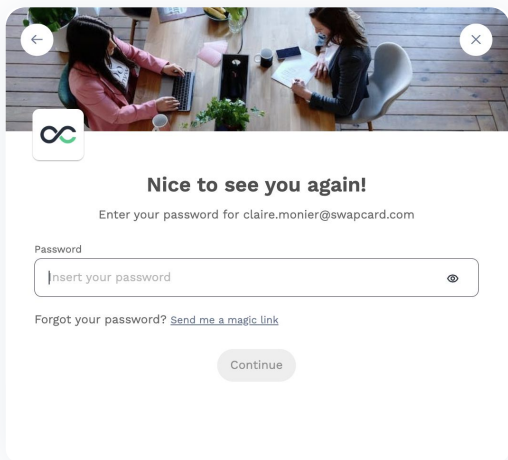
1 Access your account on app.swapcard.com



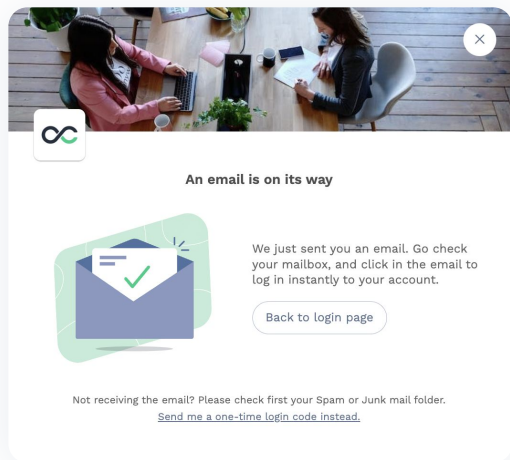
2 Enter the email you used to register from your event and your password. Click on "Continue" green arrow to connect.



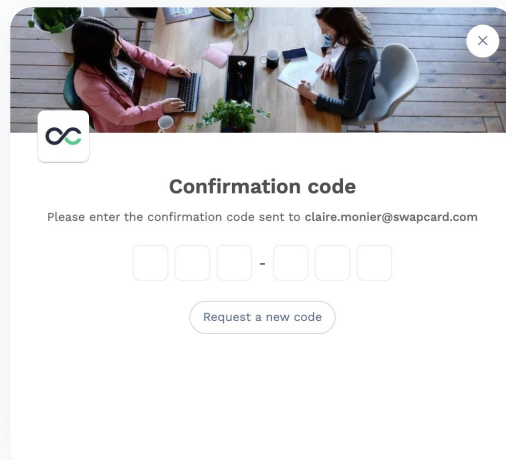
How to login when I have an account?



- 1 If you have forgotten your password, you can click “**Send me a magic link**” after entering your email. You’ll receive an email to reset your password (valid for 1 hour).



- 2 If you'd rather receive a code, start by clicking on '**Send me a Magic Link**', then select 'Send me a one-time login code instead'. You'll promptly receive an email with a code that you can enter into the designated box

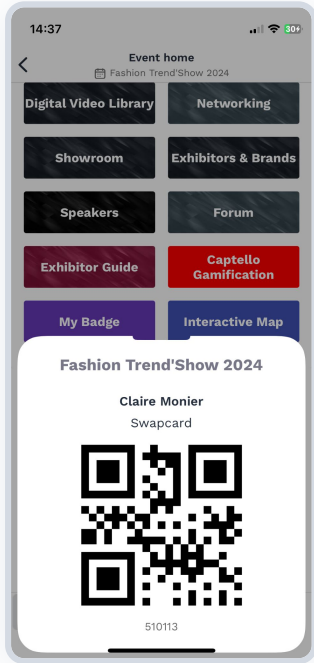


- 3 If you need any help, please contact our [Support Team](#).

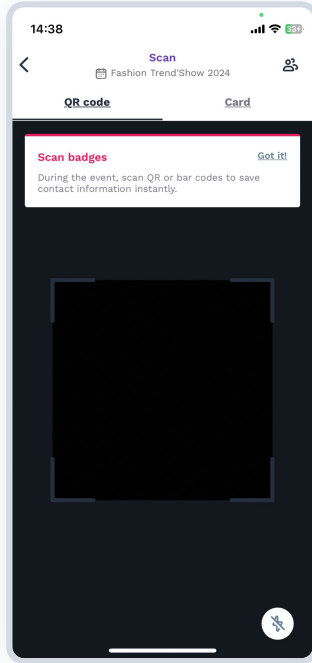


Physical Event

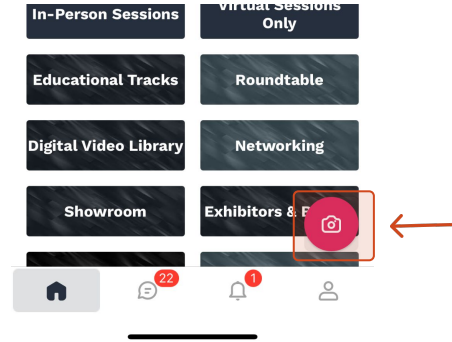
QR code / Scan badge



I'm scanned



I'm scanning



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. **If the 2-way scan is enabled - Your contact details are also shared to the person you scanned (please check if the feature is enabled with the event organizers).**

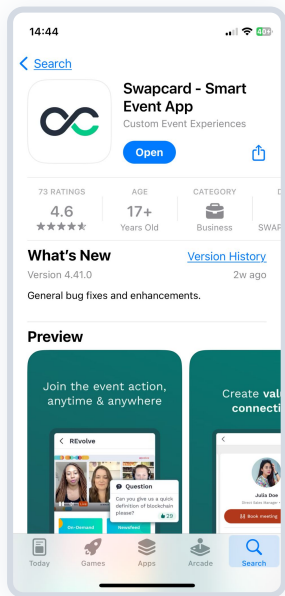
You can display your **electronic badge** to be scanned. A dedicated button will be available on the homepage to display your QR code.

