



ATTENDEE USER GUIDE

Interop DIGITAL



Welcome!

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HOW TO:

LOG IN FOR THE FIRST TIME

FYI – For reference, “Swapcard” is the name of the platform we’re using to host our virtual event on, so you may see their name appear in emails or within the environment once you’ve joined.



Accessing the Virtual Event

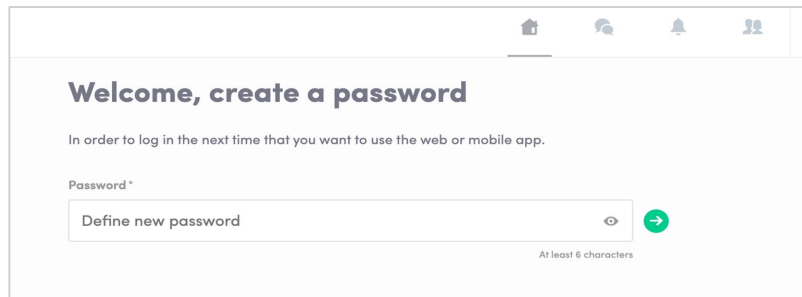
Logging in for the first time

1

- You'll receive an email like this one with a button directing to a login page. Your account is automatically pre-created by our event team.
- This email will come from hello@swapcard.com so be sure to whitelist it!

2

- A window will then ask that you create a password for your account.



The screenshot shows a web interface for creating a password. At the top, there are navigation icons for home, messages, notifications, and profile. Below these is a header "Welcome, create a password" and a sub-header "In order to log in the next time that you want to use the web or mobile app." The main form area is titled "Password*" and contains a text input field with the placeholder "Define new password". To the right of the input field is an eye icon and a green arrow icon. Below the input field, it says "At least 6 characters".

Interop DIGITAL

OCTOBER 5-8,
2020

THE BUSINESS OF IT – TECHNOLOGY, PEOPLE AND PROCESS

Hello Jane,

We have some exciting news...The **Interop Digital** event platform is now open! This is your official invitation to log in and prepare for the event.

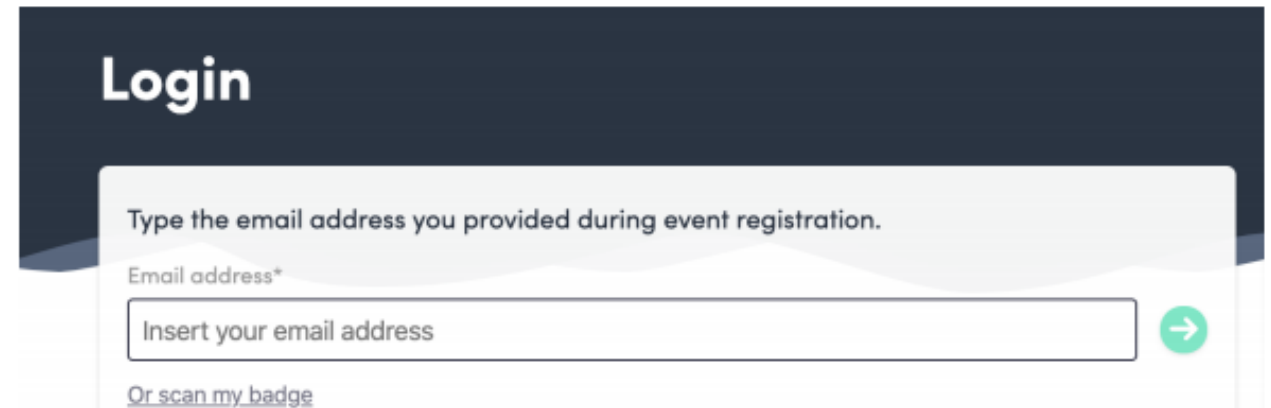
We suggest you log in early to review your profile and get familiar with the platform prior to the start of the event. Start building your personalized agenda and making connections for the most optimal and productive experience!

LET'S GET STARTED!

Accessing the Virtual Event

Logging in once you have an account

- Go to: <https://login.swapcard.com/>
- Enter the email you used to register and the password you created
- Click enter to connect to the event



Login

Type the email address you provided during event registration.

