



## Networking FAQs

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1. **Q: Do I have to approve the appointment in order to attend?**

A: It is best practice to approve your appointments. You can access the appointment while in pending status, but the other party may not attend thinking you did not want to meet at that requested time. Simply click on the yellow calendar icon, scroll to the bottom of the popup window and click "Confirm Appointment" to approve the appointment.

2. **Q: How do I attend my scheduled appointment?**

A: Go to the Attendee or Booth Staff Lounge inside the virtual venue and open "SmartMatch Appointments." All appointments will be listed on the Appointments tab. Click on the blue chat balloon to access the one-on-one private chat.

3. **Q: Why did my appointment take me to the exhibitor's booth chat room?**

A: The exhibitor did not assign a booth staff member to your appointment.

4. **Q: What happens if I do not assign my booth staff to the appointments?**

A: The attendee will be placed in your general booth chat room, and not in a one-on-one appointment. The booth staff inside the booth chat can break out into a private chat with the attendee once they arrive in your chat room.

5. **Q: Can you only schedule appoints starting Tuesday or will scheduling be open earlier?**

A: Scheduling appointments is available outside of Virtual event hours through the Attendee Service Center and Exhibitor Service Center

6. **Q: Can you have more than two people in private chat or video chat?**

A: No. Appointments are only between two individuals.

7. **Q: Can multiple staff be assigned as an admin? ie. can multiple people have access to assign appts, change content in the booth etc?**

A: Yes, any exhibitor contact with a login to the Exhibitor Service Center can manage networking appointments.

8. **Q: Can you schedule meetings with other exhibitors?**

A: You can schedule an appointment with an exhibitor as an attendee. Simply search for Exhibitors in the Search tab of your Attendee Service Center Networking Planner. There are no "exhibitor to exhibitor" appointments available.

9. **Q: Can the show lead see all the 'appointments' that are booked with individuals as well as from our main show page?**

A: Yes. The Exhibitor Service Center "Appointments" tab displays all appointments made related to your company. This can only be viewed in the Exhibitor Service Center, and not inside the Virtual Event. Appointments made by the booth staff personally also display in the exhibitor's Appointments tab. The distinction being that there is no "Remove" listed under the Booth Staff's name.

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10. **Q: How should we assign appointment to our company "attendees" who are not booth staff?**  
A: Attendees who are not designated as Booth Staff need to make their own appointments through the Attendee Service Center.
11. **Q: Do we get all transcripts of all chats- public and private?**  
A: No. Transcripts of chats are not available.
12. **Q: Can they schedule an appointment directly with a contact for a specific capability?**  
A: No. The appointment request will need to be assigned by the sales contact in the Exhibitor Service Center. If an attendee wants to meet with a specific booth staff member, they can enter that request as a note when they request the appointment.
13. **Q: Where can I access my full list of appointments for myself or my company?**  
A: Download the Itinerary PDF that displays in the Attendee Service Center and Exhibitor Service Center Networking Planner pages.
14. **Q: Setting up appointments for your "principle" (for XOs?)**  
A: Log into the Attendee Service Center using your principle's login credentials. Request and accept appointments on their behalf.
15. **Q: What do you get with the appointment?**  
A: You will meet in a one-on-one private video chat. Video is optional.
16. **Q: Speakers see a different interface in the Speaker Service Center; how do they create appointments?**  
A: Speakers should be registered as attendees and use the Attendee Service Center Networking Planner to schedule or accept appointments.