SWAPCARD USERGUIDE
STEP 1 - LOGIN
You can access the event by clicking on the URL


Once you land on the Home page, click on JOIN THE EVENT
Access to the mobile app

The #EURegionsWeek mobile app is already available on iOS and Android.
Enter your email address and click on “continue”. Do not forget to read the **terms and conditions** before creating your account.
Access an existing account

If you have an existing account from a previous event on Swapcard, enter your email address and your password.

Accept the Terms & conditions to access the platform.

Terms & conditions

*When registering and attending to the #EUREgionsWeek your user privacy rights on personal data protection are covered by the specific regulation of the European Parliament and of the Council.

Read the Privacy Policy here.

To register to a session, go to ONLINE Programme for participating remotely or to ONSITE Programme to be there in person.
If you have forgotten your password, click on “send me a magic link”. You will receive an email from contact@euregionsweek.eu to reset your password. Please check your spam box.
STEP 2 – COMPLETE YOUR PROFILE
How to edit your profile

There are two ways of accessing your profile:

1. From the drop-down on the upper-right corner of your screen, click on "My profile"
2. On the left side of your screen next to your photo, click on "EDIT"

You will be redirected to your profile where you can edit your personal information.
How to edit your profile

Completing your profile is essential for a good networking and matchmaking experience on Swapcard. Click on “EDIT” next to each information section to edit it.

Information visible by all participants of the event (if completed):
• First name, Last name
• Function and Organisation
• Portrait photo and Short biography
• Interests, Type of organisation and Geographical scope (used for AI matchmaking and as filters in the list of participants)
• Social Media accounts

Your contact details are only visible by the participants with whom you are connected.
AVAILABLE FEATURES

NETWORKING
From the top navigation bar you can access the **Speakers** and **Participants** lists, where you can search and find people to connect with.

Thanks to **Artificial Intelligence**, a matchmaking algorithm identifies the best matches and suggests who to meet. The more complete your profile is, the more efficient the matchmaking will be.
How to send a connection request?

Go to someone’s profile via the list of participants, speakers, or a company profile and click on

Send connection request

We encourage you to write a message before sending your connection request to introduce yourself and explain the reason for your request.

You will be able to find all the people you have been in contact with from “My contacts” tab in the drop down menu.
The organiser has made possible for you to book virtual meetings with people and vice versa.

You can manage your availability for meetings by going in the tab “My Schedule” under “My Meetings”. Making yourself unavailable all day or at specific times will remove meeting slots from your profile for other participants.

Slots disappear once booked.
How to request a virtual meeting

1. Access a person’s profile (i.e.: from the Participants button)
2. Click on one of the suggested meetings slots. For more slots, click on “See more slots”.
3. After selecting a slot, write a note to the person you would like to meet.
4. Once done, click on “Send meeting request”.

#EURegionsWeek
How to interact before a session

With **Live discussion**, you can **chat** with other participants and **ask questions in advance** to speakers by clicking on the “Questions” tab. Questions will be sorted by upvotes where the most liked questions will rise to the top.

You also can **react** and **answer** to other people’s messages, or delete your message by clicking on the three dots next to it.

**Note:** you will be entitled to chat and ask questions through the Zoom chat during the live session.
How to interact before a session
AVAILABLE FEATURES
THE TABS
The **Online Programme** tab gives you an overview of the online sessions for each day of the event, starting by Monday 10th.

All session times are expressed in CET (Brussels time).

You can find a specific session by typing the session code or title in the **search bar** on the left side of the screen.

To find other sessions that may interest you, you can use one of the **filters**, or a combination of them.
To register to a session, simply click on the button.

You will see all the sessions you registered to under “My Schedule”.

To cancel your registration, unclick the REGISTER button.
The Onsite Programme tab gives you an overview of the sessions that you can attend in person.

There are three types of locations:
- The SQUARE Convention Center
- The Jacques Delors building of the Committee of the Regions
- The Regional offices

You can search sessions by using the location filter.

All session times are expressed in CET (Brussels time).
To register to an onsite session, simply click on the button

The number of available seats varies depending on the room capacity.

Do not forget to reserve your seat!
Onsite and online versions of an hybrid session are linked on Swapcard.

You can easily find the other version at the bottom of the sessions page.

Reminder: you cannot register to both online and onsite participation, please cancel one of them.
As from the beginning of October, the Zoom connection details of all sessions you registered to will become available on each session page.

Under “My Schedule”, after selecting the session, you will be able to **scroll down to find the Zoom link.** You may also use the Zoom meeting ID and passcode.

Please note that connection details will **not** be sent to participants by email.
Access a session

Connection details
Zoom Meeting ID 815 0344 4356
Zoom Meeting Passcode 436057

Click here to join the session live on Zoom

Click Open Zoom Meetings on the dialog shown by your browser
If you don’t see a dialog, click Launch Meeting below

By clicking "Launch Meeting", you agree to our Terms of Service and Privacy Statement
The main sessions of the Week are also listed under the tab “Highlights”, starting with the Opening session.

For this year’s edition, one 20th anniversary Testimonial and eight 20th anniversary High-level workshops have been added to the Highlights programme.

You will receive a notification before each Highlight session. You will see the notifications by clicking on the bell on the up-right corner of your screen.
The tab “My Schedule” allows you to see your own schedule. Here you can find the sessions you registered to, your confirmed meetings with participants and the list of people you connected with.

You can export your meetings, schedule, networking, and bookmarks as a PDF by clicking on Download PDF.
Export your Calendar

On the web app

Click on **Export to my calendar** to download an ICS file with your event data.

On the mobile app

Select the **Download icon** at the top-right corner of your screen.

Choose **Export to my calendar** to download an ICS file.

The download button is available in all sections of your **My event tab** (**My schedule**, **My meetings**, **My networking**, **My bookmarks**, **My videos**, and **My wishlist**).
The tab “Exhibitors” gathers all the virtual stands of the Week.

It will be visible as from mid-September.

You can search stands using the filters, or bookmark your favorites by clicking the button.
Such as in a physical exhibition, each stand is personalised by the exhibitor’s team.

Here you can chat with the team or organise a virtual meeting, and find out more about the organisation through videos, links and documents or any other material.

You can also find their website and social media.
Thank you for reading this guide!

Have more questions? Send a message to the Help Desk on Swapcard or at contact@euregionsweek.eu