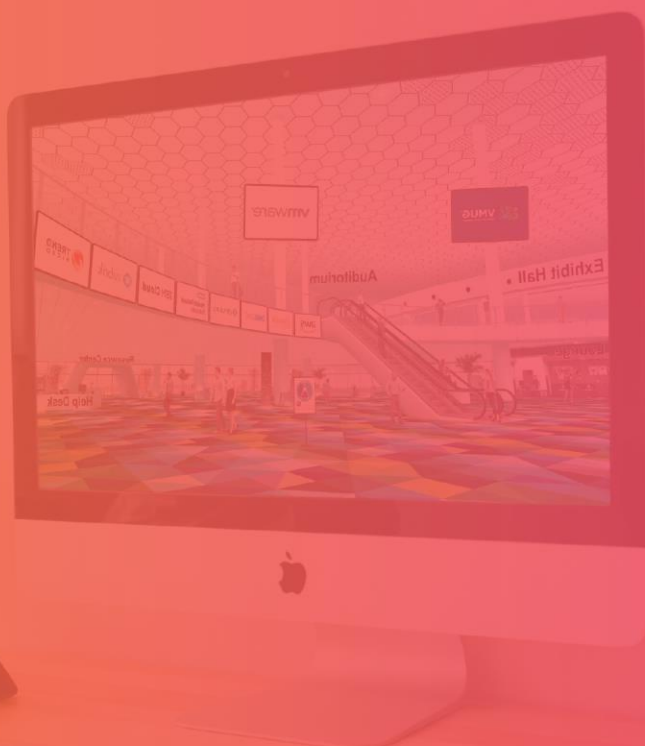




vFAIRS

Mobile App

Attendees User Guide



Mobile App User Guide

This document serves as a basic guide for attendees to sign into and navigate through the vFairs mobile app features while they are attending a virtual event or a hybrid event. Should you have any queries, reach out to the technical support team available in the event or find out the **"Info Desk"** in the event.

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Download & Install vFairs App

Click on the [link here](#) to download and install the vFairs event app from the Google play store.

Installation Requirements

- Android: minSdkVersion 21
- iOS: Above iOS 8.0

Log in

Once you have installed the vFairs app, you can simply tap on the app icon to launch it on your phone.

Email Verification

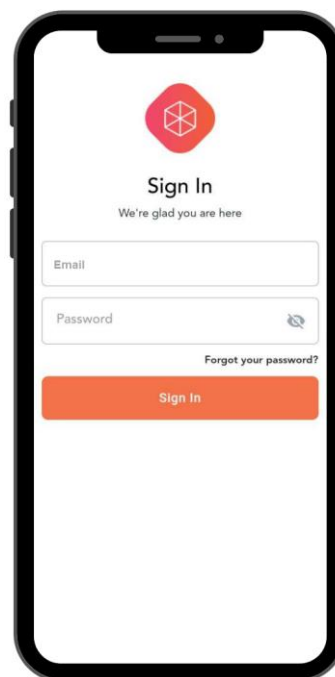
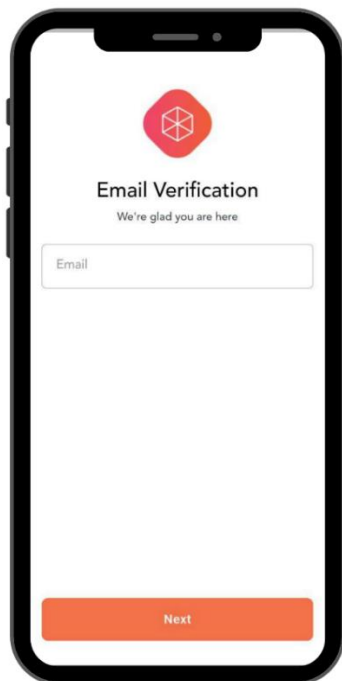
If you are registered for multiple events being hosted on the vFairs platform, the application will prompt you email verification.

Enter a valid email address here. Use the email id with which you registered yourself for the event(s).

Event specific login

If you are registered to only one event, you will not be prompted for email verification. Instead, you will be asked for event specific login details.

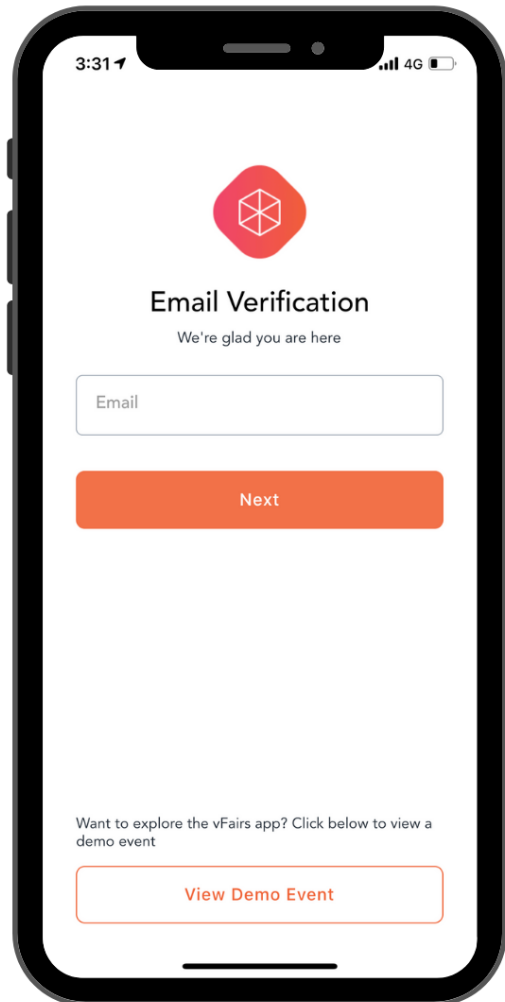
Enter your email id and password on this **Sign In** screen to log into the event on your mobile app.