Email address*

Insert your email address

Or scan my badge

Note: If you have forgotten your password after entering your email, click on “Send me a magic link” and you’ll receive an email to reset your password

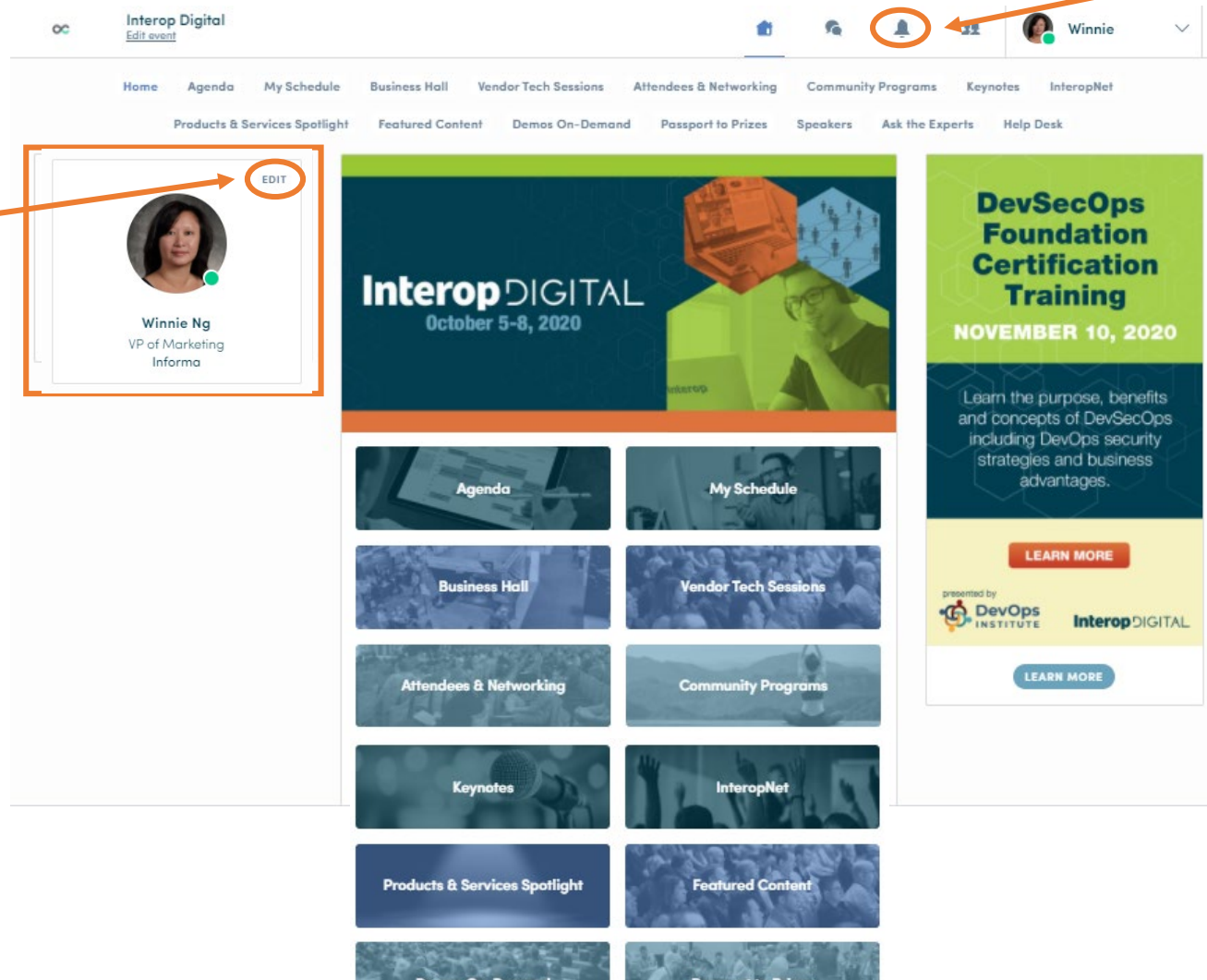
OVERVIEW:

**EXPLORE
OUR VIRTUAL
EVENT AREAS**





EVENT HOME PAGE



Your Profile

Click on edit to update your profile to maximize your networking opportunities

Alerts

View new notifications, connection or meeting requests

Note: Access areas of the virtual event via the navigation bar at the top of the page or the buttons in the main content well

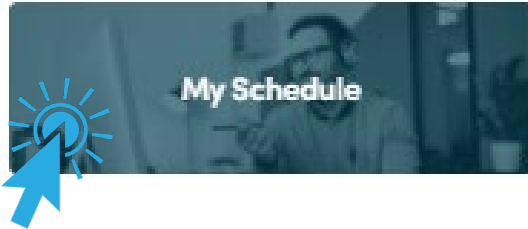


Access the event's full agenda featuring every workshop, track session, keynote and scheduled networking activity.

- **View** session descriptions and speakers
- **Sign up by registering for sessions to** add them to “your schedule”
- **Join** “live” or on-demand sessions



Pro Tip – The Agenda is your “home base” when it comes to joining sessions and seeing what is happening at any given point of the day!



