



FAQ MAPIC DIGITAL PLATFORM

1. Access to MAPIC Digital Platform

How can I access the MAPIC Digital Platform?

- A. As **you have registered for MAPIC Digital Platform, or if you are a confirmed speaker, or if you have received an invitation**, we are very pleased to welcome you on MAPIC Digital Platform!

Check your email box, to retrieve “**Your personal MAPIC Digital Platform access**” email, as it provides the registration details that will allow you to log in and enjoy the full MAPIC Digital Platform experience:

- Enter your badge ID, as indicated in the above-mentioned email
- Claim your account
- Create your password
- Complete your profile

And start enjoying MAPIC Digital Platform!

If you can't retrieve this email, no worries! Just follow **the easy steps below**:

- Visit www.mapic.com
- Connect to the MAPIC Digital platform and complete the registration form.
- You receive a new Badge ID to claim your account, create password and complete your profile
- If the system indicates “Badge/registration ID not recognized”, request a reminder to receive your log in credentials again by email

- B. As you have **NOT registered for MAPIC Digital Platform and you only want to discover a limited number of features**, we are also very pleased to welcome you.

To connect, follow the easy steps below:

- Visit www.mapic.com
- Connect to the MAPIC Digital platform and complete the registration form

- You will receive a Badge ID, allowing you to claim your account
- Create your password
- Complete your profile

And start enjoying MAPIC Digital platform!

If you have trouble logging in, please note that it can take up to 24 hours for your registration details to be available in the web app. Please request a reminder to receive your log in credentials again by email or contact MAPIC [CustomerHelpDesk](#), using the subject line “Trouble to log-in for MAPIC Digital Platform”.

Will I need to sign up or register in advance to join a session?

You will need to be log in MAPIC Digital Platform to enjoy the sessions. Sessions will be available to all, so you do not need to register for these individual sessions.

However, some specific sessions may have a limited capacity and require pre-registration, or be “by invitation” only. The session’s description will indicate how to proceed for such sessions and when a session is “by invitation” only.

How to reset my password?

The first time you login, you have to set a password. The password you have created on your first login applies to all past and future connections.

If you have forgotten your password, you can click on the link “Reset password” on the login page > Enter your email address that you have previously logged in with > click “Email me a password reset link” and go to your email inbox. Once you have opened the email titled “Reset your MAPIC Digital password”, click on the reset password button. It will open a new page where you can enter your new password twice and press the “Reset password” button.

How do I remove my details from MAPIC Digital Platform?

Removing your details will mean that you are unable to log in or arrange networking opportunities through the platform. However, if you would like to be removed, please send your details to our [CustomerHelpDesk](#) using the subject line “Remove from matchmaking” and we will be happy to remove your details.

2. My profile on the MAPIC Digital Platform

How do I set up or update my profile on MAPIC Digital Platform?

Log into MAPIC Digital Platform using your email and password > Click on your profile icon > Fill-out the different criteria by simply clicking on the field > Enter your answer and click on "add" and then click on update preferences. We encourage you to set-up your profile very completely as it will allow you to receive more relevant recommendations of people and sessions. It will also allow other

attendees to notice you better and show an interest in you (which is the prerequisite to connect with them).

How can I see my virtual page?

You should activate your account by creating a Team.

[More information on the procedure >](#)

How can I change the admin person for my page?

To change the admin person, you have to go on your page, choose the member and click on the grey button located on the right.

How can I add other people?

You have to be linked to your company so that you can create a Team tab.

How can I find the Team tab?

Team is only available for the Virtual Exhibitor Pages.

Visitors do not have access to Teams.

3. My activity on the MAPIC Digital Platform

How can MAPIC Digital Platform can help my business?

The platform allows you to access industry insights, learn from Retail Real Estate industry leaders, join the community and share with peers...

Everyone can be recommended as a potential connection to everyone, and everyone can receive recommendations for any profile / products / company, exhibitor, pavilions.

All delegates can be searched for through the online database and can chat (see below).

Companies interested in promoting their brand and content can book a Virtual Exhibitor Page on the digital platform. The platform also provides an enhanced database that will allow users to set up highly targeted, video business meetings between retailers, real estate and innovation players and all international delegates.

You will have access to MAPIC and LeisurUp virtual events on **17-18 November**, watch live conference sessions, attend themed matchmaking sessions and one-to-one meetings.

Platform will be available until **December 31st** and you can continue exploring the Online database to network and connect with contacts you did not have the time to meet, watch conference session replay and enjoy market insights from our content library.

How to connect with other participants on the MAPIC Digital Platform?

To connect with another attendee on the MAPIC Digital Platform and enable the chat option, you will need to have mutual interest in each other, using the "interest" tool (ie. the "interested" button present on every individual profile). Having a mutual interest using the "interest tool" will allow you to chat together. Concretely, show interest in someone, then wait for him or her to show interest in return. Once they do, you will receive a notification and the option to chat with them will be available to you. Then, click on the chat icon to open a chat window.

How do I access a virtual meeting room?

Once the meeting is accepted, the Virtual Meeting Room button will appear (if it's pending or cancelled the Virtual Room won't be available).

The Virtual Meeting Room button will be clickable 5 mins before the scheduled call.

Once you click on the Virtual Meeting Room button, you'll be directed to your virtual meeting room.

You can go in and out of the Virtual Meeting Room within your scheduled meeting time, however, once the meeting time has expired you won't be able to access your Virtual Meeting Room. Meeting duration is not limited.

You will be able to share your screen, but you will be unable to record your meeting.

How do the times zones work for meeting?

The time base will be set up on your own time zone. You can manage your availabilities if you would like to refuse meetings at late hours.

How can I access Retailers information?

A "Retailers & Leisure Operators" section will allow you to search for retailers and leisure operators and you can then filter by country, company name, company activity and more. Moreover, "Retailers Guide" is as great working tool allowing you to get curated information on retail companies attending MAPIC Digital.

No excel list can be extracted.

How can I access the conferences & showcases?

Once you are in the MAPIC Digital Platform, you can click on Event Agenda on the left part and access the unmissable line-up to bookmark or play the sessions. Schedule your agenda not to miss the sessions you are interested in!

4. **Best practices for an optimal experience**

Make sure you have a good internet connection.

| To ensure best use of all features, we recommend that you use the Google Chrome browser.

| Edit your profile to be considered as a qualified attendee.

| Indicate your available meetings slots.

| Answer your meeting requests to create connections.

| Test the platform before the MAPIC & LeisurUp digital event to be ready for your Virtual Meetings.

| Make sure to block the meetings slots on your daily schedule.

| Make sure your PC camera is working and you will not be interrupted during your meeting by ambient noise.

| Prepare in a dedicated folder all the documents (Video, PowerPoint presentation, etc.) you want to share during your meetings. They should be open and ready to share.