Note: If you are not registered to any event, then you will not be able to get pass the **Email Verification** or **Login** screen in both cases respectively as discussed above.

Demo Event

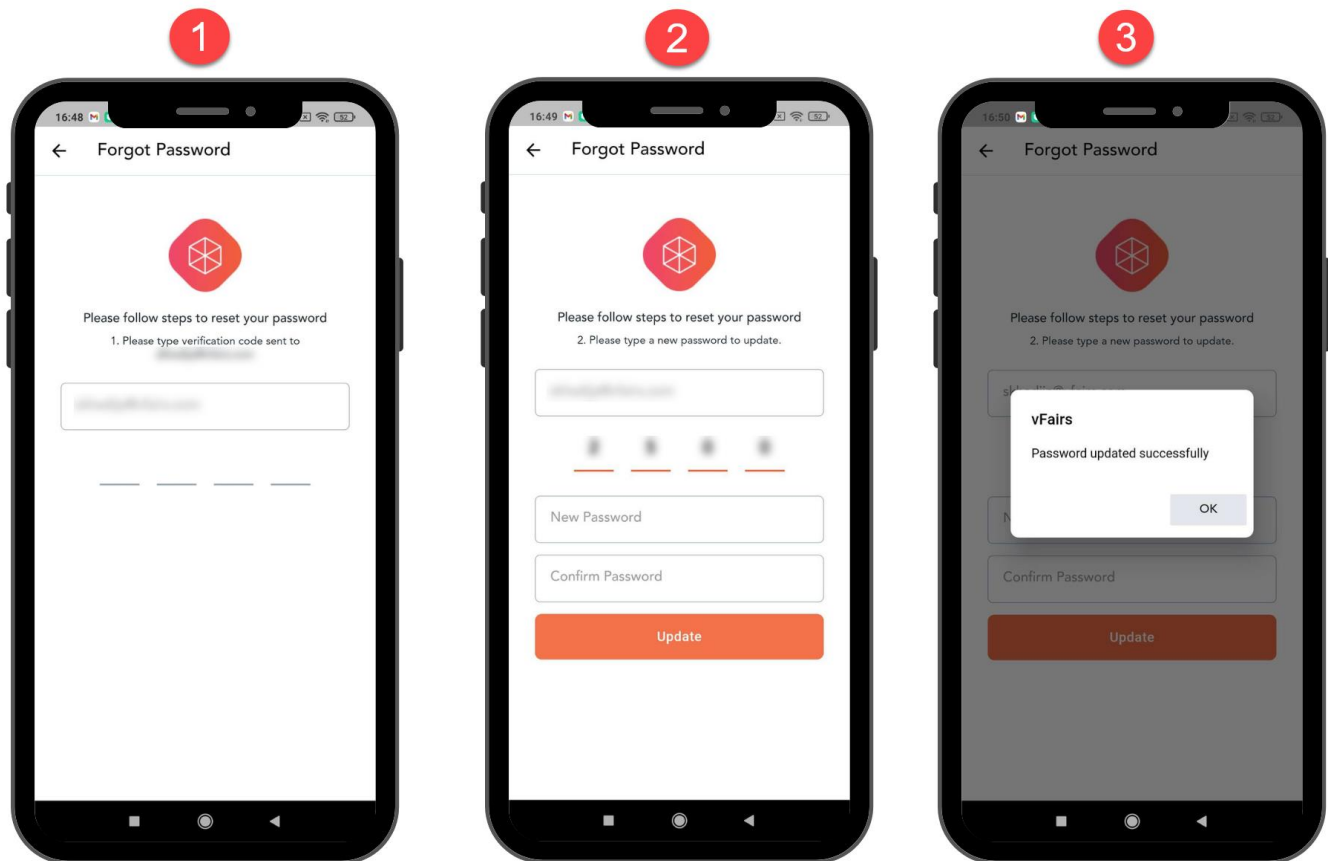
If you are not registered to any event and just want to get an impression of the look & feel of a virtual event and what kind of experience would it be, then after you download/install the mobile app, click on the **View Demo Event** button on the **Email Verification** screen. You will be navigated to a test event lobby. Here you can view the main elements & features of a virtual event hosted on vFairs.



Can't Login? Reset Password

In case you are unable to log into the event you registered for, please click on the "Forgot your password" option on the login screen to reset your password in two simple steps.

1. Verify the 4-digits one time password (OTP) sent to your email.
2. Enter and confirm your new password.
3. A success message will be displayed on the screen. However, the password entered in both fields does not match, you will be prompted with an error message asking you enter a matching password in both fields.



Event Listing

Once you are logged into your account, you will see the event listing. The events are always categorized into listed below three types.