Access your personal event schedule, including:

- **My Schedule** – sessions you've registered for
- **My Meetings** – pending or confirmed meetings you've scheduled
- **My Networking** – contacts you've connected with
- **My Bookmarked Companies** – lists exhibitors you've bookmarked in the "Business Hall"
- **My Wish List** – like a digital tote bag; find all the marketing materials and list of product and services you've bookmarked or favorited

Home Agenda **My Schedule** Business Hall Vendor Tech Sessions Attendees & Networking Community Programs Keynotes InteropNet

Products & Services Spotlight Featured Content Demos On-Demand Passport to Prizes Speakers Ask the Experts Help Desk

- My schedule >
- My meetings >
- My networking >
- My bookmarked companies >

Export

Add your upcoming sessions and meetings to your calendar application.

EXPORT TO MY CALENDAR

Saturday, January 1, 2000

3:00 AM Fireside Chat with Rob Carter
3:00 AM Join us in a fireside chat on October 1 with Rob Carter, one of the preeminent CIOs in the country, who is widely recognized for his innovatio...

Keynote

Rob Carter - FedEx Corporation

Monday, October 5, 2020

12:00 PM DevOps Foundation® Certification - Day 1
5:00 PM Take advantage of this two-day program, presented by the DevOps Institute, which allows attendees to earn a DevOps Foundation Certificatio...

Certification

Jack Maher - Global Lynx USA

Tuesday, October 6, 2020

12:00 PM Deep Dive Packet Analysis Using Wireshark
4:00 PM Every day, companies struggle with finger pointing when it comes to resolving application performance and security issues. Time after time, it...

Training

Mike Pennacchi - Network Protocol Specialists, LLC

Wednesday, October 7, 2020

11:00 AM Industry Connections - Finance
11:45 AM Calling all finance industry attendees! Grab a cup of coffee and join your peers for a moderated discussion on issues and topics unique to finance. ...

Session

Rami Mahajan - Quantarium

1:00 PM Destination Colocation: Off-Premises & Cloud Compatible
1:35 PM Colocation has significantly evolved, making it more attractive to enterprises by improving reliability, economy and flexibility - and control...

Session

Kirk Giles - Prolexis National Mission Critical Facilities



Research and make connections with IT solution providers

- ✓ Search solution providers by IT categories
- ✓ Visit our sponsor's virtual exhibit pages:
 - Learn more about their products and services
 - Chat privately with team members with the option to start a video meeting and share a screen for live demos
 - Request meetings
 - Access vendor literature such as white papers, case studies, spec sheets, and more
 - Make a connection with a team member
 - Follow the sponsor on social media

A screenshot of a virtual exhibit page for Informa Tech. The page features a dark blue header with the Informa Tech logo and the text "informa tech". Below the header, there is a section for "Meeting requested" with a "PENDING" status and details for a meeting on Monday, 24th August. The page also includes sections for "Information", "Products and Services" (listing Cabling, Data Center Tools, Data/IT Security, and Heating/Cooling Solutions), "Data Policy", "Company Email", "Social media" (with LinkedIn, Twitter, and Facebook icons), "Contact details" (with a URL), and a "Resource Center" with links to "Sample Video", "Sample White Paper", and "Sample Infographic". On the right side, there is a "Highlight Informa Tech SAMPLE BOOTH" section with a "BOOKMARK" button, a "Talk with Informa Tech..." section, and a "Contact this company" section with a message input field.



View and connect with other attendees that have opted to make themselves visible

- **Search** by names, companies, skills, job function, industry
- **Add keywords** to help feed the platform's matchmaking algorithm to refine the suggestions of attendees you should meet
- **Filter** by skills and other criteria



Pro Tip – Ensure your toggle for “Visibility” is set to “on” to maximize your networking opportunities



The screenshot displays the 'Attendees & Networking' interface. At the top is a search bar with a magnifying glass icon and the text 'Search'. Below this is a section titled 'Get better recommendations' with the text 'Add keywords that will feed the matchmaking algorithm and refine the suggestions of people you should meet.' Underneath is a 'Search criteria' section with a search bar containing 'Add a criteria' and a tag labeled 'marketing X'. At the bottom is a 'Visibility' section with a toggle switch that is currently turned on (blue), and the text 'You're visible to other attendees.'

