VIV CONNECT EXHIBITOR MANUAL

VIV CONNECT

DIGITAL COMMUNITY
POWERED BY
VIV WORLDWIDE

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WHAT IS VIV CONNECT?

VIV Connect is the new digital platform powered by the VIV worldwide network. It is set up to support our exhibitors and visitors to find each other and relevant content better at events. VIV Connect can be used in a mobile app and via a website. With the functionalities of VIV Connect, visitors always have the latest exhibitor list at hand, they can bookmark their favourite companies, find interesting sessions and network & meet with exhibitors at the exhibitions.

WHY CREATE A COMPANY PROFILE FOR VIV CONNECT?

Make sure visitors know where to find you and get in touch with you before, during and after the event. **The data from your companies profile will be used in the show guide as well,** so please check your information very carefully!

As an exhibitor with a VIV Connect profile you're able to:

- Reach out to potential buyers;
- Send connection requests;
- Chat with visitors;
- Set up meetings at your booth.

VIV CONNECT ADMIN FOR EXHIBITORS

Exhibitors get access to the company admin dashboard of VIV Connect when preparing for their participation in one of the VIV events. In the dashboard you can set up your company profile, with sector & specie information, an introduction, logo, banners and downloads. Your input is then used to display your company in the exhibitor list on the event website, in the VIV Connect mobile app and in the printed show catalogue. And the more complete your profile is, the better it can be found by buyers attending the shows: more & better business!

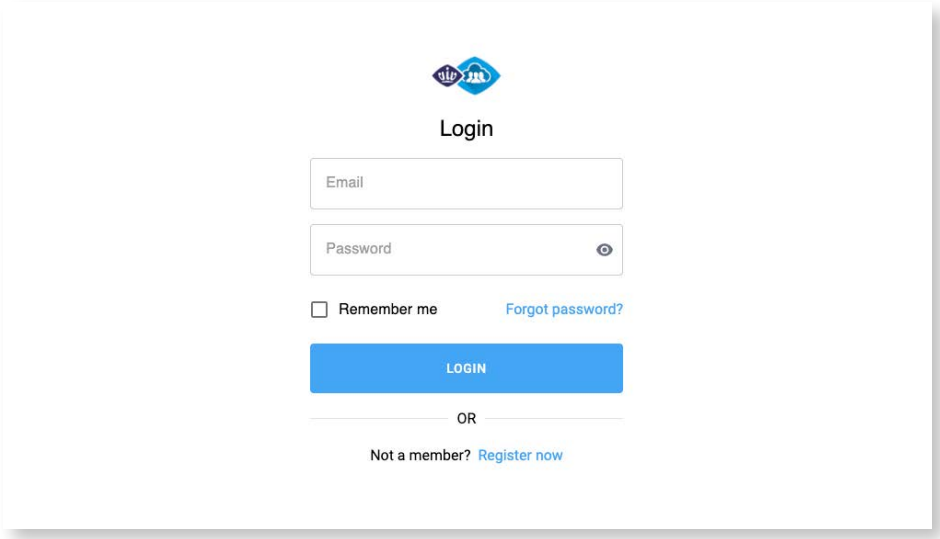
1. HOW TO CREATE AN ADMIN ACCOUNT

You can only create an account if you have received an **invitation in your email**. If you have already created an account for another show or edition in the past, you can log in with the registered email address.

You have received an email invitation? Click on the link in the email, follow the instructions and create your exhibitor account.

Lost your password? Then you go to https://www.viv.net/login and request a new one.

