



ATTENDEE GUIDE

Organised by:



informa markets
Hospitality, Food & Beverage

The 16th Indonesia's Leading Trade International Exhibition for Hospitality, Food & Beverage Industry Proudly Present FHI VirtualHub 2021

FHI VirtualHub 2021 will be open on 21 – 24 September 2021. FHI VirtualHub 2021 offering a virtual solution to those unable to attend physically due to limitation of large-scale gatherings, physical distancing and non-essential travel restriction in Indonesia. We will provide to facilitate seamless networking opportunities to our valued customers and buyers.

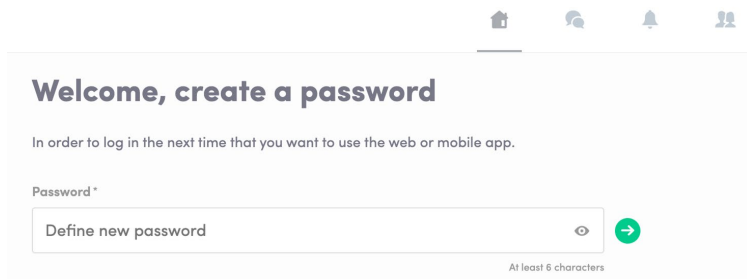
FHI VirtualHub 2021 offers to efficiently bring the number of attendees from all over the globe to a purposeful business networking. We gives you the best feature in one platform to connect from across the world and include interactive engagement features, such as digital product catalogue, business matchmaking, videocalls, live chat, polling and feature event sessions. The customers and buyers can get the best of virtual experience, increase the brand visibility, reach to larger audience, enhance networking and business opportunities

ACCESS THE APP

LOGIN

Logging in for the first time

You will receive an email similar to **this one** with a button redirecting you to a login page. It will lead to the account that was automatically created for you by the platform after you registered for the event. A window will then suggest creating a password for your account.



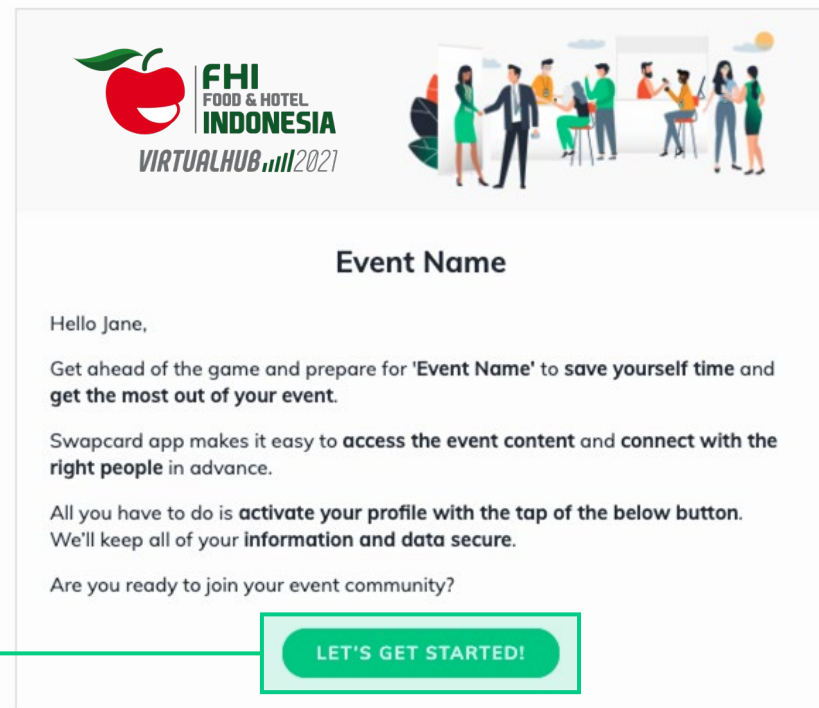
Icons: Home, Messages, Notifications, Profile



Welcome, create a password

In order to log in the next time that you want to use the web or mobile app.

Password *

At least 6 characters





Event Name

Hello Jane,

Get ahead of the game and prepare for 'Event Name' to save yourself time and **get the most out of your event.**

Swapcard app makes it easy to **access the event content** and **connect with the right people** in advance.