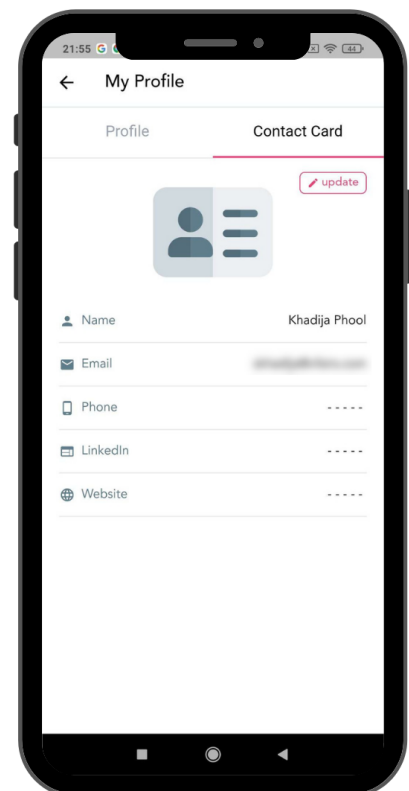
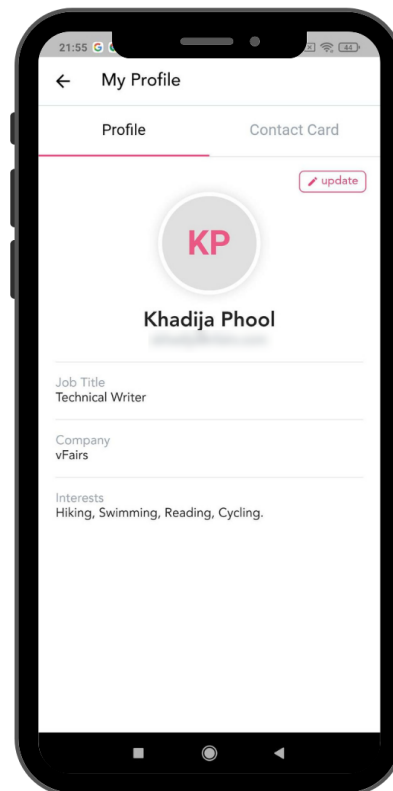
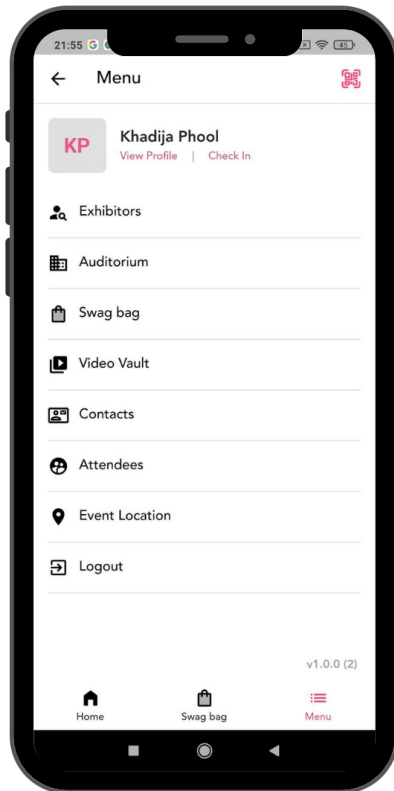
- **On Demand:** These are the events that are no more live. You can still access an on-demand event by logging in. You can watch the recorded videos/sessions, view the documents, and email the swag bag items to yourself. Please note that since this type of event is not live, therefore you won't be any live sessions going on.
- **Live:** These are the events that are still going on. You can join the live sessions.
- **Upcoming:** The event that will go live in coming days. You view the information but cannot log into this event just yet until it goes live.

***Note:** You will be able to view only those events to which you are already registered to. Any event to which you are not registered to will not be listed in any of the lists mentioned above.*



View & Update Your Profile & Contact Card

To view and update your profile details and your contact card information, tap on the **Menu** and click on “View Profile”.



Event Lobby

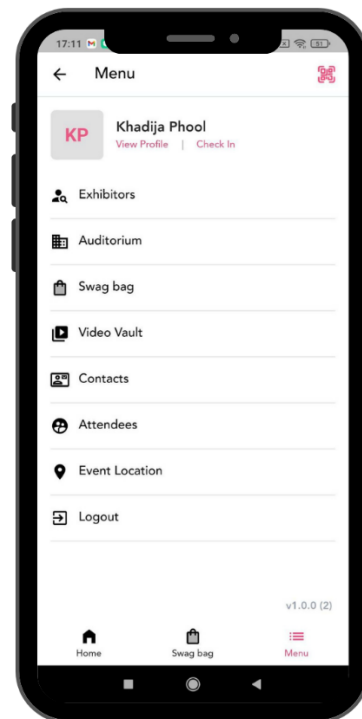
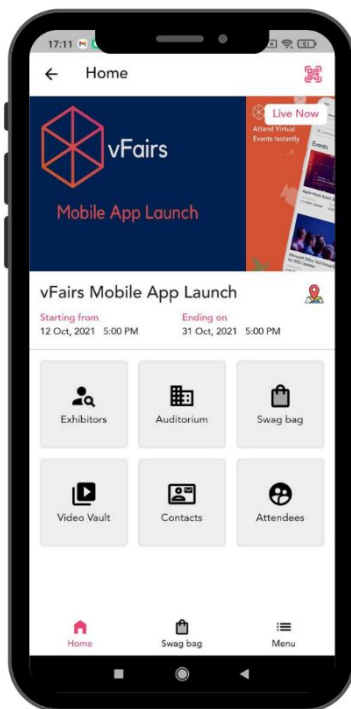
As soon as you sign into the event on your mobile app, you will find yourself in the event lobby (home screen).

Here you can get a glance of all the features that are available in the event. The most common features are:

- Auditorium
- Exhibitors/Exhibit Hall
- Swag Bag
- Video Vault
- Contacts
- Attendees

Other than the event features, the listed below event information is also visible on the home screen.