Event Navigation / Areas

Area	Overview
Agenda	Conference schedule – See what's happening throughout the day; Find and register for sessions
My Schedule	Your personal agenda – Locate sessions you've registered for, meetings booked, attendees you've connected with, bookmarked sponsors and content/products & services added to your Wish List
Business Hall	Exhibitor list – Research exhibitors as well as bookmark and view Virtual Exhibit pages
Vendor Tech Sessions	Get perspective and insight from our sponsors
Attendees & Networking	Attendee list – View and connect with peers, speakers and exhibitor team members
Community Programs	Fun events open to all pass holders
Keynotes	Quick access to Keynotes
InteropNet	Our InteropNet engineers will lead several sessions and will be available to meet with attendees to discuss all things VPN – its history, evolution, and future
Products & Services Spotlight	Directory of products & services – Where you can go to research solutions; they can be filtered by category or search and be added to your Wish List
Featured Content	Library of exhibitor content – Includes exhibitor-supplied white papers, case studies, research, videos
Demos On-Demand	Quick access to sponsor demos
Passport to Prizes	Play and enter to win fabulous prizes
Speakers	Speaker list
Ask the Experts	1:1 mentoring from our volunteers, including members of our Advisory board, speakers, etc.
Help Desk	Get support from Interop staffers

HOW TO:

UPDATE YOUR PROFILE



Profile – Be Sure to Personalize Yours!

A fellow attendee is more likely to accept your meeting invite if they can learn more about you.

- There are two ways to edit your profile
- Click on “Edit” to add information to your profile

The screenshot displays the 'Event Home Page' for Interop Digital. At the top right, a user profile for 'Winnie' is shown with a dropdown arrow. Below the navigation bar, a grid of event categories is visible, including 'Agenda', 'My Schedule', 'Business Hall', 'Vendor Tech Sessions', 'Attendees & Networking', 'Community Programs', 'Keynotes', and 'InteropNet'. On the left side, a user profile card for Winnie Ng, VP of Marketing at Informa, is highlighted with an orange border. An 'EDIT' button is circled in red on the profile card. To the right, a large banner for 'DevSecOps Foundation Certification Training' on November 10, 2020, is displayed, featuring a 'LEARN MORE' button. Below the banner, a grid of event categories is shown, including 'Agenda', 'My Schedule', 'Business Hall', 'Vendor Tech Sessions', 'Attendees & Networking', 'Community Programs', 'Keynotes', 'InteropNet', 'Products & Services Spotlight', and 'Featured Content'.

Profile – Updating Your Information

John Smith
Business Developer Director
Company Name

Connect with John

Sending a connection request with a message is three times more likely to be accepted.

SEND CONNECTION REQUEST

Meet Mass

Select a time slot to set up a meeting with Mass.

Tuesday, August 4, 2020

10:00 AM 10:30 AM 11:00 AM 11:30 AM 12:00 PM
12:30 PM 1:00 PM 1:30 PM 2:00 PM 2:30 PM 3:00 PM
3:30 PM 4:00 PM 4:30 PM 5:00 PM 5:30 PM 6:00 PM
6:30 PM 7:00 PM 7:30 PM 8:00 PM 8:30 PM 9:00 PM

[See more slots](#)

Skills

US/Pacific I am seeking mentorship
I am available for reviewing portfolios Console Market
Mobile Market PC/Mac Market Tools/Middleware Market
Virtual/Augmented Reality Market 6 to 10
Business Development Haptic haptics Audio Music
sound design Japanese

Bio

I am original from Japan and love audio recording, mixing, and sound designing. I am so excited to connect with you at GDC summer.

[See more](#)

Social media

[In](#) [Twitter](#)

Contact details

<http://www.miraleens.com/>

Information you can edit:

- Your photo
- Skills
- Biography
- Social Media
- Contact details

Just click on “**edit**” or “**add**” to populate your information!



Pro Tip – Be sure to select “Skills” you’re proficient in to boost the platform’s matchmaking algorithms

HOW TO:

**JOIN A LIVE
STREAMING
SESSION**



Joining a Livestreaming Session

From “Agenda” or “My Event”

- Click on the conference session you’d like to join
- When it's time for a session to begin, a video will be displayed at the top of the session page and starts automatically (*if you’re using Safari, please click “Play”)
- Watch the video in full screen mode or continue to browse the app while watching the session

The screenshot displays a conference app interface for August 2020. At the top, a calendar highlights August 26th. The main content is divided into several sections:

- Agenda:** Lists sessions such as a keynote on Dropbox's data center footprint, a networking break, and a session on managing and securing data.
- Your schedule:** Shows the current session, 'Keynote: Theory of Creativity: Embedding Innovation Info...', starting at 11:30 AM on Tuesday, August 25th.
- You may also like:** A list of recommended sessions, including 'How to Help Employees Get the Most from WFH' and 'Back to the Future of Work'.
- Video Grid:** A 2x3 grid of video feeds showing participants. The top row includes Kristina Russell, Beth Schultz, and Josee Duchesne. The bottom row includes Kim Corazzini, Jennifer Berry, and Cauji Bhalerao. The session title is 'Women in Communications: Award Presentation and Discussion'.
- Register for the session:** A button labeled 'REGISTER'.
- Live discussion:** A chat window with messages like 'Welcome!', 'Good morning!', and 'Congrats All'.