How to Scan a Badge



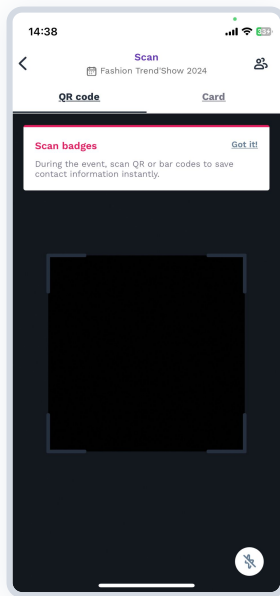
1

Download the Swapcard or Event app



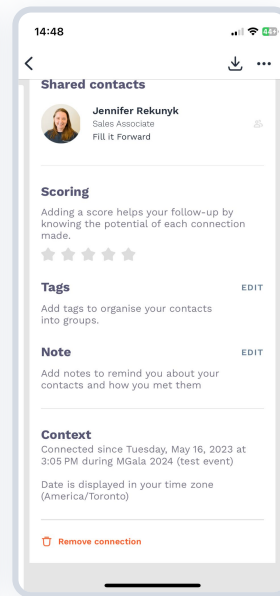
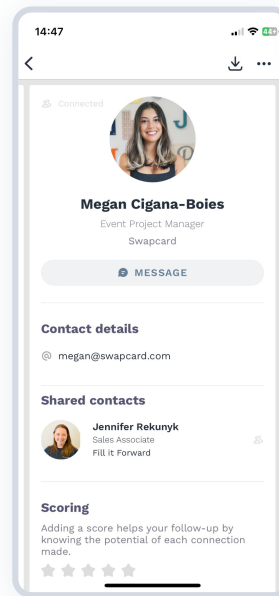
2

Open the camera and scan the QR code



3

You will have access to the participant's information
(From the "My Contacts" tab)

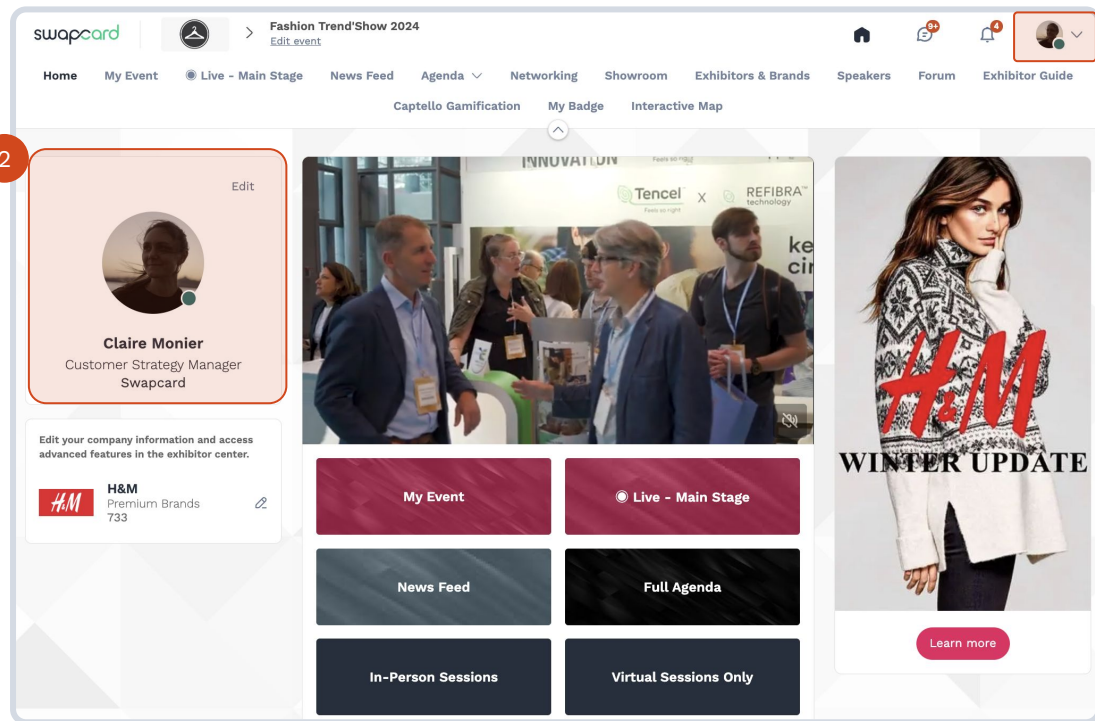




Available Features

Content


How to edit your profile (1/3)



There are two ways of accessing your profile:

1. From the drop-down on the upper-right corner of your screen, click **“My profile”**
2. 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.



EVOLVE Team
Event Planner
Swapcard

EDIT

About me EDIT






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.