- **Event Status:** If you are attending the event on the live days, it will be “Live”.
- **Event Date/Time:** The starting and ending date & time of the event will also be visible on the home screen. It signifies when the event will start and till when it will go on.
- **Menu:** Using the menu you can do the following:
 - View your profile
 - Check In
 - Scan QR Code
 - Navigate to other areas of the event (exhibit hall, auditorium, contacts, attendees, etc)
 - Find the location of the event where it is happening
 - Logout



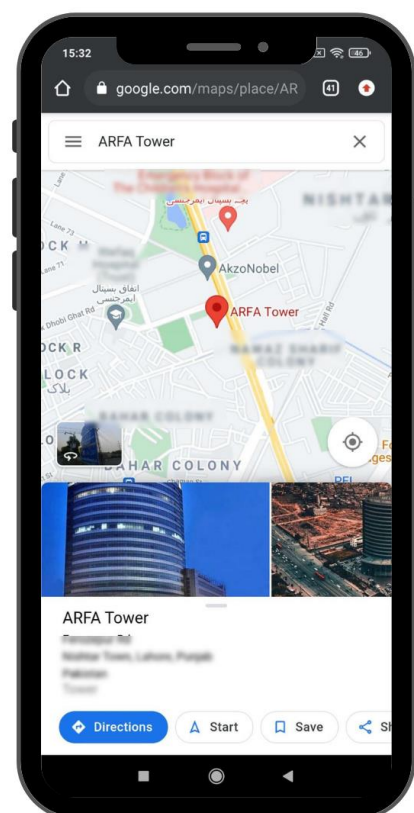
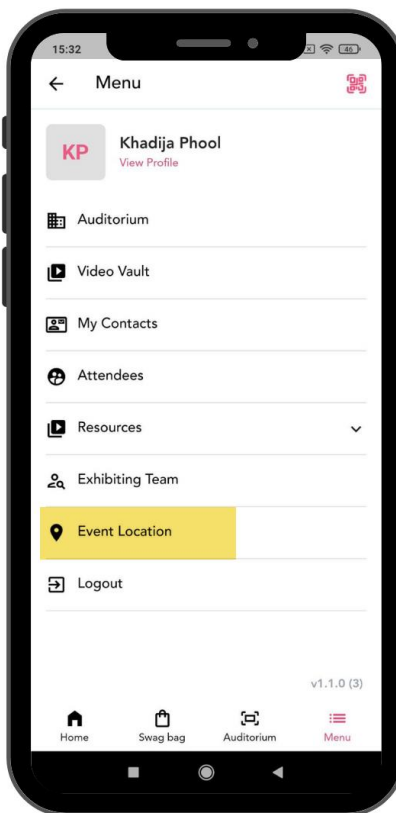
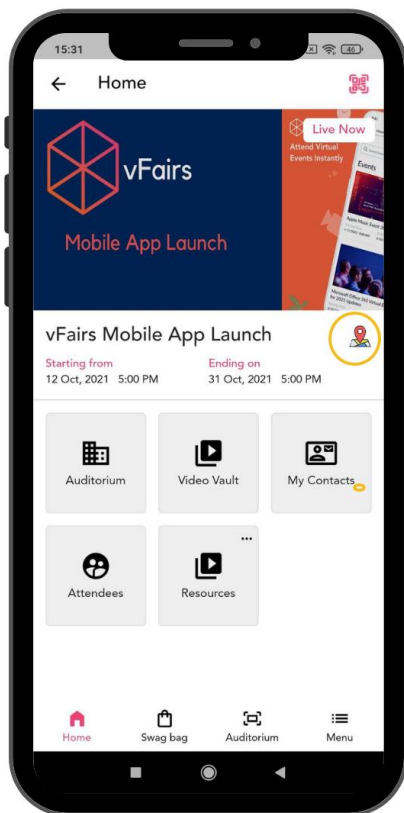
Event Location

Event location is the address of the place where the event is happening. If you are attending a Hybrid event, then you can also find out the event location in real time through mobile application and use it for navigations on your maps.

To find the event location/address:

- Either click on the map icon on the event home page (lobby), or
- Go to the Menu and click on the Event Location.

In both cases, the event address will appear on the Google maps or whichever maps you have on your phone.



Find Booths & Exhibitors

If you click on **Exhibitors**, you can view the list of all the exhibitors in the event.

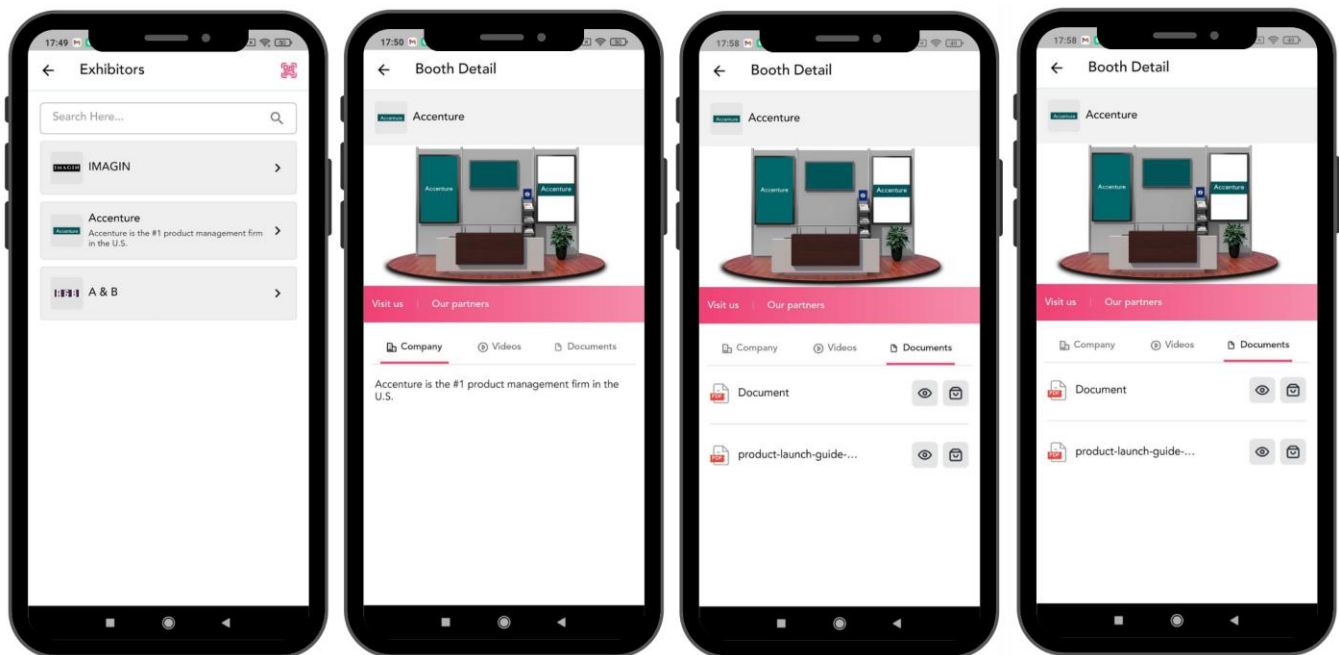
Click on the exhibitor of your interest to visit their booth.