2. HOW TO EDIT/CREATE YOUR COMPANY



1. Go to https://www.viv.net/login
2. Sign in with your credentials in the VIV Connect company dashboard

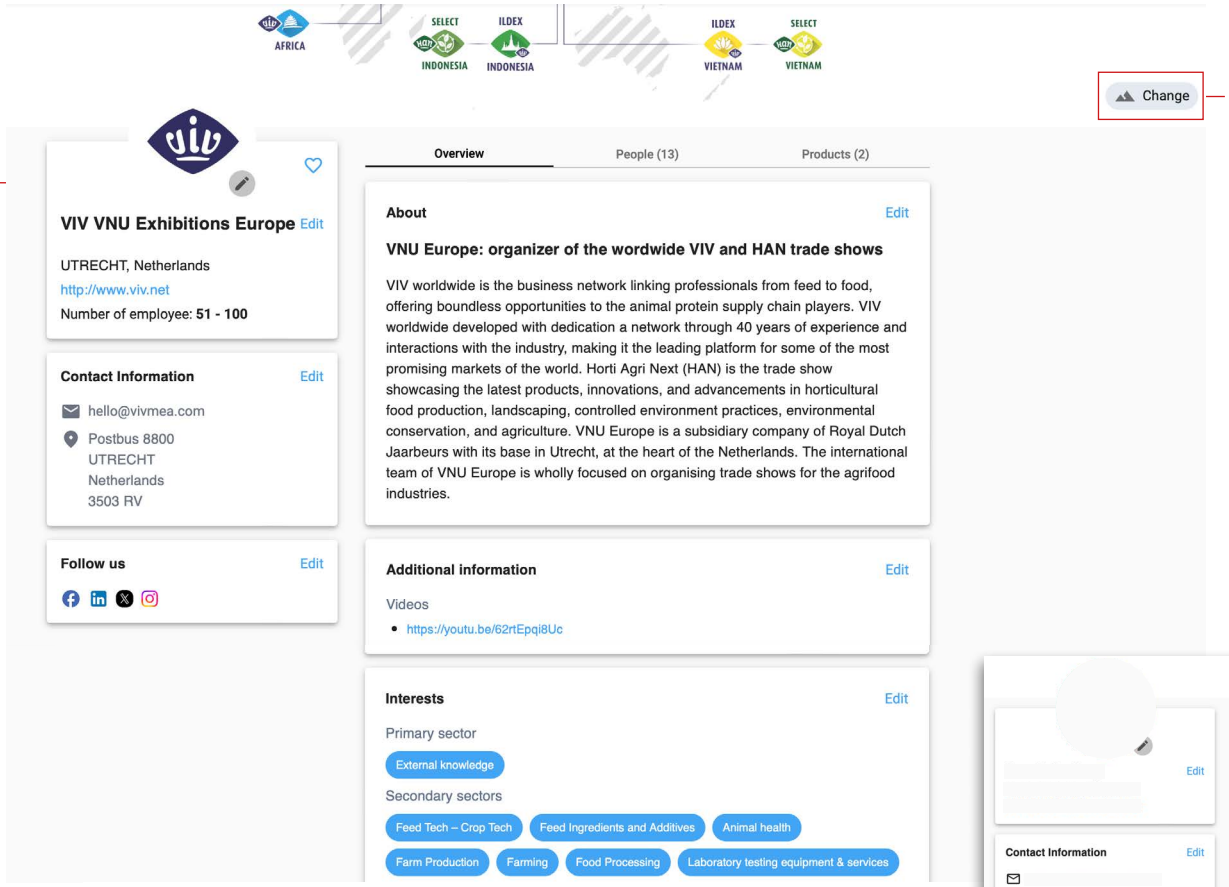
2.1 EDIT YOUR COMPANY

Once you're logged in you can find your **company** in your personal profile under the tab '**Companies**'.

1. Click on your company to open the company page and edit the information.

LOGO: Upload or change your logo here. (Recommended size: 400x400px for the best result in your profile, max. 1 mb, JPEG or PNG)

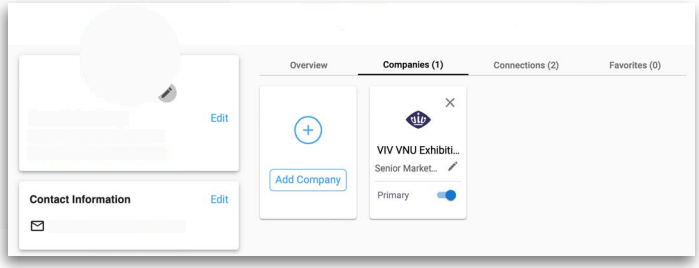
PROFILE: Edit your company's details by clicking the 'Edit' buttons



BANNER: Upload or change your company banner here. (Recommended size: 1600x492px for the best result in your profile, max. 1 mb, JPEG or PNG)