Country

City

Social media EDIT

Contact details EDIT

Add your mobile phone number

Add your landline phone number

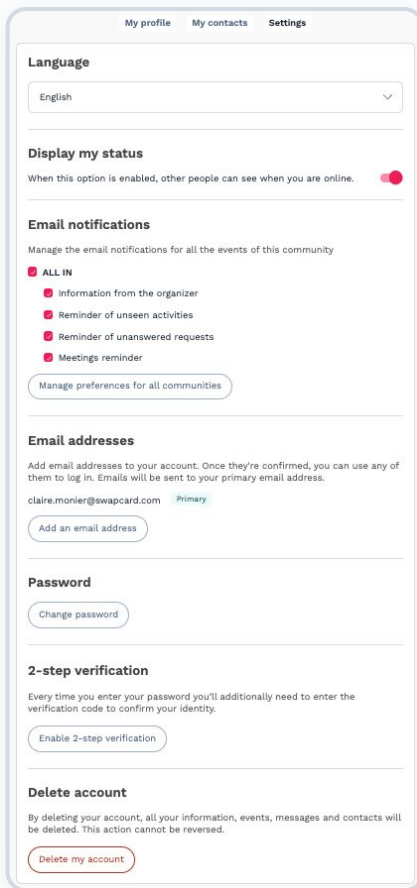
@ evolve@swapcard.com

<https://evolve.swapcard.com/>

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



From the “My Settings” tab, you can update your account preferences:

- Language
- Display my status
- Email notifications
- Email addresses (add secondary email) details
- Update my password
- 2-steps verification
- Delete my account

How the schedule works



February 2024 13 February 2024 15 February 2025 13 February 2025 14 **February 2025 15**

Refine the list (min. 2 characters)

Search

Filters

- Type
- Topics
- Location
- Track

Time preferences

Dates are displayed in your time zone (America/Toronto) [Switch to event time zone](#)

Time is displayed in 12-hour format [Switch to 24-hour format](#)

Your schedule

Export to my calendar

Day 1: Opening Session

2:00 AM

DAY 1

Fast-fashion: end of a myth

Only 175 seats left

Feb 15, 2025 2:00 AM to 3:00 AM

8:00 AM

This is Fashion

Feb 15, 2025 8:00 AM to 10:00 AM

Aaron Bishop · Grazia

Trend'show awards ceremony

Only 248 seats left

Feb 15, 2025 8:00 AM to 9:00 AM

#ADAPABILITY


What is the impact of independant creators?

Feb 15, 2025 8:00 AM to 9:00 AM

BVLGARI CHANEL LACOSTE

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.



Trend'show awards ceremony

Only 248 seats left

Saturday, February 15, 2025 8:00 AM to 9:00 AM · 1 hr. (America/Toronto)

Auditorium

Session

This is Fashion

Reserve my seat

Information

Most innovative projects will be awarded during this closure ceremony.

Vote for your favorite collection

You may also like

Browse the different sessions and select the ones that are most relevant to you.

Workshop: work with young students to elaborate a responsible and inclusive...
Fri, Feb 14, 2025 2:30 PM

Transformation & assembly line: rules to follow
On demand


Retail: from the producer to to buyer, how to sell in a more responsible way?
Fri, Feb 14, 2025 1:00 PM


