Business Matching and Networking

Question	Answer
How does the business matching platform work?	The platform recommends like-minded professionals to connect via a pre-scheduled video call during the event days.
Who is entitled to access the business matching platform?	All attendees who opted "YES" to business matching upon registration.
How can I view the profiles of other users?	1. The attendees are located under the '**Networking**' tab on the top menu bar. 2. Alternatively, you can click on the '**Recommendations"** icon on the right live bar, to access a curated list of attendees. 3. When you identify the right person that you are looking for through our search and filter functions, you can click on the 🔗 icon next to the person's name and the person's details will appear at the live bar on your right.
How can I connect with others?	Go to the '**Networking**' tab. A list of attendees will be displayed. Select the '**Message**' button to connect with the attendee via chat to drop a message or select '**Schedule**' to schedule an Online or Onsite meeting with the attendees. Alternatively, click on the '**Recommendations'** icon on the right live bar, click Profile. Select the '**Message**' button to connect with the attendee via chat to drop a

	message or select '**Schedule**' to schedule a video meeting with the attendees.
How does the recommendation engine work?	Recommendations are done through our AI engine, based on the preferences you and other attendees have indicated for each profiling question as part of their registration. Attendees of similar interests will be prioritised in the list of recommended people. You can choose to edit your attribute preference under the **'Attendee Profile'** icon on your right live bar.
Can I search for people I'd like to connect with?	Click on the 'Networking' tab. Use the search bar at the top of the platform to search. Search using keywords or use the search filters available.
The list is long, how do I find relevant people or categories?	If you are having trouble searching through a long list of attendees, we have created a simple way for you to easily multi-filter to narrow down your options.
Which filters can be found under the 'People' tab?	You can find the following filters under the 'Networking' tab: • Attendees Type • Exhibit Profile • Country • Job Function
How do I schedule a meeting?	To schedule with individual attendees: Click on the 'Schedule' button available on each user's card. Select the desired time slot from event days onwards (15 - 17 March) and include a personal note. Choose the meeting location. **Online or Onsite.** If you choose onsite, please select Singapore Expo Hall 3 – Meeting Lounge. The recipient will then receive notifications (both on the

platform, as well as email). You will be notified when the recipient accepts / rejects your invitation.

Scheduling of post event meetings is only available from 18th March onwards.

Can I choose a different timing for the meeting other than what is listed?	The platform is set to support Onsite and Online meetings during the event period from 15 – 17 March, 1000hr – 1800hr (GMT +8) and only Online meetings after the event until 15 April 2022. Scheduling of post event meetings is only available from 18th March onwards. Each meeting slot is 30 minutes. *The help desk is operational from 9am - 6pm (GMT +8) during the event period and on weekday after the event. If the time slot is not listed in the other party's timeslot, it indicates that the time slot is being taken up.
Will I receive a reminder before each scheduled meeting?	Attendees will receive email & SMS notifications 10 minutes before the start of the meeting. An attendee can also see the list of upcoming meetings in the 'My Schedule' icon on the right live bar.
Can I make presentations during my meetings?	Yes. You can present and share screens in your meetings through your browser.
What happens if my meeting overruns?	The platform allows the online meeting to extend beyond the set duration - simply continue with your meeting. This also applies to Onsite meeting. However, please note that this may affect other meetings on their schedule.

How do I contact the exhibitor?	1.　You may click on the 'Schedule' button under People Tab to arrange a video call with exhibitors. You can filter them out based on the attendees' type filter function. 2.　Go to the showcase page* of the exhibitor you wish to contact and browse to the 'Talk to Our Team' section. 　* This feature will be available when the event platform goes live.
Is there a time limit for each scheduled meeting?	Each meeting slot is scheduled for 30 minutes. This is to ensure introductory meetings are conducted effectively and maximise the number of connections you make during the event. Should you wish to continue the conversation, simply continue with the meeting - there is no time out. Alternatively, you may wish to schedule another meeting or continue the conversation via the chat function.
How do I know that my meeting has been accepted/rescheduled/cancelled at the business matching platform?	You will receive email notifications to your registered business email for meetings accepted/rescheduled/cancelled made through the event platform. You can also see the schedule of the meetings in 'My Schedule' icon on the right live bar.
I have Audio and Video Issues in Virtual Meeting Room as I am unable to view or hear the meeting attendee in your virtual meeting room.	1.　When you are attending the meeting for the first time, you will see a pop-up message Allow "gevme.com" to use your camera and microphone? Please click Allow. 2.　Make sure your internal or external speakers aren't muted. 3.　Make sure you are connected to the internet with enough bandwidth. 4.　To check if you have enabled the browser to use your camera and microphone, please check your browser settings:

	• For Chrome User
	1. Open Chrome and select the Chrome menu, represented by three vertical dots in the upper-right corner.
	2. Select Privacy and security. Under this section, select Site settings.
	3. Select either Camera or Microphone, and make sure that the camera and microphone is allowed in site www.gevme.com
	• For Safari User
	1. Open Safari Preferences.
	2. Navigate to Websites.
	3. Go to Camera and Microphone tabs.
	4. Change access to Allow for www.gevme.com
	5. Restart Safari.
Can I start my meeting before the scheduled time?	No, you can't. Meeting will only commence during the schedule timeframe.
I missed my meeting. Can I still reschedule it?	If you missed your meeting, please request for a new meeting with the attendee by clicking on 'Schedule' on his/her Contact card.
How do I accept a meeting request?	Go on 'My Schedule' icon on the right live bar, click on 'Pending Invites' to view all pending meeting requests. Click on 'Accept' to confirm the meetings.
How do I decline a meeting request?	Go on 'My Schedule' icon on the right live bar, click on 'Pending Invites' to view all pending meeting requests. Click on 'Reject' to reject a meeting

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Can I cancel my meeting after acceptance?	After a meeting is accepted, only the meeting organiser (meeting initiator) can cancel the meeting. You may drop a note to attendee by clicking on 'Message' on his/her Contact card and inform about the meeting cancellation. Alternatively, please contact Celine at Celine@constellar.co for assistance.
Can I reschedule the meeting after my meeting is confirmed?	Both the meeting host and the guest are unable to reschedule the meeting after the meeting is confirmed. Meeting host can proceed to cancel the meeting, enter a reason for cancelling a meeting and propose a new meeting. If you are the guest, you may proceed to drop a message to the meeting host via the 'Message' button and request the meeting host to cancel the meeting and propose a new meeting timing. With that, the meeting host can schedule a new meeting.
How do I know if my meeting requests were sent successfully?	All your sent meeting requests will be reflected under the 'My Schedule' – 'Pending Invites' - 'Sent' tab on the right live bar.
How can I arrange a meeting before event days?	The platform does not support virtual meetings before event days. You can email your request to celine@constellar.co and the concierge team will get back to you shortly.
I want to connect with a speaker after tuning in to their live session, how do I get in touch with them?	Under the 'Network' tab, you can either search for speakers in the search bar or filter accordingly. By clicking on the 'Schedule' button, you can send a meeting invite to the speaker. You can also chat with them by clicking on the 'Message' button on the people card.

Which browser and networks are supported by the video call?	For best viewing experience, it is recommended to use either Google Chrome browser with 2.0 Mbps upload speed.
How do I cancel the meeting?	Access the event platform, click on 'Schedule' and then click the 'Cancel' button on the meeting you wish to cancel if you are the meeting initiator, and include a reason for the cancellation.
How do I delete a chat at the business matching platform?	You will not be able to delete a chat with a user. However, you can edit or delete messages that you have sent in the chat.
How do I retrieve the chat exchange during the video call?	All chat history is available under the 'Message' tab in the event platform. Chat history is not downloadable from the event platform.
How do I report a user?/ How do I submit feedback?	To leave general feedback on your experience on the BTA event platform, please contact our concierge team at celine@constellar.co.
How can I share my meeting with more participants?	The onsite meeting is designed for 1-to-1 private meetings. For online meeting, should the meeting host decide to invite more participants to the meeting, simply forward the meeting invite/link via sms notification to the intended attendee. Please click the JOIN button in the invite. Please note that attendees who attend the meeting via the meeting URL will not have his/her name reflected. Instead, his/her name reflected will be the same as the meeting host.

	Alternatively, you can contact our business concierge at celine@constellar.co for assistance.
For each meeting, what's the maximum number of participants I can extend my invite to?	For onsite meeting invite can only include 2 participants. For online meeting invite can be extended to a maximum of 10 participants.
Can I arrange meetings after the event?	Yes, you will be able to send meeting invites through the 'Network' tab to initiate meetings, after the event until 15 April 2022. Please contact our concierge team at celine@constellar.co for more details.