All you have to do is **activate your profile with the tap of the below button.** We'll keep all of your **information and data secure.**

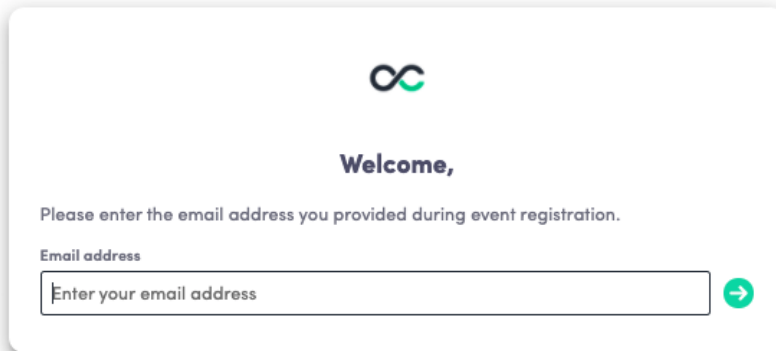
Are you ready to join your event community?

LET'S GET STARTED!

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

Logging in when you already have an account

Access your account by going to login.swapcard.com
Enter the email you used to register for your event, then enter your password.
Click the arrow to connect.



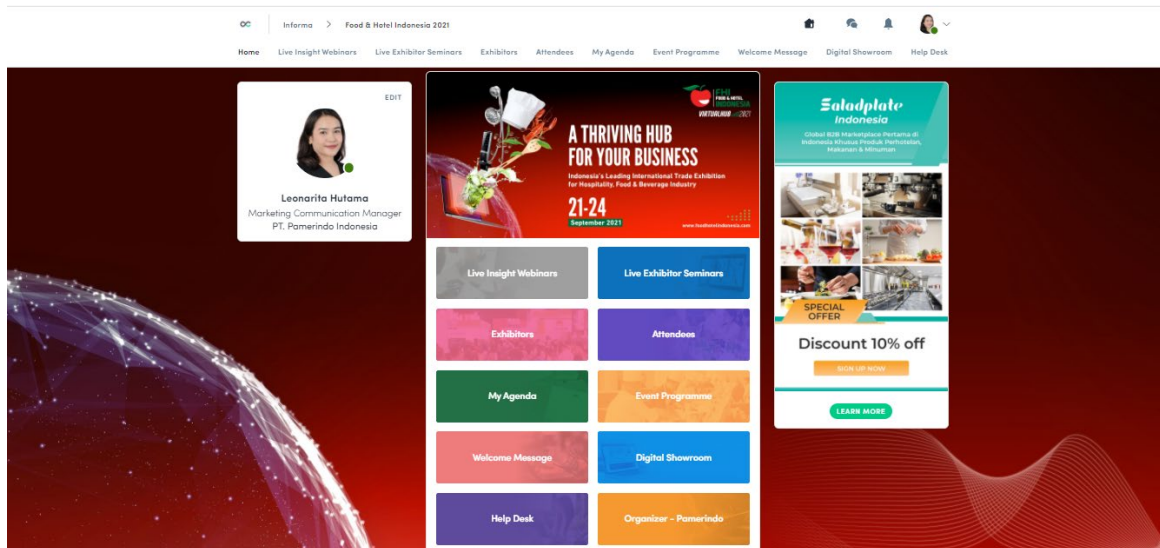
The login form is a white rounded rectangle with a subtle drop shadow. At the top center is a logo consisting of two interlocking infinity symbols, one black and one green. Below the logo, the word "Welcome," is displayed in a bold, dark font. Underneath is a line of smaller text: "Please enter the email address you provided during event registration." This is followed by the label "Email address" in a small, grey font. Below the label is a text input field with a light grey border and the placeholder text "Enter your email address". To the right of the input field is a green circular button with a white right-pointing arrow.

Note: If you have forgotten your password after entering your email, click on **send me a magic link**.
You'll receive an email to reset your password. If you need any help, please contact support [here](#).

AVAILABLE FEATURES

CONTENT

How to edit your profile (1/2)



There are two ways of
accessing your profile:

1

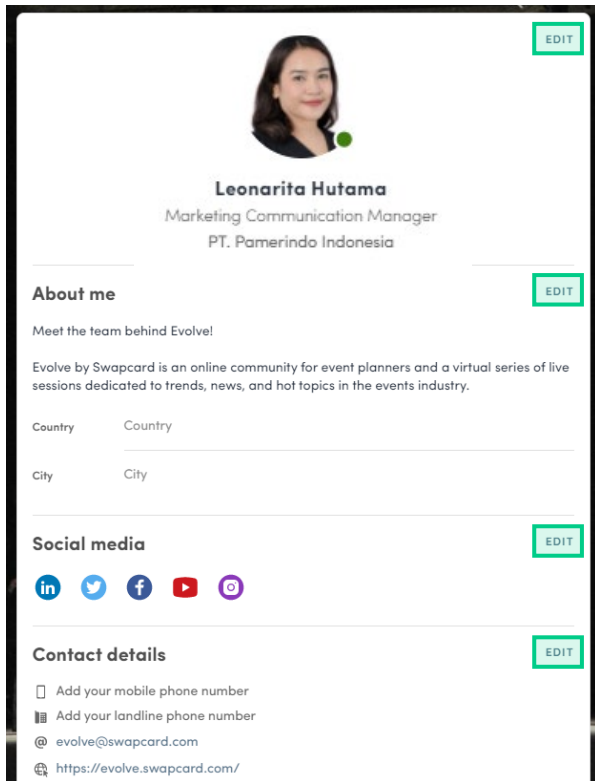
From the drop-down on the upper-right corner of your screen, click **“My profile.”**