Documents & Links

Awards
Trend'show awards

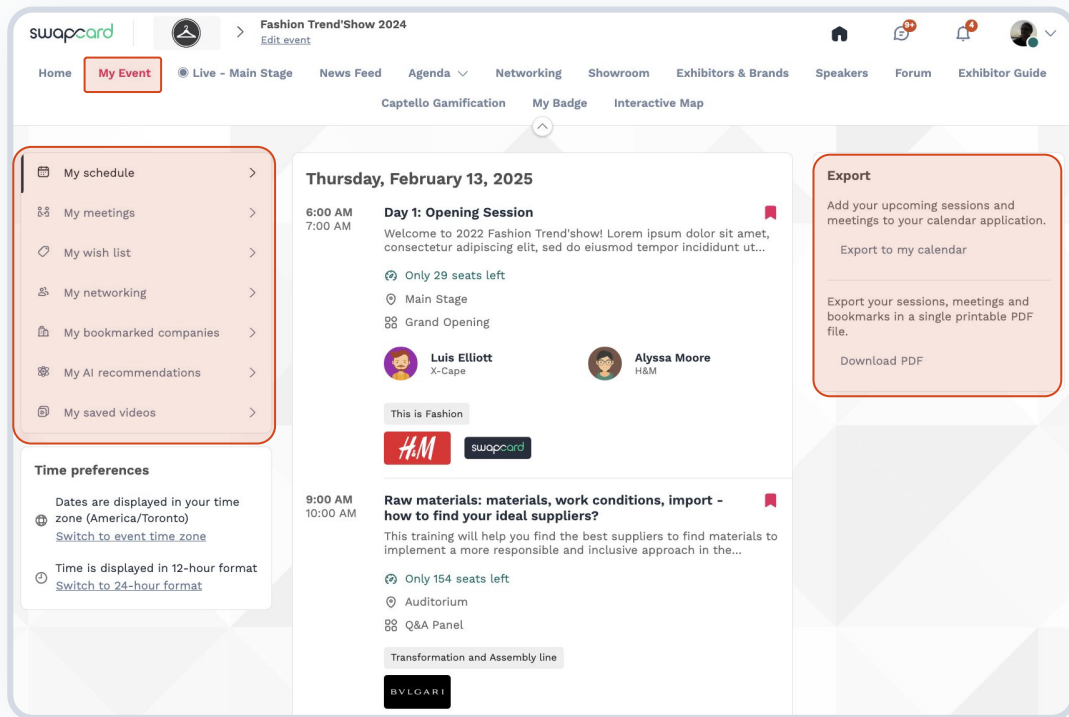
Creators Perform "Truth Hurts"
video

Registered attendees

 **Amine Boufenchouche**
Enteepriase Account Director
Swapcard

 **Bob Chain**
Global Head of Strategic Accounts

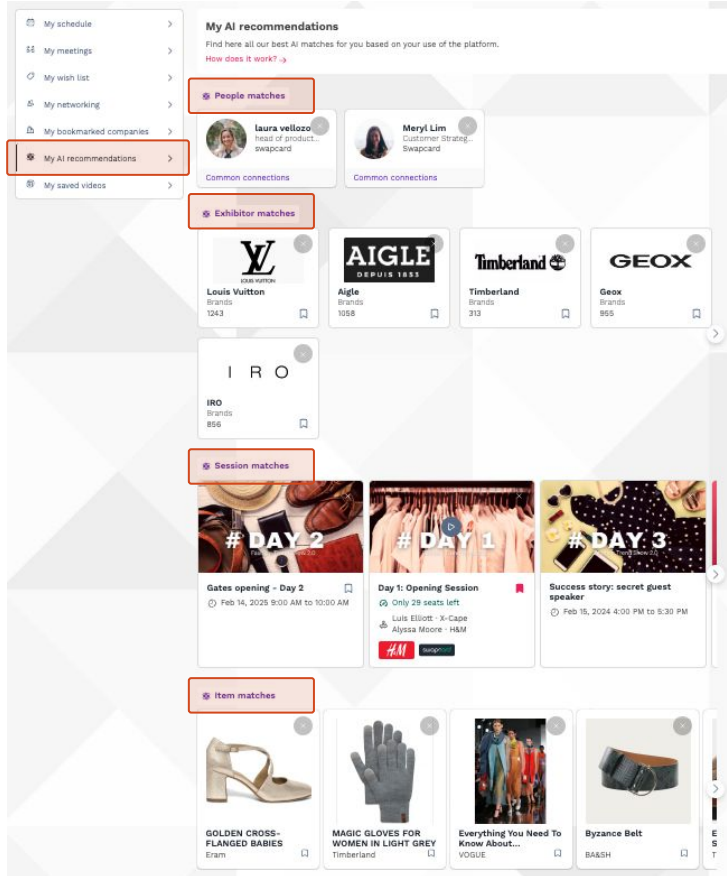
By selecting a particular session, you'll uncover comprehensive details tailored to your interests: **session capacity** (if applicable), **dates, times, and location**; **featured speakers and exhibitors**; **pertinent documents and links**; and a **roster of registered attendees** (where applicable).



The screenshot shows the Swapcard 'My Event' interface for 'Fashion Trend'Show 2024'. The top navigation bar includes 'Home', 'My Event' (highlighted with a red box), 'Live - Main Stage', 'News Feed', 'Agenda', 'Networking', 'Showroom', 'Exhibitors & Brands', 'Speakers', 'Forum', and 'Exhibitor Guide'. Below the navigation bar, there are tabs for 'Captello Gamification', 'My Badge', and 'Interactive Map'. On the left side, there is a sidebar menu with options: 'My schedule', 'My meetings', 'My wish list', 'My networking', 'My bookmarked companies', 'My AI recommendations', and 'My saved videos'. Below the sidebar, there are 'Time preferences' for dates and time format. The main content area displays the schedule for 'Thursday, February 13, 2025'. The first session is 'Day 1: Opening Session' from 6:00 AM to 7:00 AM, with a description, 'Only 29 seats left', location 'Main Stage', and 'Grand Opening'. It features speakers 'Luis Elliott' (X-Cape) and 'Alyssa Moore' (H&M). Below the session, there is a 'This is Fashion' section with logos for H&M and Swapcard. The second session is 'Raw materials: materials, work conditions, import - how to find your ideal suppliers?' from 9:00 AM to 10:00 AM, with a description, 'Only 154 seats left', location 'Auditorium', and 'Q&A Panel'. It features a 'Transformation and Assembly line' section with the BVLGARI logo. On the right side, there is an 'Export' panel with options: 'Export to my calendar', 'Export your sessions, meetings and bookmarks in a single printable PDF file.', and 'Download PDF'.

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 "My AI Recommendations" tab, if enabled, curates a personalized list of People, Exhibitors, Sessions, and Items based on our advanced AI matching system.

The completeness of your profile significantly enhances the quality of recommendations, while your platform activity further refines the results.

