FAQ – For visitors of the IFNP Fondsweek

Login
You can reach the IFNP- Fondsweek- platform at: https://fondsweek.on.expo-x.com/

After successful registration you can log in into the platform with your e-mail address and password. To do so, click on the *login button* and enter your e-mail address and password. A registration is possible from 22 January 2021.
If you have forgotten your password, please use the password forgotten function.

What are the technical and system requirements for a visit?
We recommend visiting IFNP-Fondsweek with a desktop device. You will need an up-to-date browser (we recommend Google Chrome) and a stable internet connection. You can also easily use it with a notebook or your mobile devices. If you want to use the video call function in the networking area, you also need a webcam and a microphone.
On the login page and under the menu item *My Area*, you have the option of having an automatic system check carried out, which checks the technical requirements of your device in advance.

Until when can I register on the platform?
Registrations are possible until 29 January 2020 1:00 pm via the virtual platform.

How long will the platform be accessible?
From 25 January 2021 10:00 am the platform will be available for all registered participants. Networking functions such as chat and video calls will be unlocked until 29 January 2021. After the event, the platform will be accessible until 31 January 2021.

MY AREA - Here you keep the overview!

Networking profile
After your registration you can directly complete your profile. This acts as a virtual business card, which you can actively pass on to other participants.
If you would like to participate in networking and be found by other participants, please activate the checkbox *I would like to participate in networking with my profile*. Hereby you release all entered data for your digital business card and the networking area. This can be accessed via the *Networking* menu bar. If you check the Networking box, we recommend that you enter a short description of yourself under *About me* and select up to 5 areas of interest. These will be used as a basis for matchmaking, so that participants with matching interests will be displayed to you preferentially in the networking area. You have the possibility to adjust your networking settings at any time via the menu item *My Area > Networking Profile*.

My Favorites
Here you will find an overview of all items that you have marked with a star. This is sorted by the categories Sessions, Speaker, Partners, Contacts and Jobs. By clicking on the respective element, you can open it and, for example, participate directly in a session.

Business cards
Here you can see when other participants have given you a business card. You can make a note of them for later or contact them directly using the communication options indicated on the respective card.

Calendar
Under *your appointments* you will find a chronological listing of your noted events and agreed appointments. You have the possibility to export them as iCalendar file to your Outlook calendar. Already set appointments can be canceled and bookmarked sessions can be deleted.

Chat

Here you can see your active chat history. You can browse existing chats via the search function. If you want to start a chat with a new participant or contact person of a company, please use the chat icon on their business card. You can find this in the networking area or the partner profile. You also have the option to select your status in the chat. To do so, click on the dot at your letter in the upper left corner and select your chat availability. This way other participants can see if you are available in the chat.

AGENDA- At the right time in the right channel

Where can I find the program?
The menu item *Agenda* will take you to the program overview. Here you will find all sessions of the IFNP- Fondsweek in chronological order.
You can search for individual sessions using the search function. By clicking on the respective program item, you can view details of the session, the respective speaker or stored documents.

Can I put together an individual program?
You have the possibility to compile your individual event program or to reserve individual sessions. To do so, please click on the star on the program item. The respective session will be added to your personal calendar and your list of favorites. You can find these under My Area in the left menu bar.

How can I participate in a session?
On the start page you have access to the running program of all channels. You will be redirected to the Zoom video conferencing tool. To use it, you need to enter contact information.
All sessions currently taking place are also highlighted in the program overview with a live indicator.

Can I actively participate in the sessions?
For the majority of the sessions, you have the opportunity to send questions to the moderators during the live stream. Please use the integrated chat function for this purpose. Incoming questions will be checked editorially in advance.

PARTNERS - Presentation of our supporters

All partners and companies can be found in the *Partners* section on the left menu bar. Click on the logo to view company profile, contact persons, program participations, products and documents as well as jobs. You can add companies of interest to your favorites list by marking them with a star. You can use the search function to search for companies using targeted keywords or filter by specific industries.