On the next screen, the booth details will be displayed. You can navigate through the booth tabs to:

- Read the booth description
- Watch the videos (if any)
- View the documents (if any)

There might be other tabs or content links on the booth for additional information.

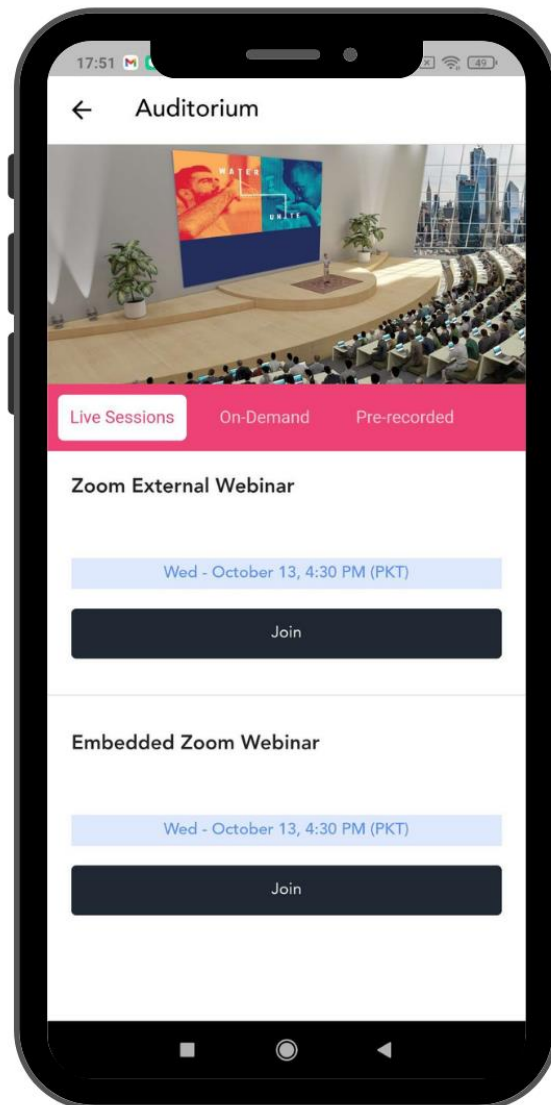
You can also add videos and documents to your favorites (swag bag) to watch later or email yourself.



Meetings & Sessions

Interested in attending meetings or participating in live sessions? Or do you want to watch pre-recorded videos available on the event? Go to the auditorium either via lobby (home screen) or via menu.

In the auditorium, you will be able to view the list of all the webinars and meetings that are either live, scheduled, or ready to play. Click on the Join/Play button against your desired session/meeting and get the feel of the live event.