How to access an ongoing live session

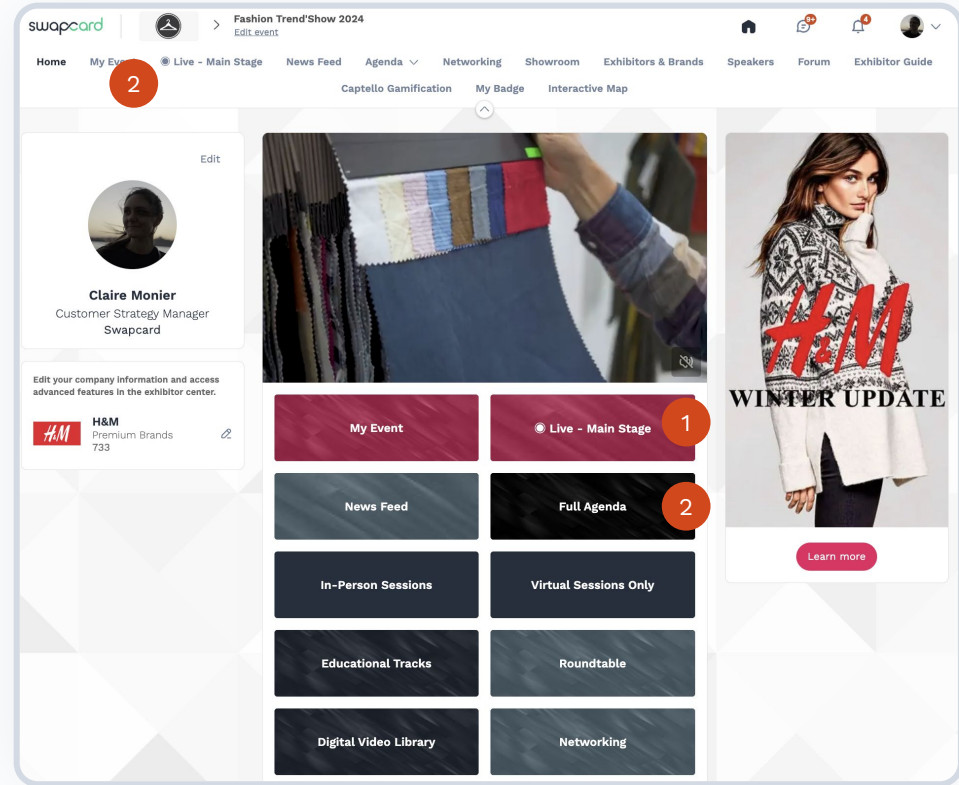


There are several ways to access an ongoing live session.

- 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



Energy Break: A Brief Intro To Positive Psychology & The Power Of Movement

Only 58 seats left

Thursday, February 13, 2025 8:00 AM to 10:00 AM + 2 hr. (America/Toronto)

Virtual

On-Demand

Intermission

Enter full screen

Information

Disclaimer: This session will include movement/physical activity. Please talk to your doctor or health care provider before exercising. Always take care of yourself; take breaks/modifications as needed and do what feels right for you.

You may also like

Browse the different sessions and select the ones that are most relevant to you.

Workshop: work with young students to elaborate a responsible and inclusive...

Fri, Feb 14, 2025 2:30 PM

Swapcard

The All-in-One Technology Platform Powering In-Person, Virtual & Hybrid Events Without Borders. Swapcard is an event platform powered by artificial...

Main Session

Day 1: Opening Session

Only 29 seats left

Thursday, February 13, 2025 6:00 AM to 7:00 AM

Main Stage

Luis Elliott · X-Cape
Alyssa Moore · H&M

Starting in 00:30

Home Exhibitors & Brands Speakers Forum Exhibitor Guide

Interactive Map

the Textiles

Starting in 00:30

Starting in 00:30

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

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

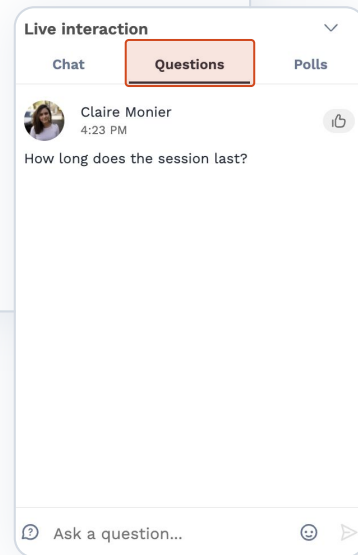
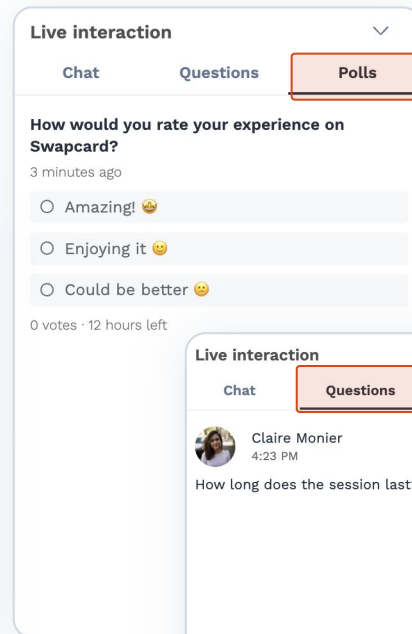
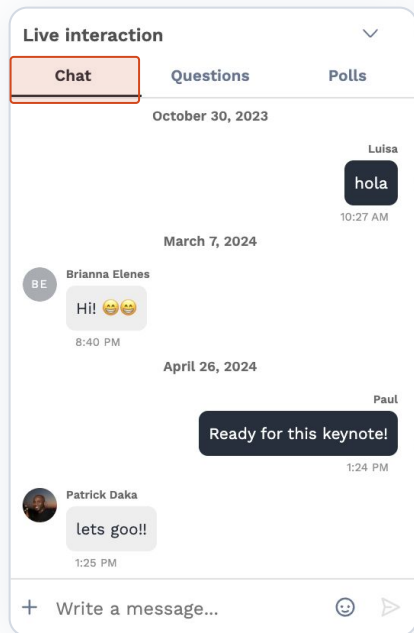
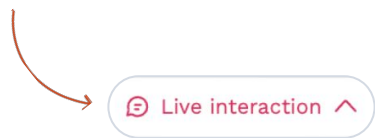


With “**Live interaction,**” you can **chat** with other attendees, ask **questions** to the speakers, and answer **polls** created by the organizers or speakers.

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.



