

## **TOC GO – An Ultimate How-To Guide for Attendees**

### **Registration:**

#### **Q – How do I register?**

By clicking this registration link – <https://attendees.toc-go.com/event/toc-europe-2023>

#### **Q – How do I make an account?**

An account was created for you when you registered. You should have received an email from TOC GO ([noreply@visitcloud.com](mailto:noreply@visitcloud.com)), with the subject 'Thank you for registering' with a link to access the Digital Event Platform. Up to 20 minutes after registering for an account, another activation email will come through ([marketing@toc-events.com](mailto:marketing@toc-events.com)) to create a password for this platform.

The first time you visit the platform, you will receive a magic link that will prompt you to create a password. This link is only valid for 48 hours. If you need help accessing the platform for the first time, please contact us.

*Please note: there may be a short delay on either of these emails.*

## Digital Platform

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

You can visit the web version by clicking this link - <https://attendees.toc-go.com/event/toc-europe-2023>

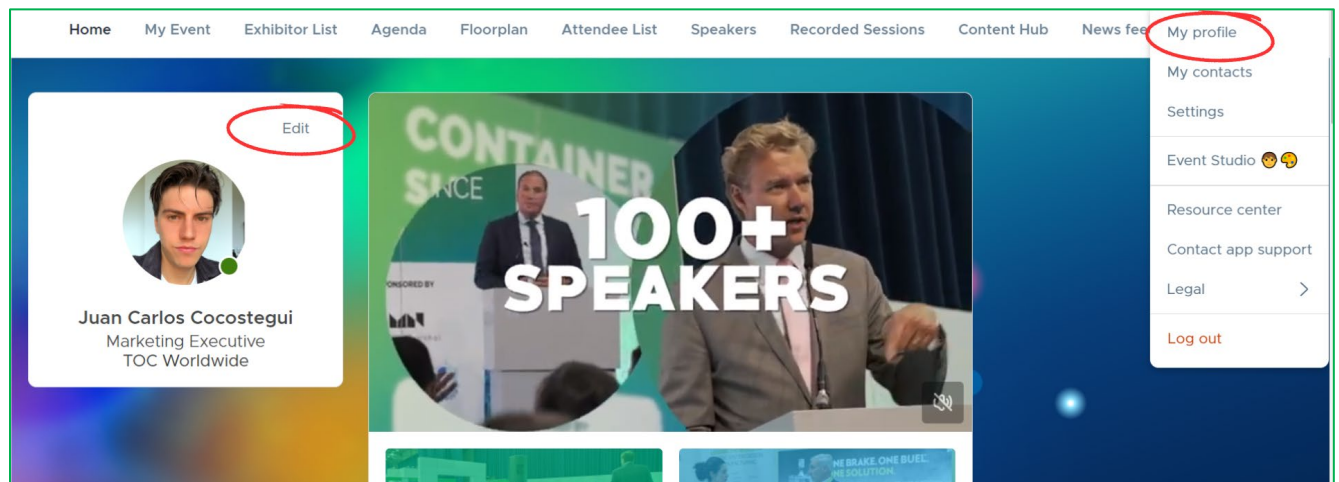
The TOC GO app can be downloaded from the Apple Store and Google Play store. Search for 'TOC GO' or click the following link