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.

How to edit your profile (2/2)



The screenshot shows a user profile for Leonarita Hutama, Marketing Communication Manager at PT. Pamerindo Indonesia. The profile is divided into four sections, each with an 'EDIT' button in the top right corner:

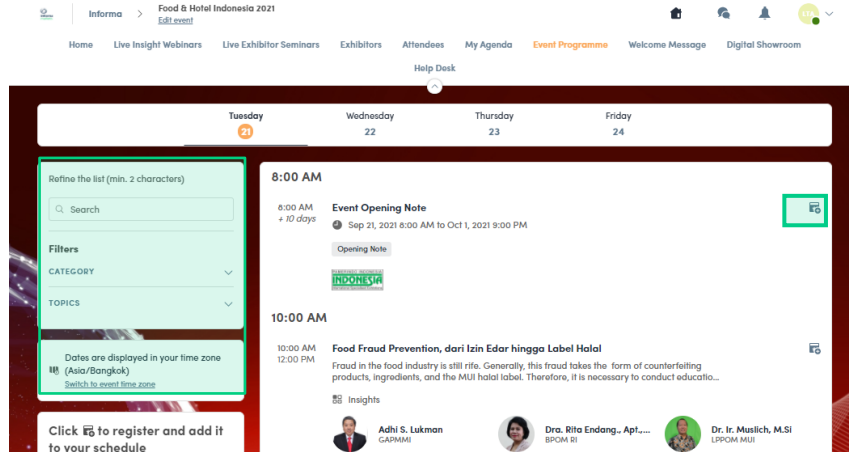
- Profile Picture:** A circular photo of a woman with dark hair. An 'EDIT' button is in the top right.
- About me:** Contains a bio, a description of 'Evolve by Swapcard', and fields for 'Country' and 'City'. An 'EDIT' button is in the top right.
- Social media:** Displays icons for LinkedIn, Twitter, Facebook, YouTube, and Instagram. An 'EDIT' button is in the top right.
- Contact details:** Includes fields for mobile and landline phone numbers, an email address (@evolve@swapcard.com), and a website URL (https://evolve.swapcard.com/). An 'EDIT' button is in the top right.

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

Here is the information you can edit:

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

How the schedule works

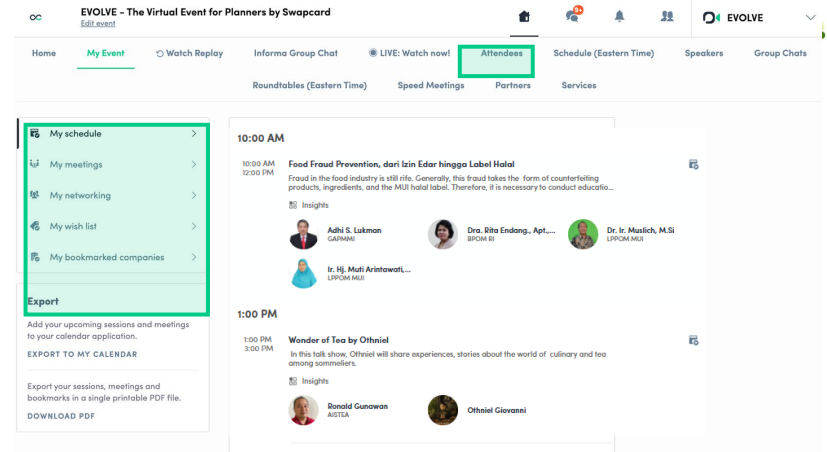


The tab **"My Agenda"** allows you to see your own schedule. Here you can find the **sessions**, **sponsors** and **partners** you bookmarked, your confirmed **meetings** and more.

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

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

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



How to access an ongoing live session

There are several ways to access an ongoing live session.