2.2 ADD PEOPLE TO YOUR COMPANY

1. Your staff members also need to create an account and add your company to their profile.



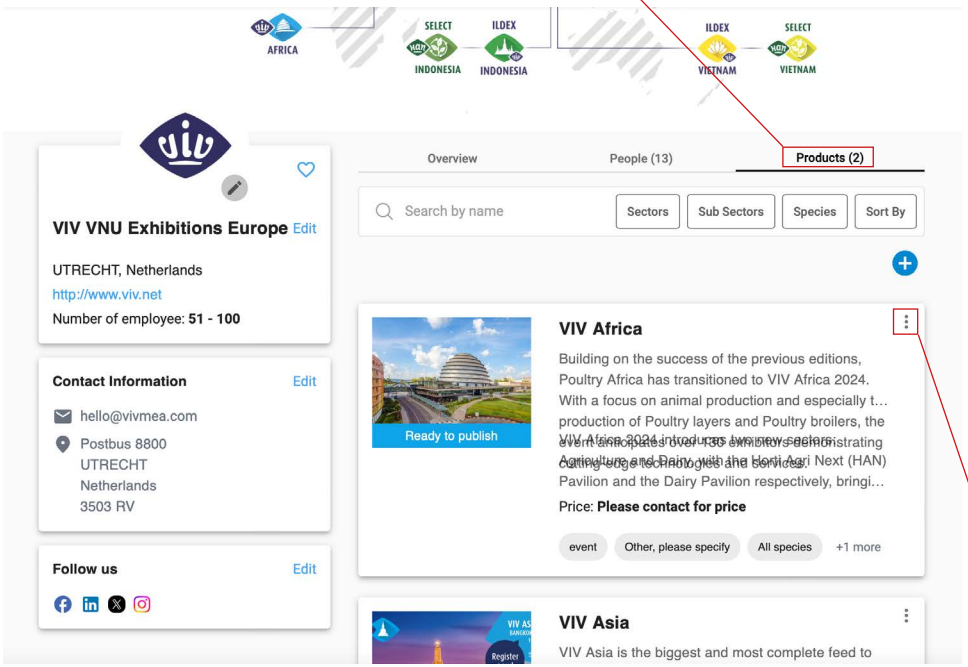
PLEASE NOTE! If you or your staff members want to use the matchmaking and network functionalities in the mobile VIV Connect app, please also ask them to create an account via the mobile VIV Connect app.

DOWNLOAD FOR ANDROID

DOWNLOAD FOR iOS

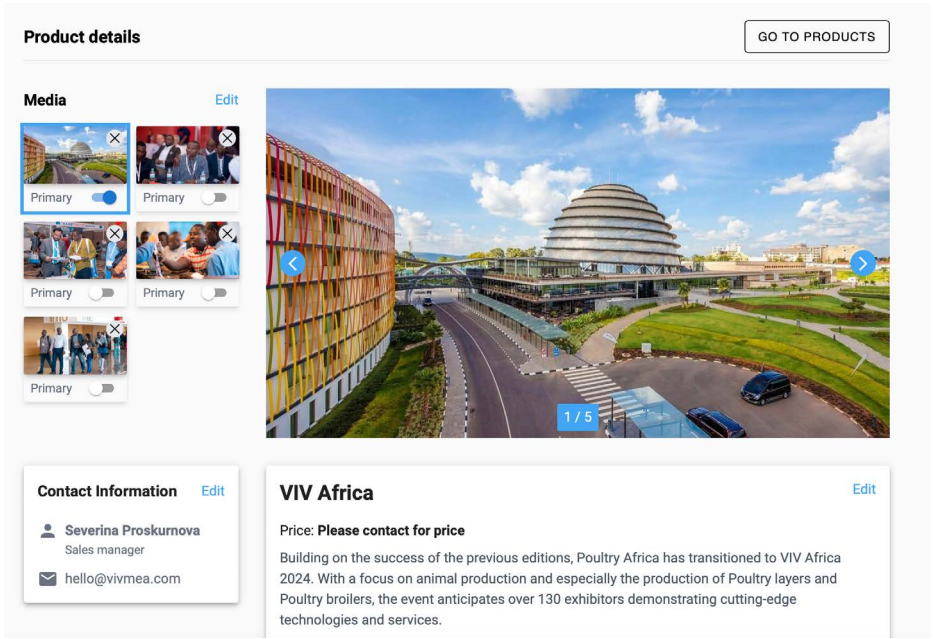
2.3.1 ADD COMPANY PRODUCTS

Click on the tab '**Products**' in your company profile.



1. Click on the '+ button' to add a new product.
2. Enter your product details in the empty fields.
3. Upload max 6 images (Recommended size: 1600x900px, max. 3 mb, JPEG or PNG) and/or links to YouTube videos.
4. Upload any marketing materials (PDF, max. 3 mb, up to 4 files)
5. Add contact details.