Interacting During a Live Session including Q & As

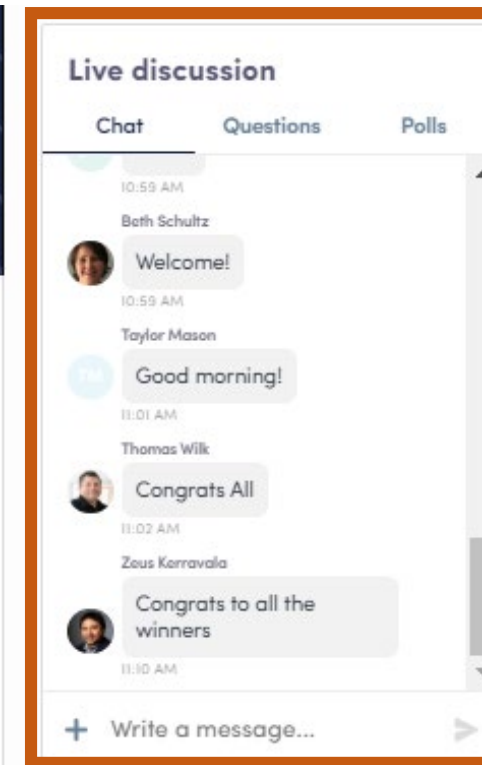
- Chat with other attendees during the session
- React on other people's messages
- Ask speakers questions – attendee questions will be sorted by upvotes
- Polls – answer live polling created by speakers
- You may delete your message by clicking on the three dots next to it



resentation and

's career opportunities in enterprise
as this translated into more job
and enterprise communications and

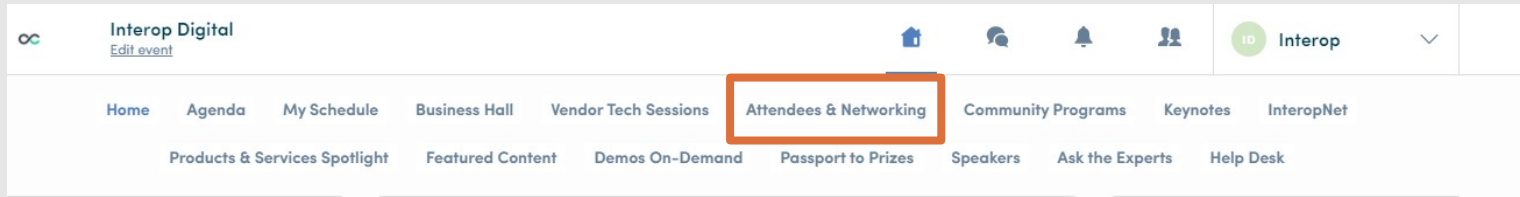
spotlight Award for Women in



HOW TO:

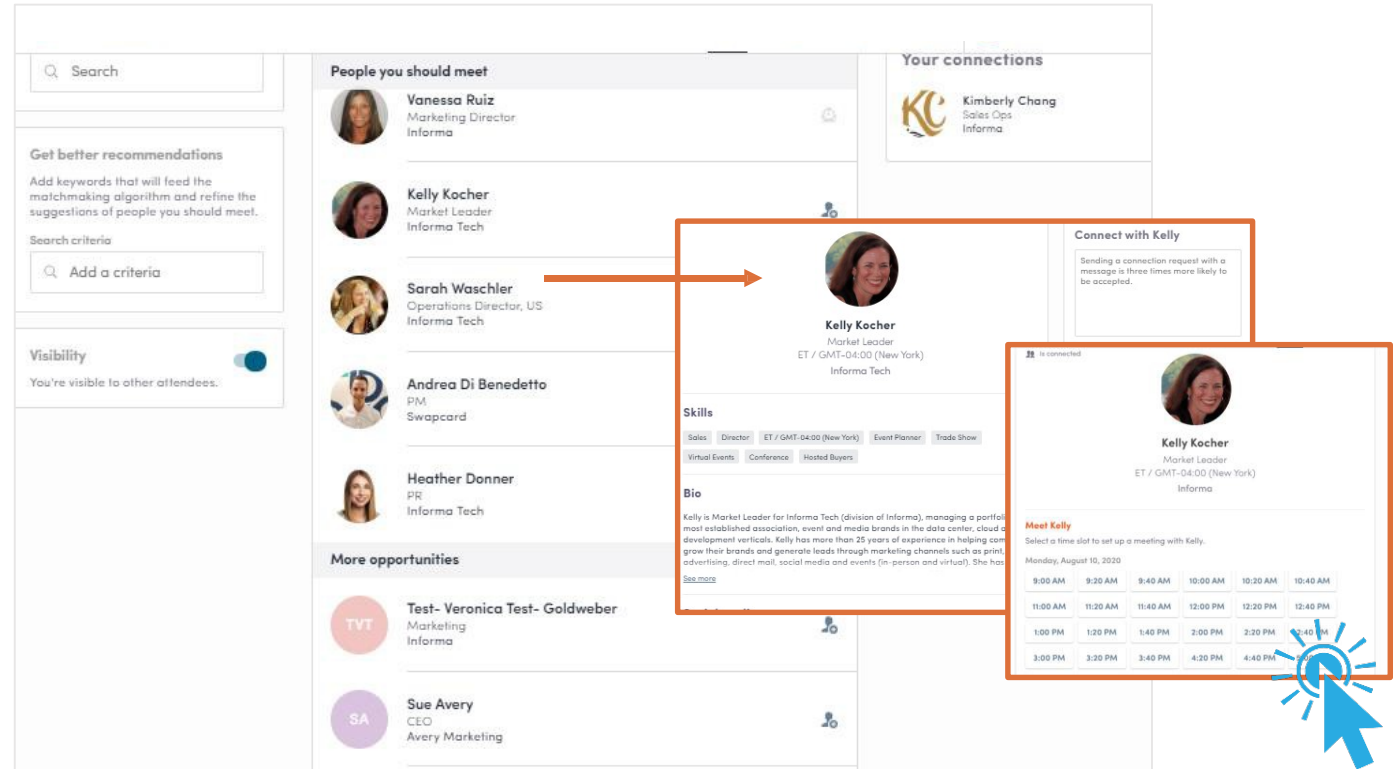
**MAKE CONNECTIONS
AND MEETING
REQUESTS**