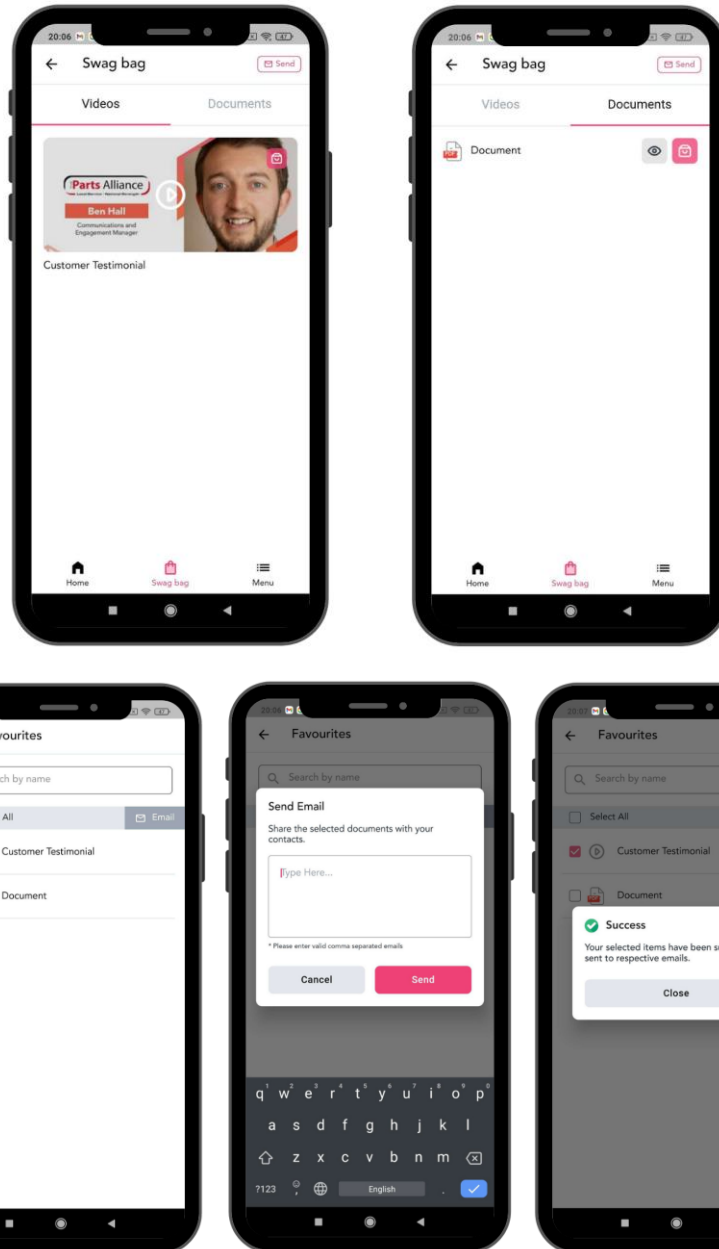


Add to Favorites

Add desired videos/documents to your favorites as you visit different booths or view the list in video vault or resources. All your favorite items are collected in the **Swag Bag** from where you can:

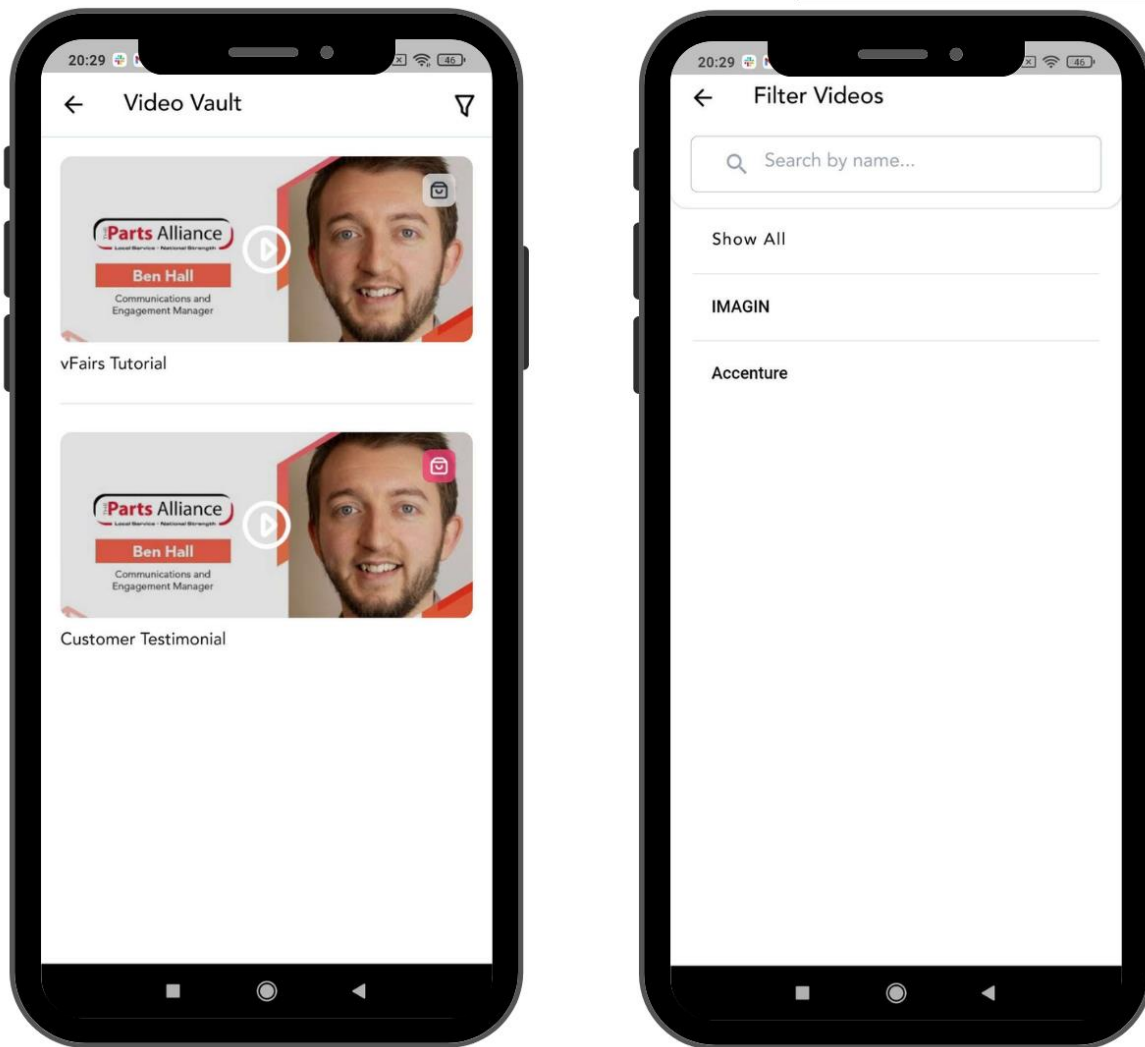
- Watch/review the added video/document later on, and
- Email all or few of the added videos/documents to yourself and your colleagues/friends.

You can access your **Swag Bag** either via lobby (home screen) or via menu.



Video Vault

View the list of all the videos available in the event. You can also search for videos of a specific booth by using the filter option.