How do roundtable work (1/2)



If the event includes roundtables, the event organizer will make a number of **seats available** for each roundtable before it begins. To guarantee your seat, you first will have to **register** for a session. To do so, you can go to the event's agenda and search for the roundtable session. On the session's page, you will find:

- 1 The number of seats available
- 2 The button to Register for the session
- 3 A countdown indicating the amount of time left before the session starts

Once the session is available, you will be able to join the Roundtable from the session's page simply by clicking on the Join button.

Note: The Roundtable sessions can't be accessed through the mobile app, only the web app (from a browser)

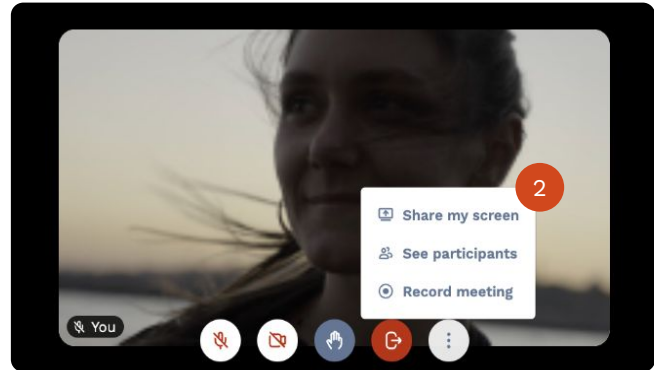
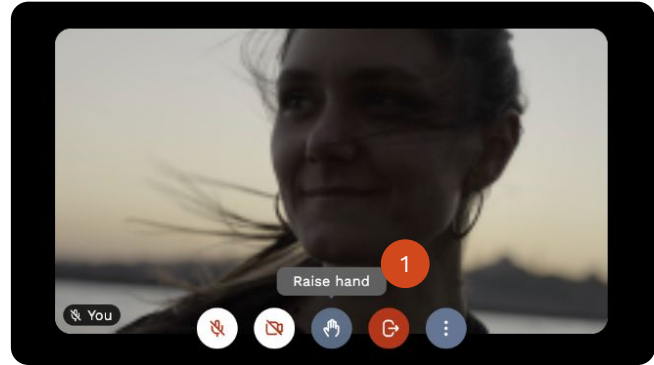
The image displays two screenshots of a roundtable session page. The top screenshot shows the session details for 'Future of Fashion - A Podcast'. It indicates that there are 'Only 20 seats left' (highlighted with a red arrow and number 1). The session is scheduled for Friday, February 14, 2025, from 2:20 PM to 3:00 PM, with a 40-minute duration. A 'Reserve my seat' button is visible (highlighted with a red arrow and number 2). The bottom screenshot shows the same session details, but the 'Reserve my seat' button has been replaced by a 'Join' button, indicating that the session is now available for participation.

How do roundtable work (2/2)



Once you join the room, you will be prompted to allow Swapcard to **access your camera and microphone**. By default, you will join with your camera and microphone OFF.

- 1 During a roundtable, click this icon to **raise your hand**. If the session is moderated, the moderator will be allowing people on stage.
- 2 You will then see the below options:



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**.

The screenshot shows a live session interface. At the top, there is a video player showing a rack of clothes with the text "# DAY 1 Fashion Trend Show 2.0". To the right of the video, there is a session details panel for "Day 1: Opening Session". This panel includes a "Only 29 seats left" warning, the date and time "Thursday, February 13, 2025 6:00 AM to 7:00 AM - 59 min. (America/Toronto)", the start time "Streaming will start Thursday, February 13, 2025 6:00 AM", the location "Main Stage", and the event type "Grand Opening". Below this panel is a "Seat reserved" button. At the bottom of the page, there is an "Up next" section with an "Auto-follow" toggle switch that is currently turned on. The "Up next" section lists the next session: "10 Minutes Of Calm In Your Day - Mindful Meditation For Beginners" starting on "Thu, Feb 13, 2025 8:00 AM". To the right of the "Up next" section, there are two sponsor logos: "H&M" and "swapcard".



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

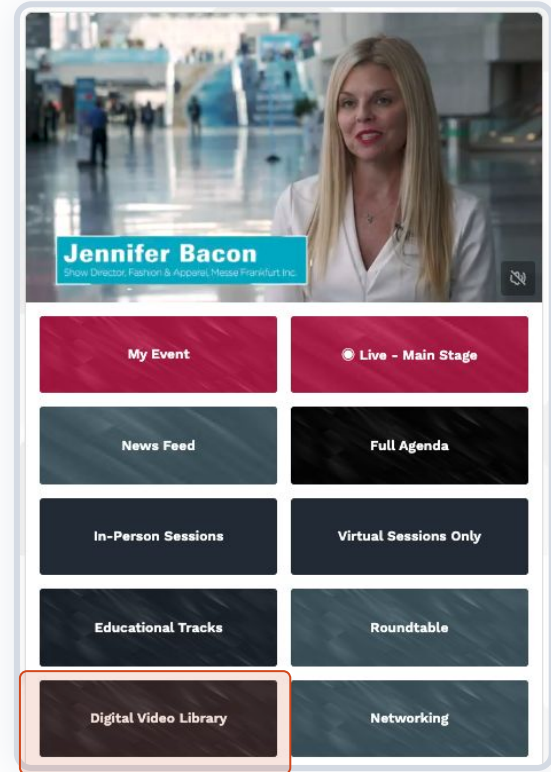
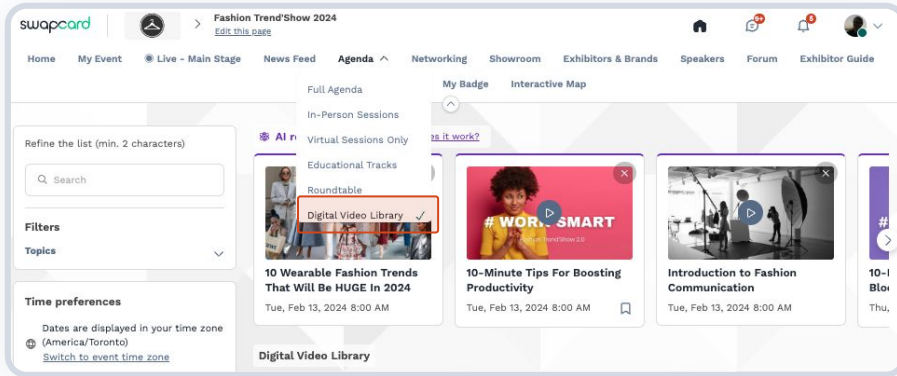
How to watch session on-demand?