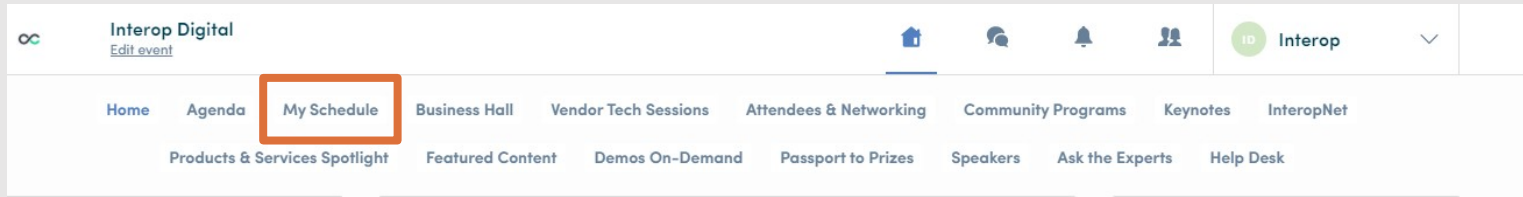




HOW TO REQUEST A MEETING

- From main navigation, click on “Attendees & Networking”
- Sort and filter attendees to find contacts you’d like to connect with
- Click on their name to view their profile
- Click on an available meeting slot
- Select virtual meeting
- Craft a personal message to person and send
- Go to “My Schedule” to see if contacts have accepted your meeting request
- NOTE: The meeting time slot is held and blocked until its accepted or declined



