# Platform Ins and Outs

1. **Profile**

### How do I create a b2match account?

Click the *Register* button in the top right corner. Then, enter your email address and create a strong password. Next, enter your first and last name, and tick the box to agree to the Terms of service and Privacy policy.
After that, you need to choose your attendance type and participation type for the event you are registering, in case the organizer configured the event in such a way.
Once you define your attendance and participation type, click on *Continue* to create your b2match account and start registering for the event.
For more information click here.

### How do I register for the event?

Click the *Register* button in the top right corner. If you already have a b2match account, log in. If you do not have one, create it by following the instructions in the previous question.
The process of registering for an event consists of two steps:

1. Creating a b2match account
2. Creating your profile

The Create Your profile section consists of several fields that should be filled to make your profile as attractive as possible to other participants. Once you fill out everything you need, click on Continue to finish your event registration.
For more information click here.

### How do I log in into my existing b2match account?

First, locate the *Log in* button in the upper right corner of the event navigation. Type in the email and password you used to create your b2match account. After that, click on *Log In*.
For more information click here.

**What do I do if I forget my password?**

On the event page, navigate to the *Log in* button in the upper right corner of the event navigation. Under the Email and Password field, click the *Forgot password?* link, enter your email address, and then click the *Send reset* link. You will then receive an email with a *Reset password* button. Clicking the button in the email will redirect you to the password setup screen.
Type in your new password and Confirm password fields. We recommend that you create a secure password with upper- and lower-case letters, at least one number, and special characters to ensure the security of your account. Afterwards, click on the *Reset password and log in* button.
For more information click
here.

**How do I change my password?**

The first step to changing your password is clicking on your avatar in the upper right corner of the event website navigation. From the drop-down menu, choose *Account settings*. You can change your password in the Password section.
In the first field of the Password section, type in your current password. After this, enter the new password in the New password field. We recommend that you create a secure password with upper- and lower-case letters, at least one number, and special characters to ensure the security of your account.
Once you have created and entered the new password, type it again in the Confirm password field. Once you have entered and confirmed your new password, click on *Change password* to automatically update your password.
For more information click
here.

**How do I change my email address?**

The first step to changing your email address is locating your avatar in the upper right corner of the event website navigation. From the drop-down menu choose *Account settings*. You can change your email address in the Email Address section.

In the Email Address field enter the new email address you want to associate with your b2match account.
Once you enter the new email address, click on the *Update email address* button. However, this doesn't automatically update your email address. You will receive an email to the new email address with a link to verify the new address. After you click on the link, the address will be successfully updated.
For more information click here.

**How do I change my time zone?**

To change your time zone, first, find your *avatar* in the upper right corner of the event website navigation. From the drop-down menu choose *Event settings*.
In the Time zone section, you can choose between the *Default time zone* and *My custom time zone*.

- Default time zone - the times of the event are displayed according to the default time zone set by the organizers
- My custom time zone - the times of the event are displayed according to your own time zone

Once you select *My custom time zone*, choose your time zone from the drop-down list, and then click the *Change time zone* button.
For more information click here.

**How can I edit my profile?**

Although you create your b2match profile when registering for an event, you can always edit your profile later. To ensure that you have the best experience possible during the event, we recommend that you devote more time and attention when editing your profile. Edit my profile from Dashboard.

Click on your profile dropdown in the upper right corner of the event navigation and select *Dashboard*. On the left sidebar of the dashboard, in the User info widget, click on the pencil icon to edit your profile. Edit my profile from Profile page.

Click on your profile dropdown in the upper right corner of the event navigation and select *My profile*. Once you're on your profile page, click on the *Edit profile* button to access the edit profile form.
For more information click here.

**How do I create an organization page for my company?**

An organization page can be created in the registration form during the Organisation Details step. In this step, you have two options: Join an Existing Organization or Create a New Organization. Below the option to join an existing organization based on your email address, select the option to create a new organization.
When you select this option, additional organization-related fields will appear. Enter a name for your organization, select its organization type, and complete the remaining fields marked as mandatory. Once you have filled in all the required fields, click Continue to proceed with the registration process.

**How can I join an existing organization?**

There are two ways of joining an existing organization; by selecting an existing organization in the registration form or by accepting Organization Administrator invitation.

Joining an existing organization in the registration form.

Based on your email address, the system will recommend existing organizations that you may join. Below each organization’s name, you will see the name of the Organization Admin, which may help you decide which organization is correct. Select the one you are a part of and click Continue to proceed with the registration process.

Joining an existing organization by accepting the invitation.

Once invited by the Organization Administrator, click on the Register for the Event button in the invitation email. You will need to either accept or decline the invitation. If you accept the invitation, you can proceed with the registration process, skipping the Organisation Details step, as you will be automatically registered within the invited organization.