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 event has ended.



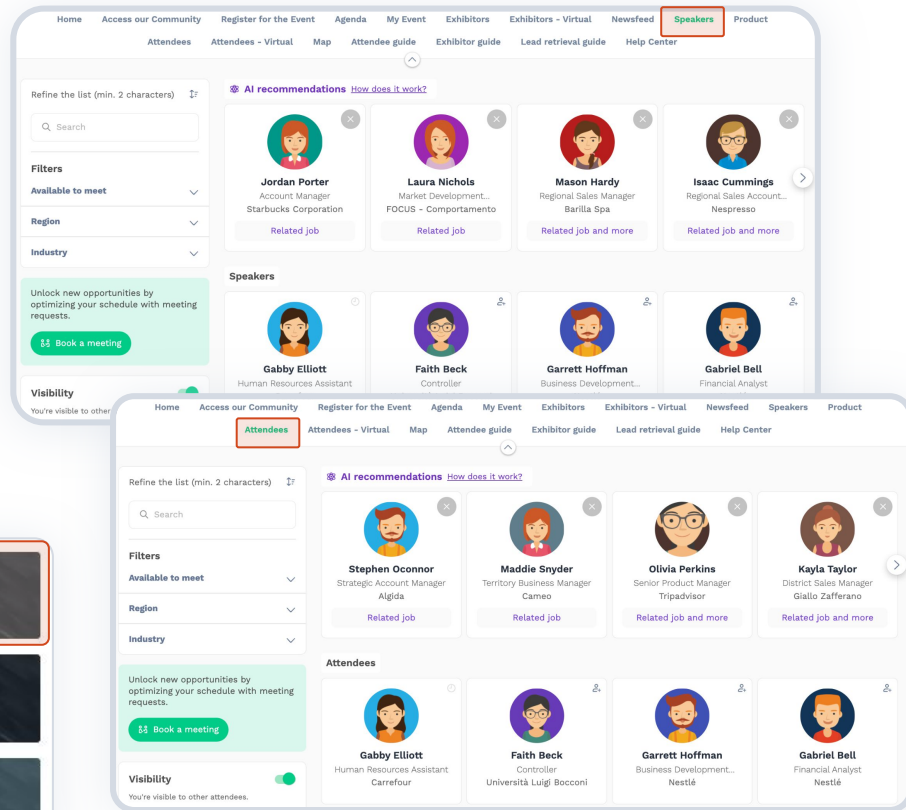


Available Features

Networking

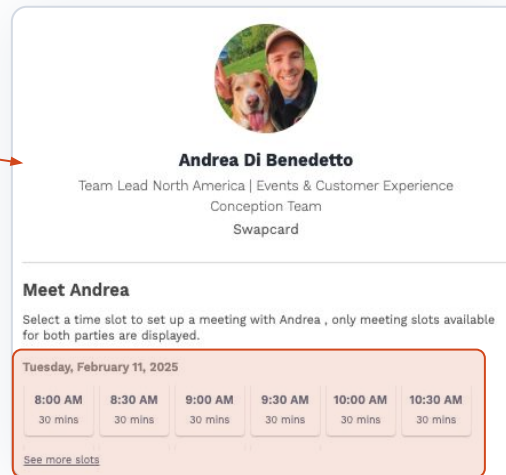
From the home page or the top navigation bar you can access the **Speaker** and **Attendee** lists (these sections can have different names depending on the event).

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.



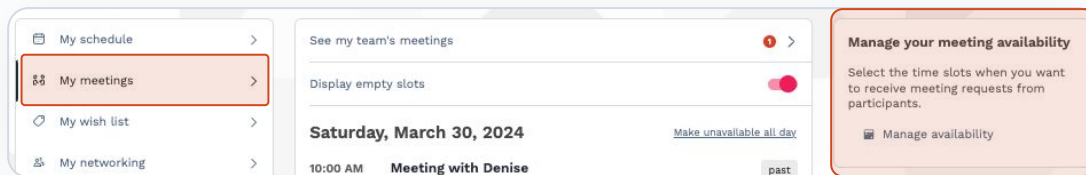
Andrea Di Benedetto
Team Lead North America | Events & Customer Experience
Conception Team
Swapcard

Meet Andrea
Select a time slot to set up a meeting with Andrea , only meeting slots available for both parties are displayed.