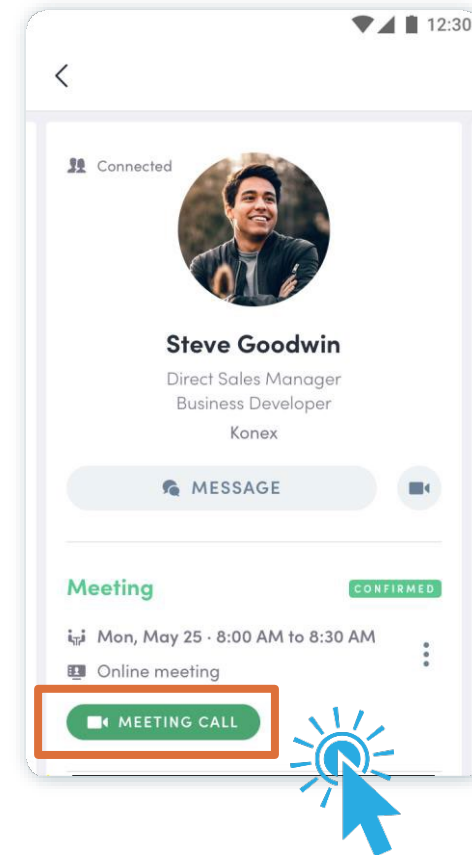


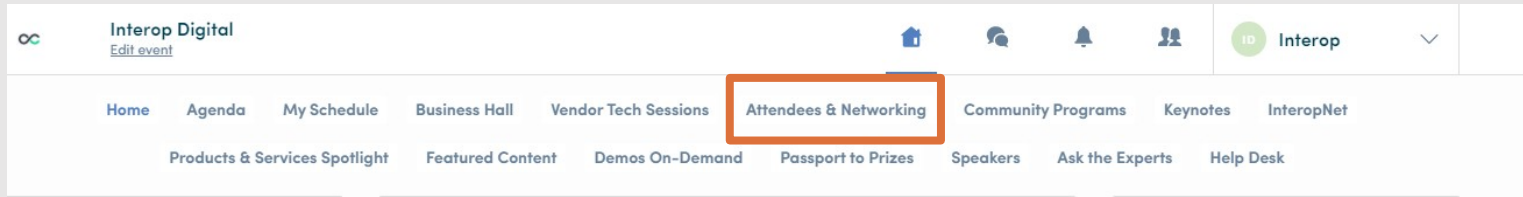
HOW TO START A VIDEO MEETING

- From main navigation, click on “My Schedule”
- If your meeting request is confirmed, a button “Meeting Call” will appear 1 hour before your meeting
- Click on Meeting Call to start your video meeting
- Note: Incoming meeting requests will appear in your notifications area on the toolbar



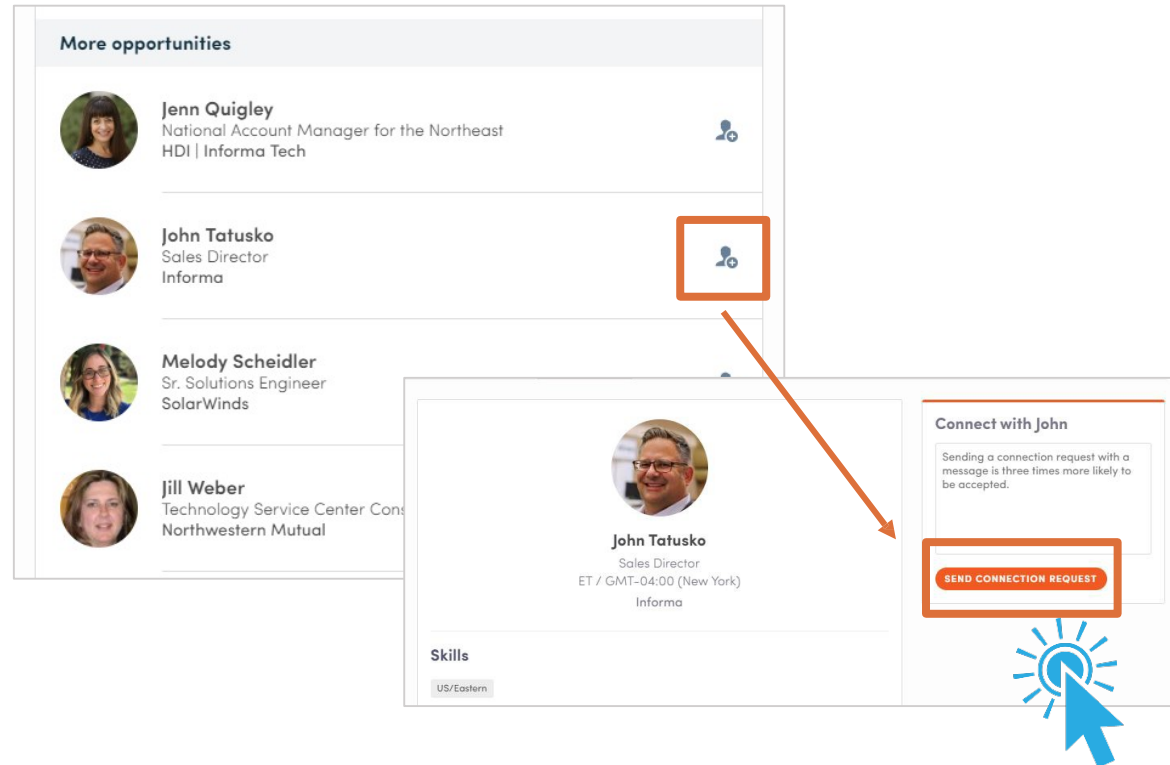
Pro Tip – You can also start a video call during a private chat conversation you’re having with a contact; simply click on the camera button to start the video call. Note you may share your screen during a video meeting as well.



