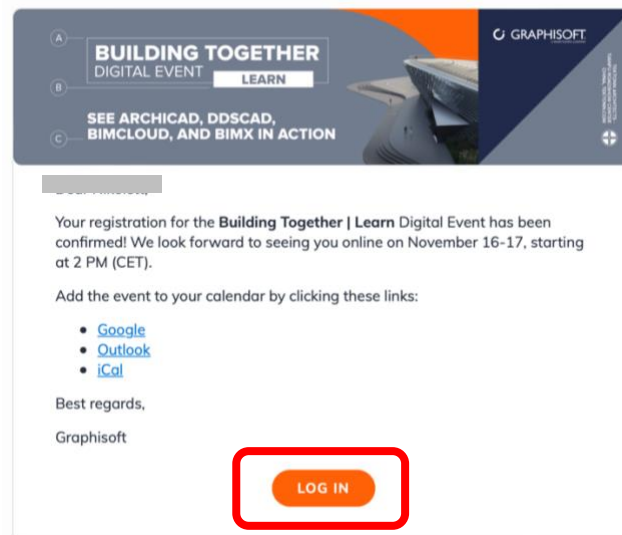


# HOW TO GUIDE

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## HOW TO LOGIN FOR THE FIRST TIME

Once registered for the event, your event platform account will be created by Graphisoft. You will receive an email similar to this one.



Once you receive the confirmation email, you are encouraged to update your profile and start making connections with attendees and building your personal event schedule. The button in the email will take you to the event platform and will prompt you to create a password for your account.

### Welcome, create a password

In order to log in the next time that you want to use the web or mobile app.

Password\*

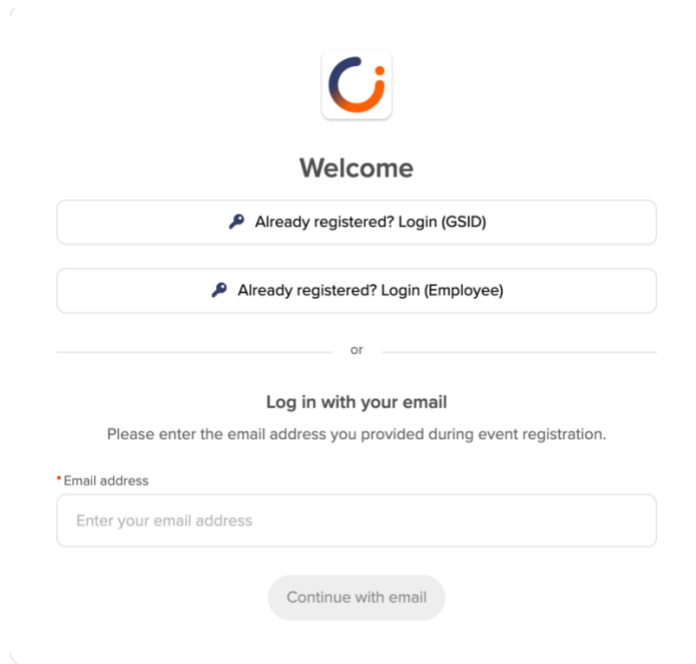


All least 8 characters

## HOW TO LOGIN IF YOU ALREADY HAVE AN ACCOUNT

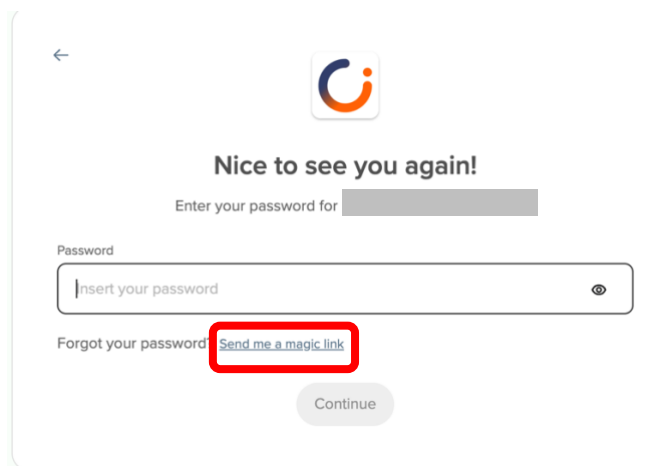
Access your account at <https://events.graphisoft.com/login>

Enter the email address you used to register for the previous event and the password you created for it. Then click enter to connect.



The image shows a mobile app welcome screen. At the top is the GraphISOFT logo. Below it, the word "Welcome" is centered. There are two buttons: "Already registered? Login (GSID)" and "Already registered? Login (Employee)". Below these is a horizontal line with the word "or" in the center. Underneath is the heading "Log in with your email" followed by the instruction "Please enter the email address you provided during event registration." There is a text input field labeled "Email address" with the placeholder text "Enter your email address". At the bottom is a button labeled "Continue with email".