Tuesday, February 11, 2025

8:00 AM 30 mins	8:30 AM 30 mins	9:00 AM 30 mins	9:30 AM 30 mins	10:00 AM 30 mins	10:30 AM 30 mins
--------------------	--------------------	--------------------	--------------------	---------------------	---------------------

[See more slots](#)



My schedule >
My meetings >
My wish list >
My networking >

See my team's meetings >
Display empty slots >
Saturday, March 30, 2024 [Make unavailable all day](#)
10:00 AM Meeting with Denise past

Manage your meeting availability
Select the time slots when you want to receive meeting requests from participants.
[Manage availability](#)

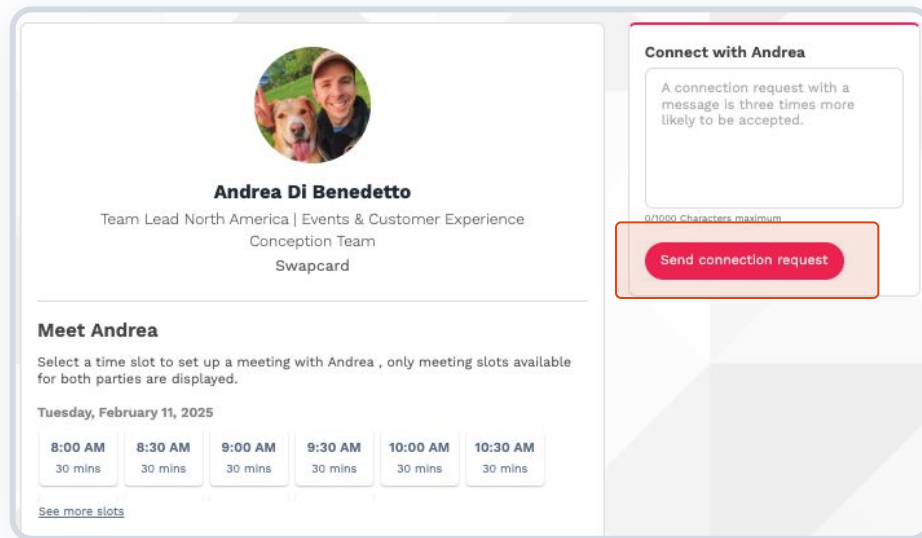
To send a connection request, go to their profile (via the list of participants, speakers or a company profile) and click the **Send connection request** button.

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”**.



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



The screenshot shows a user profile for Andrea Di Benedetto. At the top is a circular profile picture of a man with a dog. Below the photo is the name "Andrea Di Benedetto" and his title "Team Lead North America | Events & Customer Experience" and "Conception Team". A "Swapcard" button is visible. To the right, there is a "Connect with Andrea" section with a text input field (0/1000 characters maximum) and a red "Send connection request" button. Below this is a "Meet Andrea" section with a note about meeting slots and a list of available slots for Tuesday, February 11, 2025: 8:00 AM (30 mins), 8:30 AM (30 mins), 9:00 AM (30 mins), 9:30 AM (30 mins), 10:00 AM (30 mins), and 10:30 AM (30 mins). A "See more slots" link is at the bottom.

How to request a meeting



- 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”. At both stages 3 and 4, you can add more people to the meeting and change the meeting’s date/time.

The image illustrates the process of requesting a meeting through four sequential screenshots:

- Step 1:** A profile card for **Andrea Di Benedetto**, Team Lead North America | Swapcard.
- Step 2:** A meeting request page for Andrea, showing suggested meeting slots for Tuesday, February 11, 2025. Slots include 8:00 AM (30 mins), 8:30 AM (30 mins), 9:00 AM (30 mins), 9:30 AM (30 mins), 10:00 AM (30 mins), and 10:30 AM (30 mins). A "See more slots" link is present.
- Step 3:** A "Location" selection screen with options: 733, 833, Llamada virtual, Media Center, Swapcard, Virtual, Video Call - 1, VIP Room (Room 1-5), Video call (Virtual Meeting), and Meeting Room.
- Step 4:** An "Add a message" screen with a text input field for a message (optional) and a "Send meeting request" button. The character count is 0/1000.

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.

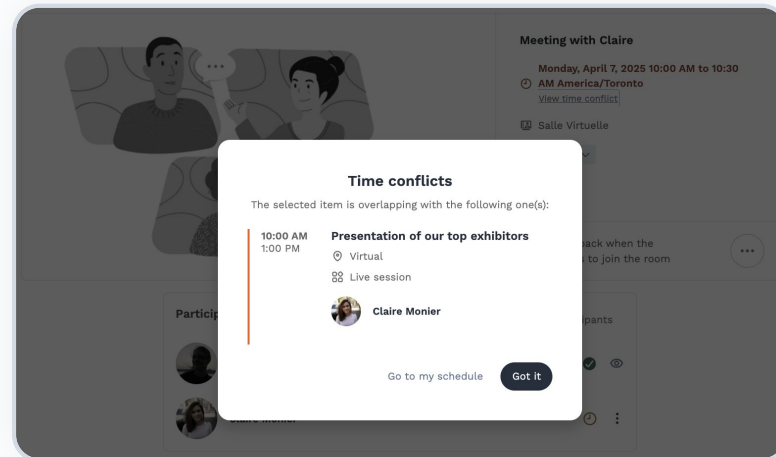
If you are already on the platform you can start the meeting by going to the profile of the person you have a meeting with, and click the **“Meeting call”** button.

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

⚠ If you are already committed for another event (session or meeting), you will be notified by a red text on the meeting's page and in the 'My Event' tab to indicate the time conflict.



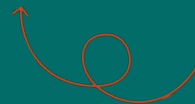
Note: You can also access a meeting directly from the meeting notification.





Thank you for taking the time to read this presentation.

Feel free to contact our [Support Team](#) if you need assistance.



swapcard