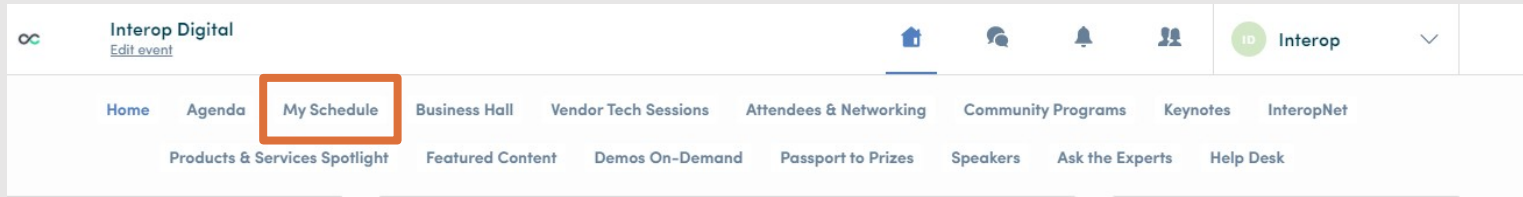


HOW TO MAKE A CONNECTION

- From main navigation, click on “Attendees & Networking”
- Sort and filter attendees to find contacts you’d like to connect with
- Click on their name to view their profile or click on the person icon with the plus sign
- Craft a personal message to person and send connection request
- Once you’ve made a connection, you can chat directly with the contact and, score, tag and make notes about the contact

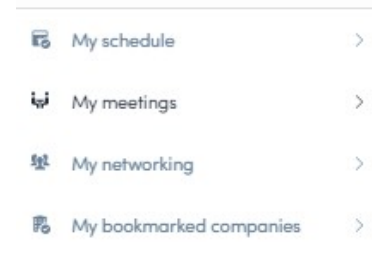


 *Pro Tip – You can export your list of contacts by clicking on the people icon on the top nav bar next to your name*



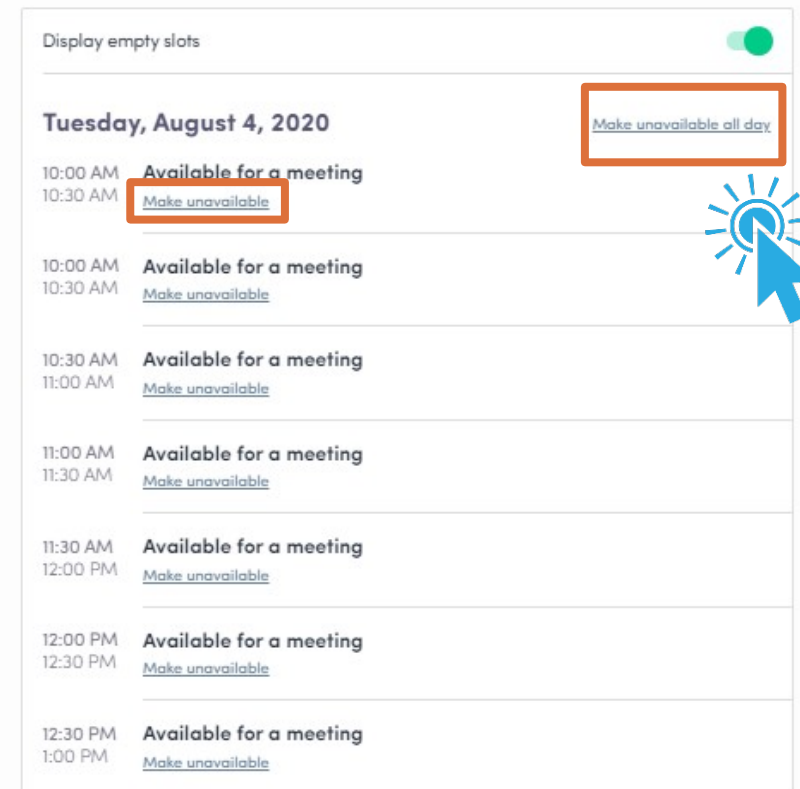
HOW TO SET AVAILABLE MEETING TIMES

- *Note: this is how to set available meeting times as an “individual”, not for your virtual exhibit page
- From main navigation, click on “My Schedule”
- Time slots are pre-populated
- If you’d like to block slots simply click on the “make unavailable” button within the time you’d like to block
- If you’d like to block the entire day, click on “make unavailable all day”



Export

Once you have prepared your visit to the event, you will be able to export your selection to your calendar application or in PDF file for printing.





ADDITIONAL RESOURCES



Video Demos

- Walk-through of the platform (7:23) - <https://youtu.be/b6sjcldAutw>
- Overview of Sessions/Content features Highlight - <https://youtu.be/C-71cSqnqg8>
- How the virtual event platform experience is different - <https://youtu.be/7bCxkmDGoDA>
- Overview of interacting with Exhibitors (1:50) - https://youtu.be/GH5_Zidrpwk
- Overview of networking within platform (2:00) - <https://youtu.be/57hEgfETLjc>
- YouTube playlist of demos: https://www.youtube.com/playlist?list=PLgH_DJSm3lcu3j_h_a1D0Ewu3naVFCbls