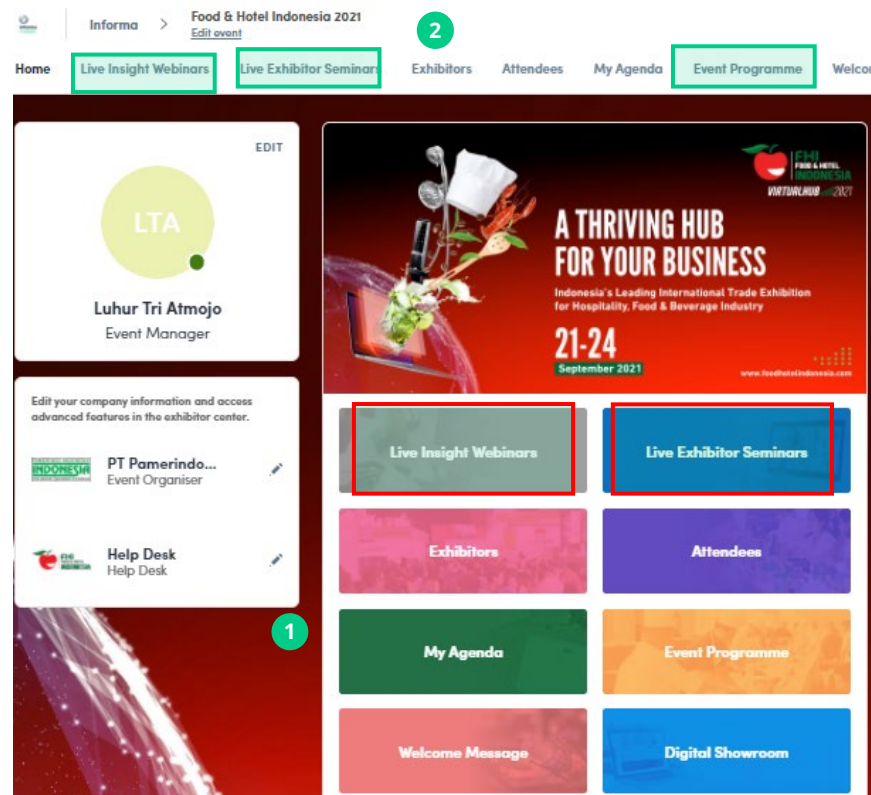
1

From your **Event Home**, click the “**Live Insight Webinars**” or “**Live Exhibitor Seminar**” 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 Programme**” tab. Click on the ongoing session to reach the session page.



AVAILABLE FEATURES

NETWORKING

Networking

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

Here you can search and find people to connect with. You can chat, have video calls, and book meetings. You can meet virtually.

Home Live Insight Webinars Live Exhibitor Seminars Exhibitors Attendees **My Agenda** Event Programme We

Help Desk Pamerindo

My schedule >

My meetings >

My networking >

My bookmarked companies >

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

See my team's meetings >

Display empty slots ☒

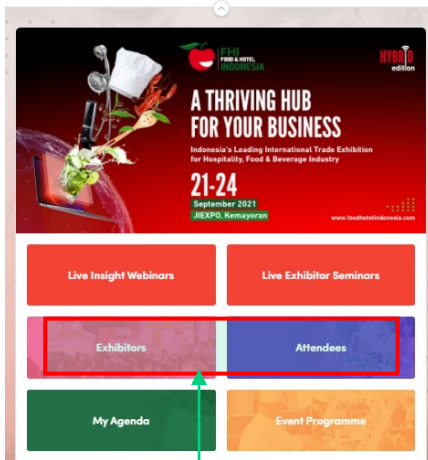
Tuesday, September 21, 2021 [Make unavailable all day](#)

11:00 AM Available for a meeting
11:30 AM [Make unavailable](#)

11:30 AM Available for a meeting
12:00 PM [Make unavailable](#)



Live Exhibitor Seminars Exhibitors Attendees My Agenda Event Programme
Digital Showroom 3 Help Desk How To Use The Platform



Meet Leonarita

Select a time slot to set up a meeting with Leonarita.


Tuesday, September 21, 2021

10:00 AM	10:30 AM	11:00 AM	11:30 AM	12:00 PM	12:30 PM
1:00 PM	1:30 PM	2:00 PM	2:30 PM	3:00 PM	4:00 PM
4:30 PM					

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 Agenda**. Making yourself unavailable all day or at specific times will remove meeting slots.

How to send a connection request



Leonarita Hutama Sihotang
Marketing Communications Manager
PT Pamerindo Indonesia

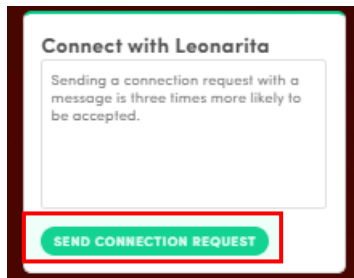
[CONNECT](#)

Meet Syifa
Select a time slot to set up a meeting with Syifa.