Contacts & Contact Notes

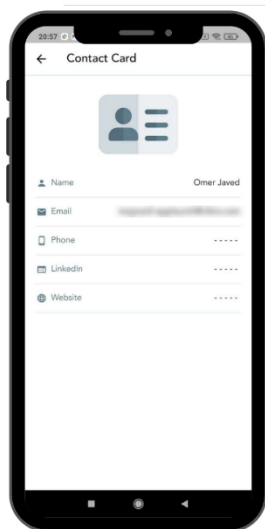
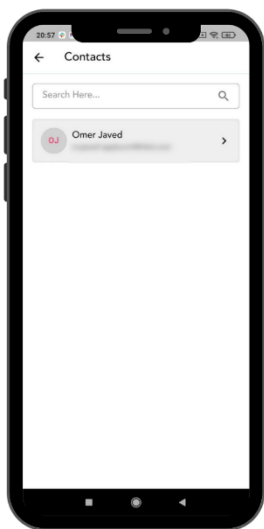
- Just like a physical event, you can make **new contacts** on virtual events, and can exchange contact cards. Under the contacts section, you can see list of all the contacts with whom you shared your contact card or who shared their contact card with you via scanning QR code.
- When you add someone to your contact lists, you can also add **notes** to your contacts. It can help you to keep a record of the communication or interaction or whatever information is exchanged between you & and the other person on the event.

To take notes:

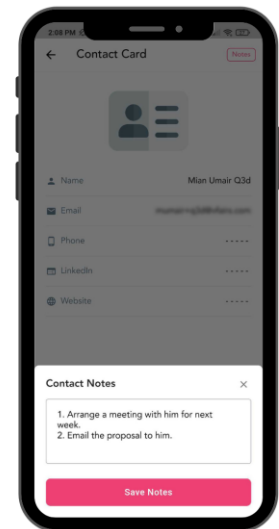
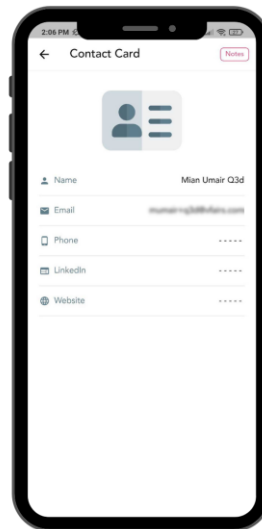
1. Open your **"My Contacts"** list on the mobile app.
2. Click on the contact's name you wish to add notes to. Its **Contact Card** page will appear.
3. Click on the **Notes** button in the top right corner.
4. Add desired text and click on the **Save Notes** button.

Note: If you delete the contact from your contact list, the notes will be lost, and will not be recovered even if you add the same contact again. You will have to add new notes in this case.

Contact Card



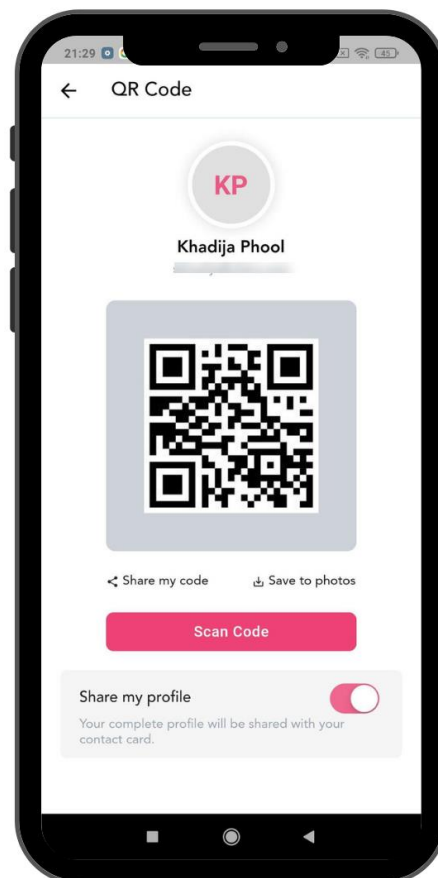
Contact Notes



Share Contact Card via QR Code

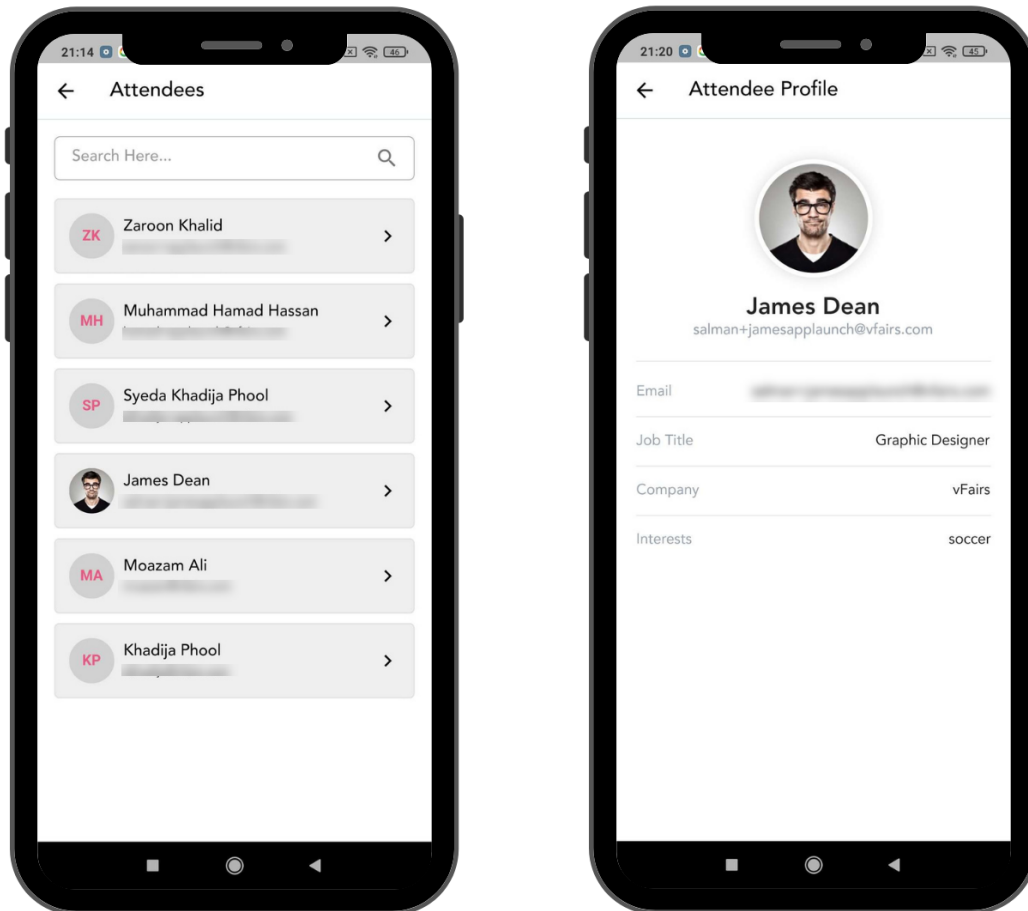
Using the QR code, you can share your contact details with another attendee on the event without having the need to share the physical cards. Either scan the QR code of the other attendee or ask them to scan your QR code. You both will be added to each other's contact list.

