EXHIBITOR GUIDE
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EXHIBITOR
PROFILE UPDATE
Follow the link in the login notification email to get to your **Exhibitor Portal**. Login with your registered email address and one-time password (OTP).

**Notes:**
- Login page session timeout is one minute.
- Please do not refresh the page if an error occurs. Kindly restart the sign-in process from the Exhibitor Portal home page.
- The OTP will be sent by info@itb-community.com. Please ensure that it is under your "safe senders" list.
- *The portal is best viewed on desktop.*
Click **Edit** on the Dashboard to update your profile.

Your Company Profile will be reflected on the [Exhibitor Listing](#), so do ensure all mandatory fields are completed and information are accurate.
REGISTER

CO-EXHIBITOR / CO-REPRESENTATIVES
QUOTA FOR MAIN EXHIBITOR

Click on the **Exhibitor** tab to register your Co-Representatives. Before you begin, ensure the quota and allotment on the **Main Exhibitor** section are accurate and completed.

- **Main Exhibitor Remaining Badge Allotment**
  - This indicates the badge quota for the main exhibitor. You may assign it to the registered person or **Assign Main Exhibitor Badge to Co-Exhibitor** if the main exhibitor is not attending the event physically.

*Note: this action is not reversible.*
Click the **Add Co-Exhibitor** button to register Co-Representatives. Allotment quota is displayed as such:

- **Remaining Badge Only**
  - This indicates the number of co-exhibitors/representatives to invite and badges left to assign.

- **Remaining Appointment Set**
  - This indicates the number of appointment sets left to assign.

- **Remaining Listing Only**
  - This indicates the number of listings left to assign.

*NOTE: There will be no listing-only and badge-only type for ITB Asia 2021 Virtual.*
Main Exhibitors who purchased additional Virtual Booths and/or Pavilions should submit their Co-Exhibitors’ details (from different companies) to the Organiser as soon as possible.
ALLOCATE

ENTITLEMENTS
THINGS TO NOTE

Note that **you will not be able to delete Co-Representatives**. Hence, please ensure that the items below are prepared before you begin.

- Ensure that the **organisation name is the same as your main exhibitor**. To register Co-Exhibitors from different companies, refer to page 8.

- **Email Addresses**
  - Duplicated emails are **not** allowed as a One-Time Password (OTP) will be sent to the email address during login.
  - **Actual emails must be used to register your Co-Exhibitors/Co-Representatives**.
  - Ensure that you mark "info@itb-community.com" as "not spam" or "not junk" in order to receive the OTP!

**Note:** The only available participant type for ITB Asia 2021 Virtual is the Appointment Set. This participant type allows you to update your virtual booth as well as participate in business matching. Please register as a **Trade Visitor** if you are unable to participate as an appointment set holder.
ALLOCATE ENTITLEMENTS
The buttons in the **Action** column allows you to perform the following tasks:

- **Edit Profile**
  - Only Country, Name and Job Title fields are modifiable.
- **Assign/Unassign Badge**
  - "Badge Only" is assigned to co-representatives by default. You are *not required* to make any action here.
- **Change Participant Type**
  - **Click this button to change participant type from "Badge Only" to "Appointment Set".**
- **Send Invite**
  - When registration and assignment of entitlements are completed, **click this button to confirm the invitation.**
  - A system-generated email with login instructions will be sent to your co-representatives.
MANAGE YOUR DIGITAL EXHIBITION BOOTH
MANAGE YOUR DIGITAL BOOTH

Within the Exhibitor Portal, click the "Select" button to Update & Customise your Digital Exhibition Booth. You are required to enter the OTP sent to your registered email.

*Notes:
- Please do not refresh the page if an error occurs. Kindly restart the sign-in process from the Exhibitor Portal dashboard.
- The OTP will be sent by xp@gevme.com. Please ensure that it is under your "safe senders" list.
- This function is only available to Appointment Set holders only.
- The portal is best viewed on desktop. Do not update through mobile.