2.3.2 EDIT COMPANY PRODUCTS



1. Click on the three dots of an existing product to **edit or delete the product**.
2. Edit your product details by clicking the 'Edit' buttons.

2.3.2 PUBLISH PRODUCTS TO EVENTS

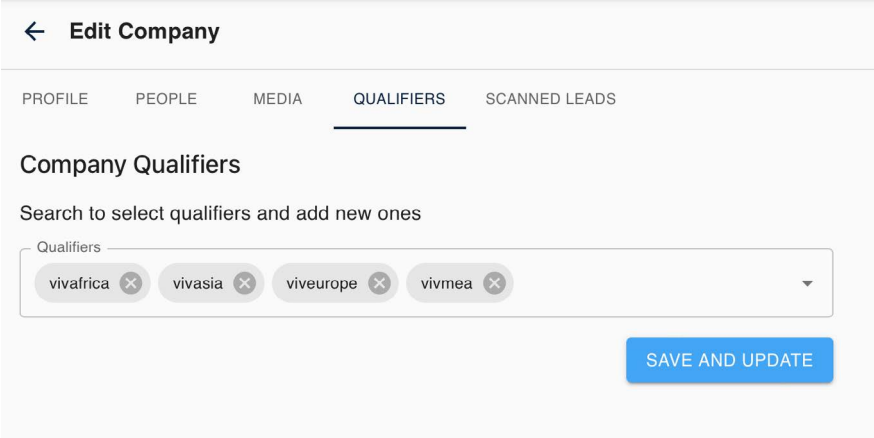
Starting November 2024, you can publish products to the events you are participating in. By default you get three products per event, additional products can be purchased via the sales team.

3. QUALIFIERS & LEAD SCANNING

Go to https://portal.vivconnect.net/login-company-admin and sign in.

3.1 ADD QUALIFIERS

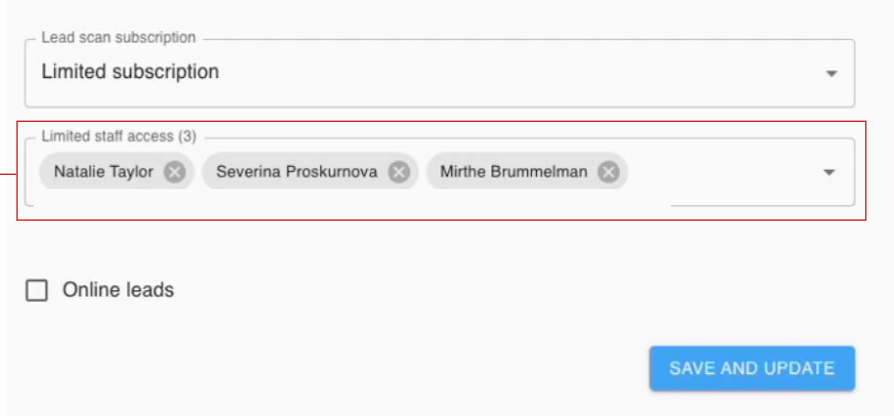
1. Go to '**Companies**' and edit your company
2. Go to '**QUALIFIERS**' to add new criteria you want to use for lead qualification, save and update.



3.2 LEAD SCANNING

Select the people who will be allowed to do lead scans during the event. Only necessary if you have a limited subscription, you can skip this step if you have a full subscription.

1. Go to '**Events**' and edit (three dots) the company you're exhibiting with.
2. Edit your company and choose max. 3 staff members (if you have a limited subscription) for the lead scan subscription. Save and update your preferences