***Note:** If you want to share your profile information as well, you can switch the **"Share my profile"** toggle on. In this case your profile as well as your contact card will be shared with the other attendee.*



View Other Attendees

Interested in knowing who else is attending the event? If you tap on **"Attendees"** in the navigational menu or through lobby, it will display you a list of all the attendees. You can also view an attendee's profile by clicking on their name to expand details.



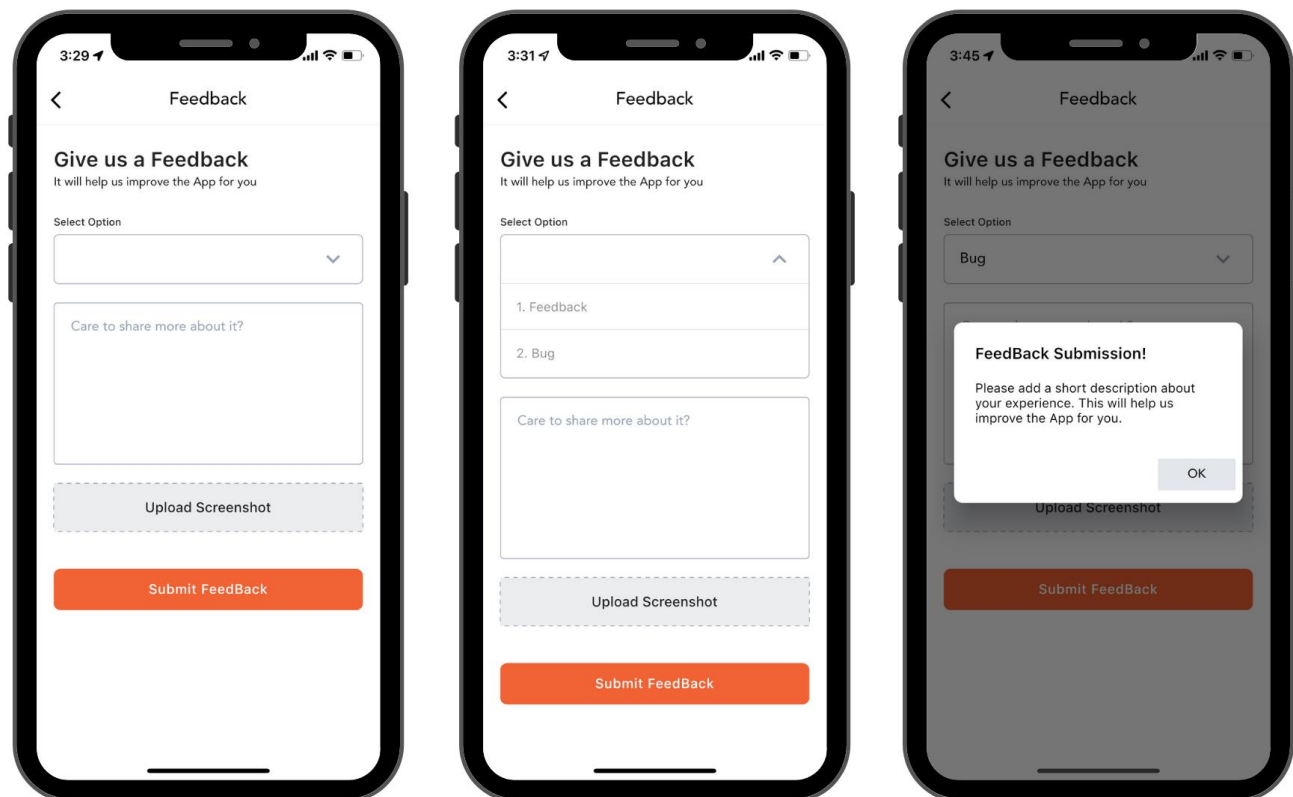
Feedback & Issue Reporting

If you want to leave feedback about the event or report any technical/event related issue, you can easily do it using the mobile app.

Here is how to go about it:

1. Navigate to **Menu > Feedback**
2. On the **Give us a Feedback** form, provide the following
 - I. Select the type of message you want to send:
 - Feedback
 - Bug
 - II. Write the description in the text box.
 - III. Upload an image/screenshot if there is any.
 - IV. Click on the **Submit Feedback** button.

Note: The form will generate an error if you try to send an empty message i.e., without any description in the text box.



FAQs

1. Can I register to an event through mobile application?

No. Event registration is possible only through the event site on web.

2. Can I attend two events simultaneously through mobile application?

No. You can log into one event at a time. If you switch between events, your session might be timed out and you will have to login again, back, and forth while switching between multiple events.

3. Why can't I see the "Check In" option?

If you can't see the **Check In** option, this implies that only event organizers/admins can check you in once you are at the event location.