**Apple Store:** <https://apps.apple.com/gb/app/toc-go/id6448093802>

**Google Play Store:** <https://play.google.com/store/apps/details?id=com.swapcard.apps.android.tocgo>

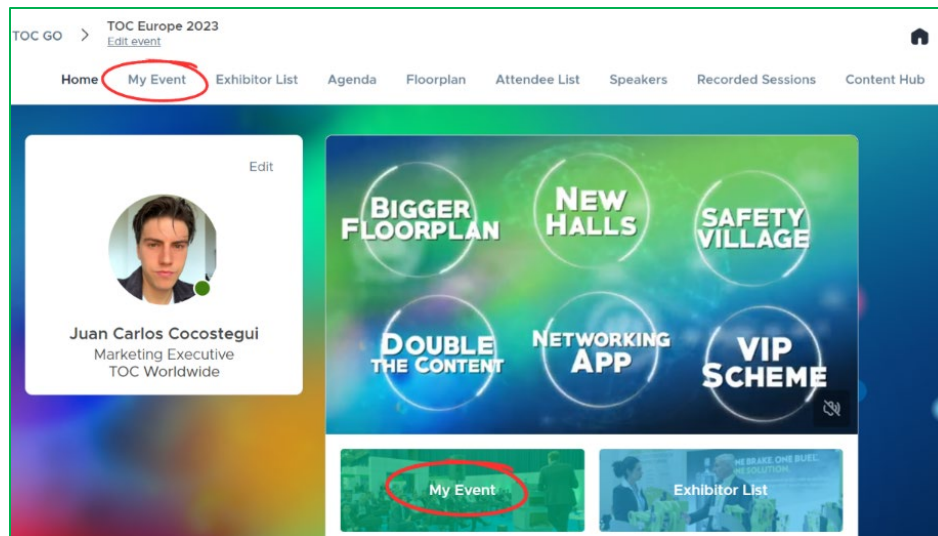
### Q – How do I edit my profile?

To get the most out of the event, in the account menu on the right-hand side of the screen, click the 'My Profile' tab. You can edit your details such as your Profile Picture, About you, Company, social media and Contact information.



### Q – How do I personalise my event?

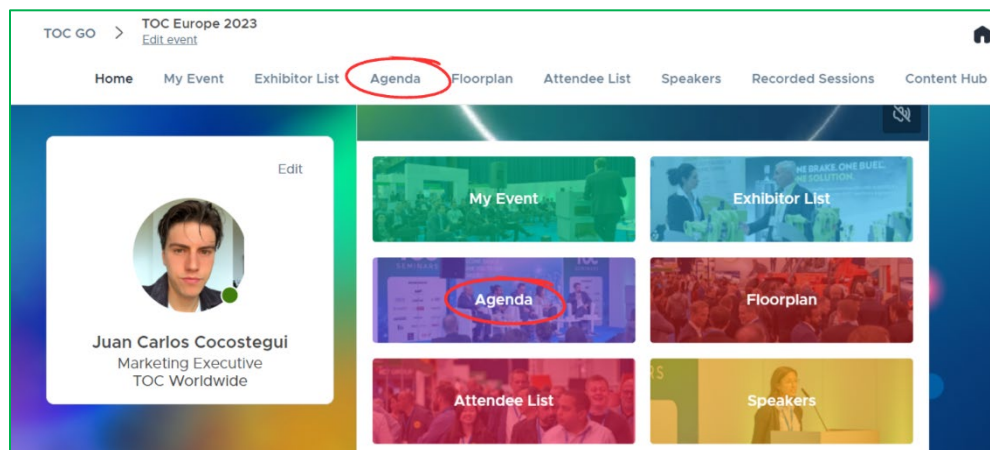
Under 'My Event' you can see your personal schedule, meetings, contacts, bookmarked companies and bookmarked products. On the right-hand side, you can export all your meetings and sessions to your personal calendar, e.g. Outlook, iCal, Google.



### Q – How do I view the agenda?

The agenda is available on the app by clicking the 'Agenda' button (mobile) or tab (web). You can also view the agenda on the TOC Europe 2023 website, please click this:

<https://www.tocevents-europe.com/en/conference/agenda.html>



## **Connections & Meetings**

### **Q – How do I make connections with other attendees?**

**Pease note: Visitors are not able to contact other visitors - only Exhibitors, Sponsors and Executive Pass holders.**

You can connect with exhibitors in the 'Exhibitor List' 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 for 4 hours, it triggers an email notification and once the connection or meeting is accepted, the person will be part of your network and you'll be able to see the contact details (mainly the email address). You can also browse exhibitor's products within the 'products' section.

### **Q – How do I scan a QR code?**

**Only exhibitors can scan QR codes within the app.**

### **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.'

A pending meeting is blocking a meeting slot. If the meeting request is not accepted for 4 hours, it triggers an email notification and once the meeting request is accepted, the person will be part of your network and you'll be able to see the contact details (mainly the email address). If your meeting is not confirmed or refused after a few days, do not hesitate to cancel it in order to free up 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.

### **Q – How do I manage my meetings and set my meeting 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.

If after a couple of days your meetings haven't been accepted, cancel them.