**How can I invite representatives to my organization page?**

The first step in adding representatives is to have an organization page created during the registration process. Only the organization's Administrator can send invites to join an existing organization.

Inviting an existing participant
On your dashboard, click on the name of your organization to access the organization page.

On the organization page, click on the *Representatives* tab. After that, click on the *Send invites* button. This will open the Invite representatives modal. Here you can type in the email address which the participant used to register for the event and click on *Send invite*.

The participant will receive a notification that he has been invited to join your organization as a representative via email. They will also see the organization’s name on their dashboard. They can accept or decline your invitation on the Add organization page widget.

Inviting a new participant
Navigate to your organization's page from your dashboard. Then, on the Representatives tab, click on *Send invites*.
Next, type in the mail of the organization representative you want to invite to the event and add to your organization. The organization representative will then get the invitation and the link to register for the event via email.
For more information click here.

**Why is my profile not activated yet?**

If you see a message saying, "Your profile is waiting to be activated, until then you are not visible to other participants." when you log in, it means that the event organizers have not done so yet.
If you believe your profile should have been activated already, please check the Contacts page and let the event organizers know.

## 2. Meetings

**How do I check if my camera/microphone is working?**

We recommend joining the meeting room before the meeting starts to test your microphone and camera. You will see a notification that the meeting has not yet started, and when it will start.

For more information click here.

**How do I reschedule a meeting?**

You can reschedule meetings on the Meetings page.

To access the Meetings page, click on the shaking hands icon on the event navigation. Find the meeting you want to reschedule, click on 3 dots, and then click *Edit meeting*. To reschedule a meeting, simply change the meeting date or time. Once you select another meeting date or time, click on *Save changes*.
A confirmation window will open with all the details about the meeting. The participant will be notified about the change you made and will have to accept or reject them. Before the participants respond to your changes, the meeting will be in a pending state.
For more information click here.

**Where can I rate my past meetings?**

You can access the meeting rating in three places.

- Access the Meetings page, click on the *meetings icon* on the event page navigation. On the Meetings page, you can see all your upcoming, canceled, and past meetings. Each meeting tab in the Past category includes a feedback button. Find the meeting you want to rate, click on the Give feedback button and provide your rating.
- Meetings can also be rated directly through your notifications. You can access the If the Event Survey feature is enabled for the event, navigate to the Dashboard from the *avatar drop-down* menu on the event navigation, and click on *Take the survey* on the Leave Feedback widget. Here, you can provide feedback on the whole event and rate all meetings you attended at once. Once you rate your meetings, click *Save*.
- Notifications drop-down menu by clicking on the bell icon in the event navigation.

**How do I start a new conversation?**

Access the Conversation page by clicking on the *chat icon* button on the event page navigation. In Conversations, click on the *chat plus icon* button to start a new conversation. In the Start new conversation modal, type in the name of the participant(s) you want to send a message to and type in the message. Afterward, click on *Send*.
Alternatively, you can send a message directly to a participant by clicking the message button on their profile.
For more information click here.

**What should I do if my meeting partner didn't show up at the meeting?**

Wait a few minutes for your meeting partner to join the meeting. If he doesn't show up, send him a message through the chat option.
If you are using the b2match app you can send the message through the app as well.

## 3. Agenda

**How do I build my schedule?**

The first step to registering for a session is to open your agenda. On the event navigation, click on *Agenda*. Here, you will see all sessions at the event. To register for a session, simply click on the *Add* button on the session card.

If you want to deregister for a specific session, click on the *Added* button which will appear instead of the *Add* button.
You can see the sessions you are attending on the My schedule tab on the Agenda page.

On the My schedule tab, you can see all the sessions, hosted sessions, and meetings you are attending categorized by date.

For easy access to your schedule, you can also click on the *schedule icon* in the upper right corner of the event navigation to open the My schedule drop-down. For more information click here.

### How can I find relevant sessions?

Every event consists of different sessions you can participate in, but it is hard to attend every single one. This is why it is important to find sessions that may be suitable for you. Filters can help you search for relevant sessions.
On the right side of the Agenda page, you will see all the filters you can use to search for sessions. Sessions can be filtered by tracks, topics, location, and session type. For more details on specific sessions, simply click on the *session name* to open the Single session page. Here, you can find a more detailed description so you know what the session is all about.
For more information click here.

## 4. Marketplace

### How to create a Marketplace Opportunity?

In the upper right corner of the event page navigation, click on your *avatar*, and from the drop-down menu, select *Manage opportunities*.
On the Manage opportunities page, click the *Add an opportunity* button. Next, choose the opportunity type you want to add and click *Next* to edit your opportunity. Here, you will see all possible opportunity types for the event. Once you choose the opportunity type you want to add, it's time to edit it and add relevant information so that other participants have a clear picture of what you offer.
For more information click here.