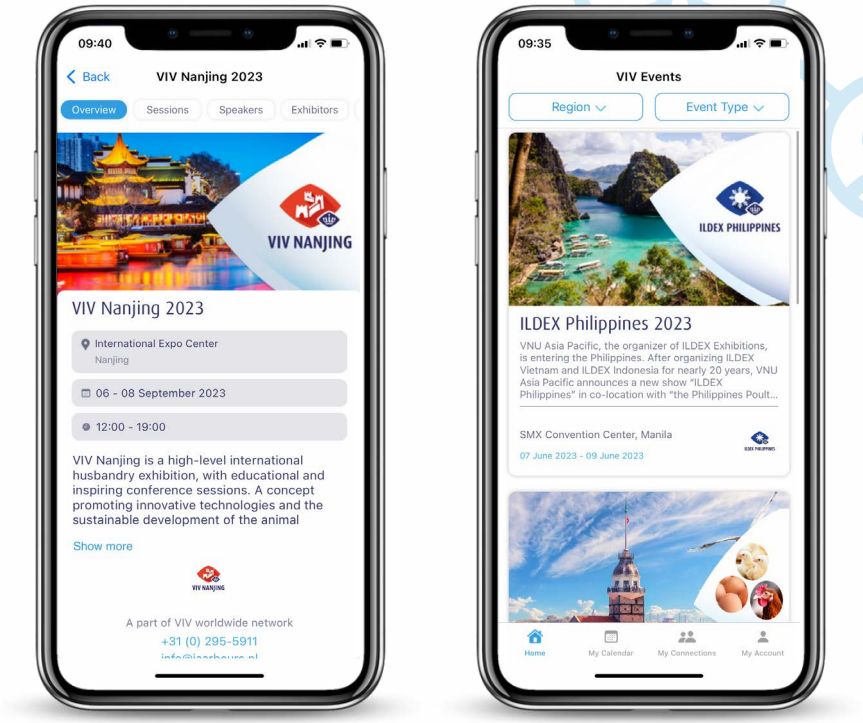
4. USE VIV CONNECT APP

If you and your staff members are connected to your company, you will be visible in the VIV Connect app at your company's profile.

Visitors can now:
- Find your company in the exhibitor list of the event you're attending;
- Favorite your company, so they can easily find you before, during and after the event;
- Connect to your personal profile, send a matching request;
- Send private messages;

4.1 TIME TO CONNECT

With your phone in your hand, you can reach out to potential buyers, send connection requests, chat and even set up meetings at your booth. This online networking community is build for connecting all year round, not just at VIV shows. Stay in touch with the market and grow your business.



Did you know that it's possible to use the VIV Connect app as a mobile lead scanner at our shows? Contact your account manager for more information.

5. FREQUENTLY ASKED QUESTIONS

5.1 ACCESSING VIV CONNECT COMPANY DASHBOARD

How do I obtain login details?

Access to the VIV Connect Company admin is currently only available for exhibiting companies at one of the VIV shows. The main contact listed on your participation contract will receive an email with login details from hello@vivconnect.net. If your company has participated in other VIV shows since 2022, then a company profile was already made previously. Please use your existing login details to get access to your profile.

Where do I access the VIV Connect exhibitor dashboard?

In the email with login details you will find a personalized link that takes you directly to the VIV Connect Company admin login page, you only have to enter your password to login. When you have already set up a profile at a previous show, or are having trouble using the link from the invitation, you can go to the login url directly: https://portal.vivconnect.net/login-company-admin.

I've lost my login details

When you can't find the email with your login details, you can request a new password via https://www.viv.net/login.

Make sure to use the email address of the person who is listed as main contact on your contract for the exhibition, otherwise the system won't send the password reset email. Please keep an eye on your spam inbox when looking for the email.

My login details don't work

When you are having trouble accessing the exhibitor dashboard using the login details you've received, please try the following:

1. Use an incognito screen to login
2. Make sure not to include any spaces when copying your password from the invitation email

If this doesn't work either, please request a new password.

I haven't received the password reset email

If you haven't received the password reset email and it's not in your spam inbox either, please let us know via hello@vivconnect.net.

I want to add a colleague to the dashboard as administrator

The main contact listed on your participation contract is also the main contact for VIV Connect. When you want to add or change the email address connected to VIV Connect, please contact your sales contact, they can add an additional person to your contract, which will then be automatically added to VIV Connect.

I don't see my company when I'm logged in

Please send an email to hello@vivconnect.net to let us know your issue and we will solve it in the database.

5.2 SETTING UP YOUR COMPANY PROFILE – EXHIBITOR DASHBOARD

How do I edit my company profile?
When you are logged into the company admin dashboard, please click the "Edit" link to start editing your profile.

Company not visible when filtering exhibitor list
When your company doesn't appear when searching with the filter options, please check if the correct sectors and species are checked in the company admin dashboard. Only when this information is filled in by your company admin, your company can be searched by using the filters in the exhibitor list.

Can I change my displayed brand name in the exhibitor list
You can change how your company name is displayed by editing it in the VIV Connect company dashboard.

Other questions? Please contact us via hello@vivconnect.net