Tuesday, September 21, 2021

9:00 AM	9:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM
12:00 PM	12:30 PM	1:00 PM	1:30 PM	2:00 PM	2:30 PM
3:00 PM	3:30 PM	4:00 PM	4:30 PM	5:00 PM	5:30 PM
6:00 PM	6:30 PM				

[See less](#)



To send a connection request, go to their profile (via the list of Exhibitors 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.

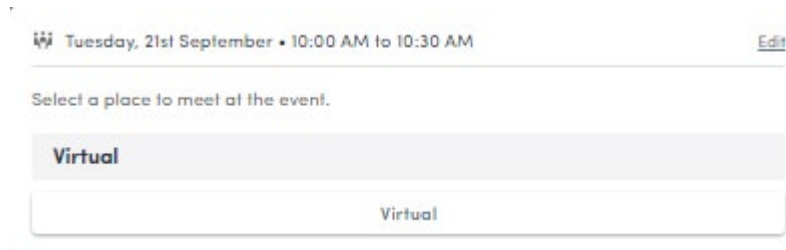
You will be able to find a full list of your connections in **“My Agenda”** under **“My Networking.”**



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

How to request a meeting

- 1 Access a person's profile (i.e.: from the Exhibitor 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"**

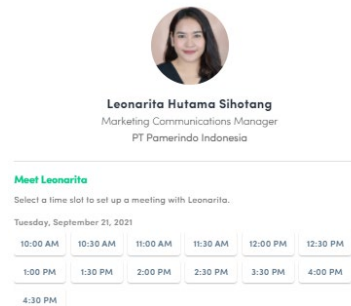


Tuesday, 21st September • 10:00 AM to 10:30 AM [Edit](#)

Select a place to meet at the event.

Virtual

Virtual

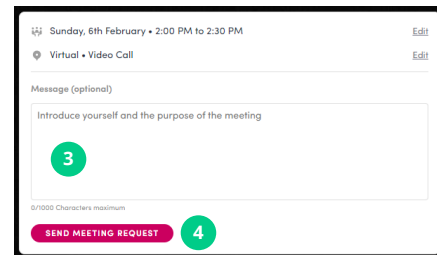


Meet Leonarita

Select a time slot to set up a meeting with Leonarita.

Tuesday, September 21, 2021

10:00 AM	10:30 AM	11:00 AM	11:30 AM	12:00 PM	12:30 PM
1:00 PM	1:30 PM	2:00 PM	2:30 PM	3:30 PM	4:00 PM
4:30 PM					



Sunday, 6th February • 2:00 PM to 2:30 PM [Edit](#)

Virtual • Video Call [Edit](#)

Message (optional)

Introduce yourself and the purpose of the meeting

0/1000 Characters maximum

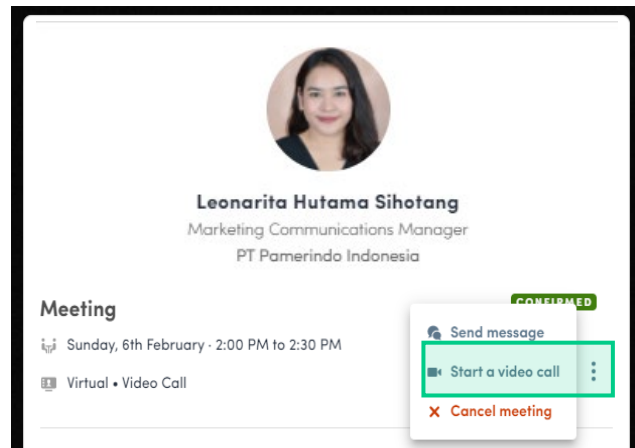
SEND MEETING REQUEST


How to have a virtual meeting?

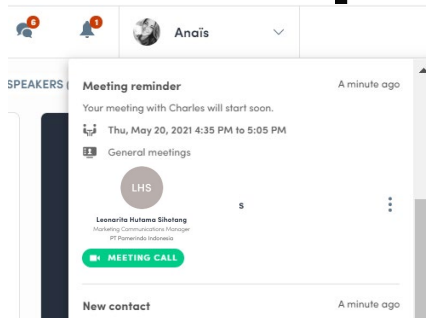
5 minutes before a virtual meeting and 15 minutes before a face-to-face meeting you will receive a reminder email from which you can click to access the meeting.

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

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



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



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

If needed, click [here](#) to ask
our team for support.

GET READY !