If you have forgotten your password, enter your email address then click on "Send me a magic link". You'll receive an email to reset your password.



The image shows a mobile app password entry screen. At the top left is a back arrow. In the center is the GraphISOFT logo. Below it is the heading "Nice to see you again!" followed by the instruction "Enter your password for [redacted]". There is a text input field labeled "Password" with the placeholder text "Insert your password" and an eye icon for toggling visibility. Below the input field is a link labeled "Forgot your password? Send me a magic link", which is highlighted with a red box. At the bottom is a button labeled "Continue".

## HOW TO EDIT YOUR PROFILE

It's important for you to update your profile in order to maximize the attendee and content matchmaking. The data in your profile drives the AI matching facility.

There are two ways for you to access your profile:

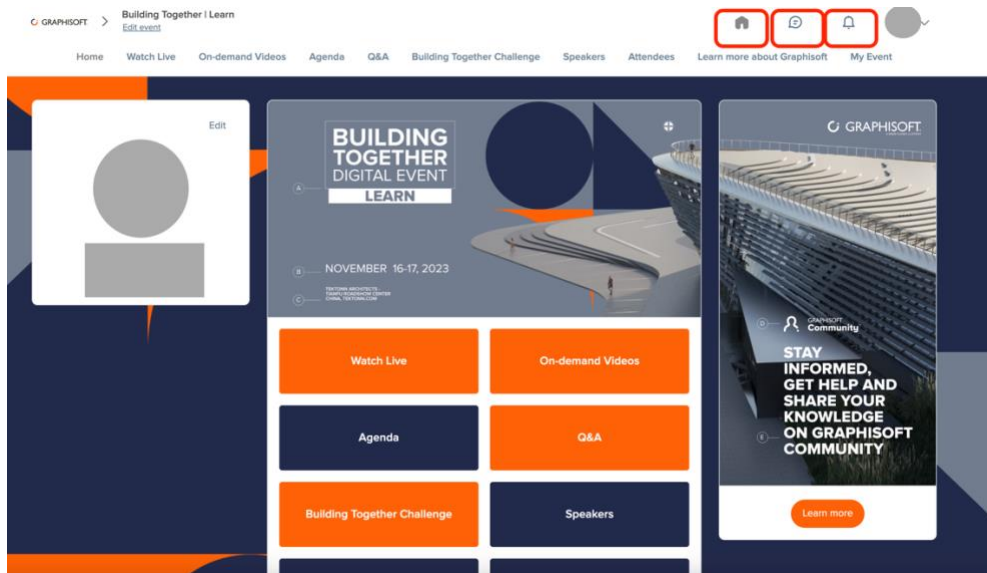
1. On the upper-right corner of your screen, click on "My profile".
2. On the left side of the home screen next to your photo, click on "Edit". You'll be directed to your profile details

To edit the information on your profile, simply click on "Edit". You can modify your Portrait image, Personal information, Job title, Social Media, or Contact details. From the "Settings" tab you can manage your notification preferences.

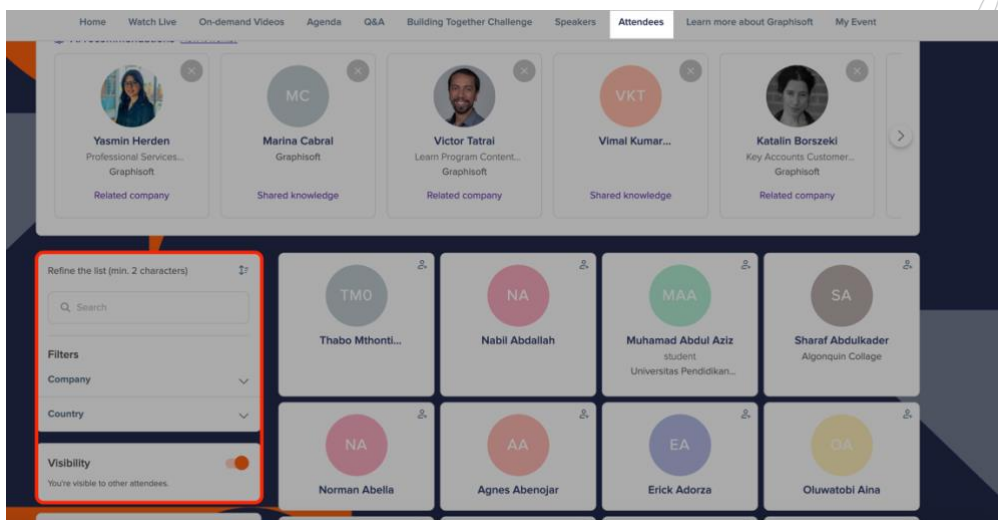
## NETWORKING AND NOTIFICATIONS

Click on the "Home" icon to get back to the home screen from wherever you are in the event platform.