Dashboard

Registered Event List

<table>
<thead>
<tr>
<th>#</th>
<th>Event</th>
<th>Start</th>
<th>End</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ITB Asia 2020 Virtual</td>
<td>October 21, 2020</td>
<td>October 23, 2020</td>
<td>Selected</td>
</tr>
</tbody>
</table>

Attendee Information

<table>
<thead>
<tr>
<th>Exhibitor Registration Code</th>
<th>MANEXHT-MesseBerlinSG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Name</td>
<td>Messe Berlin (Singapore) Pte Ltd</td>
</tr>
<tr>
<td>Address</td>
<td>16 Anson Road #23-08 International Plaza</td>
</tr>
<tr>
<td>Postal Code</td>
<td>079103</td>
</tr>
<tr>
<td>City</td>
<td>Singapore</td>
</tr>
<tr>
<td>Country</td>
<td>SINGAPORE</td>
</tr>
<tr>
<td>Country/Destination for Catalogue entry</td>
<td>SINGAPORE</td>
</tr>
<tr>
<td>Company Email</td>
<td>info@messe-berlinasia</td>
</tr>
</tbody>
</table>
UNDERSTANDING THE BOOTH FEATURES

This a sample of your booth. All you need to do is upload the content accordingly in the next few pages.

- Company logo
- Corporate video, if any
- Company name
- Company description
- Product brochures, marketing materials, sales flyers etc.
- Product image gallery, if any
- Company contact / Business card
- Your customised booth banner
- Company website
Settings that are editable are under the Settings and Content menu.

Kindly **DO NOT** change any settings on the "Live Widgets" menu, as well as items that are not mentioned in the next few pages as this will result in a page error.
UNDERSTANDING

BOOTH SETTINGS

Before making changes to the content, please ensure that your page is on “Draft”.

When your booth status is set to “Live”, the booth will be linked to your company listing on the Exhibitor Listing page and visible to all attendees of ITB Asia 2021 Virtual.
UPDATE PAGE SETTINGS

Below are the items that **MUST NOT** be edited on the "Page Settings" tab:

- URL Slug
- Privacy

Again, while making changes, please ensure that your page is on **Draft** mode.

Pro tip!
Leave the title "on" to display it on the banner. Otherwise, you can include your title in your page banner, upload it and then turn this off!

Skip to Page 19 for more info on setting up your page banner!
UPDATE

PAGE SETTINGS

Upload your company logo by navigating to Settings > Design > Use a custom logo.

The recommended logo dimension is 144px in width and 200px in height.

Pro tip! Leave the logo “on” to display it on the banner. Otherwise, you can include your logo in your page banner, upload it and then turn this off!

Skip to Page 19 for more info on setting up your page banner!
UPDATE

PAGE SETTINGS

Customise your booth’s banner by uploading an image under Settings > Background image > Use a custom background image.

Please take note of the banner specifications (190px in width and 1200px in height) and ensure the top 400px height of your customised banner is bare (i.e. without text) for the placement of your uploaded logo (this only applies if you are using a plain banner).

Pro tip!
You can choose to upload a plain banner OR a banner containing your logo and title here.

Note! If you decide to upload a banner that contains your logo, you do NOT need to turn on the Logo and Title tabs (refer to page 17 & 18)!
UPLOADING
YOUR COMPANY INFO

Upload your company information under Content.

Legend:

- Pencil icon to Edit the content
- Bin icon to Delete the item

*Note: Please **DO NOT** delete any item unless you’re sure you do not require the content block in your digital exhibitor booth. Deleted content blocks cannot be reverted.

You may also preview your uploaded content on the right Content Preview panel, in both desktop and mobile view.
UPLOADING YOUR VIDEO

Under **Content > Corporate Video** block, click on the pencil icon 🖊️ to edit content.

You may leave this blank.

Enter the link to your corporate video here. Supported sources:

- YouTube
- Vimeo
- Facebook
Under **Content > Company Name** block, click on the pencil icon 🖋️ to edit content.

Enter your company name on this highlighted portion.

No action required.
ENTER COMPANY PROFILE

Under **Content > Company Profile** block, click on the pencil icon to edit content.

Enter your company profile on this highlighted portion

No action required
UPLOAD YOUR BROCHURES

Under **Content > Brochures 1 - 6** block, click on the pencil icon to upload your document.