How can I get in touch with a company/partner?
Use the *Chat with us* button on the company profile to start a text chat with the company's contact persons.
If you want to contact a specific employee of the company, you have the possibility to call up his/her business card in the Networking section. Here you can leave your business card or, depending on availability, start a text chat or video call or arrange a specific meeting. If the employee has released further contact options such as telephone number or e-mail address on his business card, you can of course also use these.

SPEAKER - Our speakers

Click on a speaker to learn more about their background and the sessions they will be hosting.

How can I get in touch with a speaker?

If a speaker is participating in networking, he or she will be displayed in the networking section. Here you have various contact options (text chat, video call). You can see the available options on his business card.

NETWORKING - How digital networking works at IFNP- Fondsweek

The prerequisite for participating in networking is the active release of your personal profile under *My Area > Networking Profile*. Please check the box *I would like to participate in networking with my profile*. If you have not released your profile, you will not be visible in the networking area and cannot be contacted directly by other participants. However, you can actively approach other participants yourself.

Where can I find other participants?

In the *Networking* menu item, all participants who want to actively participate in networking are displayed. Sorting is done automatically according to your specified areas of interest, i.e. the highest matches are displayed first. You also have the option of searching for specific people or filtering by individual areas of interest.

Which contact options do I have?

The following options are available to you for establishing contact:
- Handing over of the virtual business card
- text chat
- Video call

You can see which contact options are available to you with a participant on the respective business card by the symbols in the first line.

Exchange virtual business cards

By clicking the *Transfer business card* icon a window will open and you can write a short message for the recipient. Then press the *Send* button to send the message and your contact information.

Start text chat

Clicking the Start chat icon opens the chat area of the platform and you are in the direct chat with the selected person. Enter your message and send it by pressing Enter or clicking on the arrow.

If you want to continue existing chat conversations, you can also open the chat window directly via the chat icon in the top menu of the platform. Now select the corresponding chat on the left side. You have the option to mark chat rooms as unread or as favorites.

Start video call

You can use this function without a special program and without downloading anything. By clicking on the Start Video Call icon on the participant's business card in the networking area, a window will open. If necessary, you can end the call at any time by clicking the red phone button. The called party is informed about the incoming call via a screen pop and has the option to accept or reject the call. If the recipient is not available, the connection is automatically terminated after one minute and he receives a notification about the missed call. If the subscriber accepts your call, a separate window will open.

Accepting a video call

You will be informed about an incoming video call via a screen pop. You have the possibility to reject the call with the red phone icon or to accept it with the green phone icon. If you accept the call, you will be prompted to activate your camera and microphone.

How will I be informed about incoming contact requests?

Incoming contact requests are displayed to you via the notification function. This way you will not miss any requests, even if you are offline in the meantime.

The bell icon on the right side shows you the number of incoming requests by means of red numbering. Clicking on the bell opens a list of all missed contact requests, e.g. chat messages or video calls. You can now access them directly.

In the upper menu bar you will find icons for access to your favorites, calendar, direct chat and *business card overview*. New messages and incoming contact requests are also displayed here by means of a red marking.

Virtual rooms - The lobby, exhibition halls and 3D exhibition stands.

The virtual lobby is the entrance area of IFNP- Fondsweek. Here you will find further information and interesting content. Via the hall doors at the back of the lobby you can directly access the two exhibition halls with the 3D booths of our partners.

Which interactions are possible?

If you hold down the left mouse button, you can look around the virtual room. With the arrow keys or the W, A, S, D keys you can move around the room. Alternatively, you can hold down the right mouse button, use the mouse scroll wheel or click on a point in the room.

All active elements are highlighted on mouseover. For example, you can use monitors to start videos or open web pages. Clicked brochures can be scrolled by clicking in the upper or lower right corner. You can also download them via the download button.

The event platform

If you would like to learn more about rooom AG's platform for virtual & hybrid events, please visit us at: EXPO-X