The other icons on the top direct you to messages and notifications. This is where you'll receive connection requests, notifications about the event, and meeting invitations and confirmations.



From the "Attendees" and "Speakers" pages you are able to switch your visibility on and off. To get the best experience of the event we advise you to keep this switched on.



## HOW DOES THE AGENDA WORK?

The "Agenda" tab displays the full programme. You also access sessions from this page by clicking in to the session listing. You can easily add sessions to your personal schedule by clicking on the "Bookmark" icon.

From the "My Event" tab you access your own personal schedule. Here you will find the sessions you've added, items you've bookmarked, connections you've made and any meetings you have confirmed.

Export your schedule by clicking on "EXPORT TO MY CALENDAR" or "DOWNLOAD PDF".

## WATCH LIVE BUTTON

Rather than search the Agenda for what's happening live at the time you log in, you can shortcut to what is coming up next by clicking the "Watch Live" button. The button will direct you to the live content and anything that is happening concurrently.

You can choose to watch the session in full screen mode, or continue to browse the platform while watching the session –the small video window will follow you around the other areas of the platform.

## What should I do if the player is black and won't start playing?

Depending on your internet connection and other factors, **the player may take up to a few seconds to load**. Please be patient while content loads. If the player still does not load, please follow the instructions in the [troubleshooting guide](#).

### Consider trying these steps to troubleshoot the issue:

1. **Check Your Internet Connection:** Ensure you have a stable and high-speed internet connection. Consider using a wired connection for better reliability.
2. **Browser Compatibility:** Confirm that you are using a supported browser.
3. **Clear Browser Cache:** Clear your browser's cache and cookies to resolve any potential issues.
4. **Disable Ad Blockers and Browser Extensions:** Disable any ad blockers, browser extensions, or plugins that might interfere with the player.
5. **Update Your Browser:** Make sure your browser is up to date with the latest version.
6. **Try a Different Browser:** If the issue persists, try accessing the event in a different browser.
7. **Check Firewall and Security Software:** Ensure that your firewall or security software isn't blocking the event player.
8. **Restart Your Device:** Sometimes a simple restart can resolve technical issues.

## FREQUENTLY ASKED QUESTIONS

### **What web browser should I use?**

The event platform works best with Chrome or Firefox. Internet Explorer is not a supported browser. If you are experiencing blank pages or streaming issues, please switch to one of these two browsers if you have been working on another browser.

### **I registered, but did not receive a confirmation email.**

If you have recently registered and have not yet received a confirmation email, it's possible that your registration data has not yet been synced with our event platform. Please wait 10-15 minutes for the email and check your spam or junk folders.

If you do not find the email in your inbox, it is most likely in your spam folder or might be blocked by your company's firewall. If your company is blocking our email, please have [global-events@graphisoft.com](mailto:global-events@graphisoft.com) whitelisted. If you're not getting any emails, even after having asked your company to whitelist our email addresses, please reach out to us.

### **I do not remember my password.**

Go to the [login page](#) and enter the email address you used to register for the event. Then click on the "Send me a magic link". You will receive an email shortly. Please note that the magic link has a security token personalized for your email address which is valid for 48 hours for security reasons.

### **My email address is not recognized when logging in the event platform**

If your email address is not recognized, it means that you've either registered with a different email address, or there was an email typo at registration or when you tried to login. Please note that if you have recently registered and have not yet received a confirmation email, it's possible that your registration data has not yet synced with our platform. Please wait for the email or check your spam or junk email.

### **What should I do when the video player become unavailable while viewing a session?**

Please refresh your browser first. If the video is still unavailable, it is most likely a security setting on your browser, device, or network blocking access to the content server. We would recommend trying the following:

1. Try accessing the site from another browser (this gets around any browser settings that could be blocking access). If you are on a PC, you should have access to Edge and if on a Mac it will be Safari.
2. Open an Incognito Window and try to access the content through this (this gets around any cached or bad data that could be held in the browser).
3. Try on a different device (Mobile or Tablet, if you are viewing on a desktop).

In case of other player related questions, find our guide [here](#).

### **What if I need technical help?**

For any registration based queries please contact us at [global-events@graphisoft.com](mailto:global-events@graphisoft.com)

### **TECH TIPS:**

- Update your website settings in your browser to allow pop-ups.
- Please add [global-events@graphisoft.com](mailto:global-events@graphisoft.com) to your 'approved whitelist/save sender's list to ensure you receive all of the conference related emails