Enter the name of your brochure here e.g. Product Catalogue

Upload your PDF brochures here

You may leave this blank or upload a brochure thumbnail.
BUILDING YOUR GALLERY

Under Content > Image Gallery block, click on the pencil icon to upload images.

Note: Please prepare all product images and upload them together at once before clicking "Submit". Please keep your images below 1MB each.

Upload your images here

Note: Kindly upload all your product images before clicking "Submit". Otherwise, your next upload after clicking submit will inadvertently replace all previously uploaded images.
HYPERLINK YOUR WEBSITE

Under Content > Exhibitor Website block, click on the pencil icon to input your website URL link.

Replace the existing link with your website URL by following these steps:
1. Highlight the existing text.
2. Click on the “More rich/+” icon, followed by the “link icon” to insert Link.
3. Enter your Website URL under the URL box and edit the “text” accordingly.

Step 1:
Step 2:
Step 3:
Step 4: No action required
HYPERLINK
YOUR CONTACT

Under Content > Exhibitor Contact block, click on the pencil icon to update contact us page URL link or your staff’s business card contact email.

Replace the existing link with your website URL or contact email by following these steps:

1. Highlight the existing text
2. Click on the “More rich /+” icon, followed by the “link icon 🔗” to insert Link
3. Enter your preferred email under the URL box including mailto: before your email.

Step 1

Step 2

Step 3

Step 4:

No action required
ONCE DONE

VIEW YOUR BOOTH

Copy & paste the link to your booth onto another window. Ensure that your booth status is set to "LIVE".

Note: Going "LIVE" means that your digital exhibitor booth is ready and will be visible to all attendees of ITB Asia 2021 Virtual through the Exhibitor Listing page.

You will be prompted to enter your email and OTP to view your booth in the "LIVE" stage. Please note that the login timeout is one minute. Kindly refresh the page to login again if an error occurs. You may view your booths on mobile as well.

*Note: Ensure that you mark "xp@gevme.com" as "not spam" or "not junk" in order to receive the OTP!
ACTIVATING YOUR CHAT BEFORE THE EVENT

Note: This setting is only editable / visible during the virtual event.

Activate your stream chat by going to Live Widgets > Stream Chat > click on the button at the top right corner.

Name your chat under "Widget Title"!
For example: "Chat with us!"

Turn the stream chat on and click "Save"
ARRANGE YOUR BUSINESS MEETINGS
LOG IN TO BUSINESS MATCHING PORTAL

Before you begin, ensure that you have updated your Basic Profile information as well as Virtual Booth on the Exhibitor Portal and Digital Exhibition Booth Portal (Page 3 - 29).

Once done, log in to the Business Matching Portal, update additional the company’s additional information and begin your appointment scheduling.

Note: All updates made on the business matching portal will not be reflected on the Exhibitor Listing! All Exhibitor Listing related items must be edited on the Exhibitor Portal.
LOG IN
TO YOUR ACCOUNT

YOUR LOGIN CODE:
You will be able to find your login code on the Exhibitor Portal Dashboard.

OR the email sent to you from "info@itb-community.com"

will be available from 8 March 2021 10.30AM (GMT+5:30) to 9 April 2021, 6PM (GMT+5:30), India Time.
UPDATE

YOUR PROFILE

Once you have logged in to the Business Matching Portal, update your personal profile.

You will be able to send messages to other attendees via the message function.

System FAQs can be found here.
UPDATE YOUR PROFILE

Under "My Profile" you will be able to edit your:

- Preferred name
- Job title
- Organisation name
- Company website
- A short description about your company
UPDATE YOUR PROFILE

UPDATING YOUR COMPANY PROFILE

Under "My Company" you are will be able to upload your:

- Company logo
- Customised banner
- Company website
- A short company description
- Corporate video or any corporate content
- Up to 3 Brochures

Please note the individual specifications before you begin uploading. You will also be able to see your company’s Co-Representatives under the “People” Tab.
UPDATE YOUR PROFILE

UPDATING YOUR PRODUCTS

Under "**My Products**" you are will be able to upload your:

- Product Name
- A short product description
- Its video or image file

Please note the individual specifications before you begin uploading.
UPDATE

YOUR PROFILE

When you send a meeting request, the recipient will see the information keyed under “My Profile”.

Your profile will also appear under Search > People.

Your personal profile and products will appear under the “Profile” and “Products” tab!
UPDATE

YOUR PROFILE

Your Company Profile will appear under Search > Companies.

Please note that you will not be able to see your own listing in the search.

Your personal profile and products will appear under the "People" and "Products" tab in the company listing!
BEGIN SCHEDULING
(AVAILABLE FROM 27 SEPT)
AVAILABLE MEETING SLOTS

INDICATE YOUR AVAILABLE TIMINGS:

1. Click on “Schedule” on the left navigation panel
2. Select your timezone
3. Customise your Notifications
4. Sync your meetings to your Google Calendar or Outlook Calendar
5. Cancel out your unavailable timeslots and click “Confirm”
SENDING
MEETING REQUESTS

1. Click on "Meet" on the left navigation panel
2. The system automatically recommends prospects based on your interests under "For you" (entered in the Exhibitor Portal)
3. You will be able to "Search" for prospects using the available filters
4. Found a potential prospect but unsure if you should send a request? "Bookmark" them for future reference!
RECEIVED
MEETING REQUESTS

Similarly, you can find your requests by clicking:

1. **“Meet”** from the left navigation panel
2. **“Requests Received”** on the filter menu
3. Click on the attendee’s profile to find out more about what they do
4. Accept or decline the request(s) by clicking the respective buttons!
ACCEPTING MEETING REQUESTS

Upon clicking "Accept Request", you will see a list of his/her available timeslots in the event’s timezone (UTC/GMT +8, Singapore Time).

Shows the list of your products that he/she is interested in.

The attendee’s available timeslots in UTC/GMT +8, Singapore Time.
ACCEPTING MEETING REQUESTS

Upon accepting the request, you will be able to select which of his/her segment interest, product category, markets of interest, and existing markets you are interested in.

Note that the event’s timezone is UTC/GMT +8, Singapore Time.

Shows the list of their products that you might be interested in. You can skip this by clicking “Done”.

Congratulations!
Your meeting with Jagot Sanghani has been confirmed.

To improve the focus of this meeting, please select your specific interests below and we will communicate this with him/her.

Segment Interest
- MICE

Product Category
- Hotel Groups
- Convention Bureaus
- Tour Operators
- Associations
- Tour Agencies
- Accommodation
- Meetings and Incentives Companies
- Tourism Organisations
- Travel Technology Services
- Wholesalers

Done
ACCEPTED MEETING REQUESTS

You will be able to see your accepted requests under "My Schedule".

NOTE: The time displayed in this schedule is in your time zone.

These are their products that you are interested in. (page 10)

This is the event’s schedule, in UTC/GMT +8, Singapore Time.
ACTIVATING VIDEO CALLS
ACTIVATING VIDEO CALLS

1. Click on your confirmed meeting on the "My Schedule" tab (refer to page 17)

2. Click on the video call button on the schedule page or within the profile
ACTIVATING VIDEO CALLS (CONTINUED)

3. Allow the system to use the Microphone and Camera (this is compulsory)

4. Check device compatibility (DO NOT SKIP)
5. Check that your speaker is working and click "yes" followed by "next" and you're all set!
5. Check that your speaker is working and click "yes" followed by "next" and you’re all set!

You will also be asked to enter your preferred language and preferred display name and click "Join now".

Note: this is compulsory!
DURING VIDEO CALLS

- Camera, microphone and speaker settings are available on the screen
- **Share your screen** should you have any slides to present.

Please take note of the **Time Left** for your meeting as the call will close once the time is up.

*You will not be able to retrieve any messages after the call has ended. Hence, we strongly encourage you to exchange important information, through messaging function on the Business Matching portal (page 33).
AFTER VIDEO CALLS

RATE YOUR MEETINGS!

Your feedback matters and will help us evaluate the relevance of the buyers, as well as any aspects of the platform or event that we can improve on! So don’t forget to rate your meetings after each call!
NEED HELP?

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