



Access to MAPIC DIGITAL PLATFORM

As a registered attendee for any event on the MAPIC DIGITAL Platform, or as a confirmed speaker, we are very pleased to welcome you to the MAPIC DIGITAL Platform

Check your inbox to retrieve the “**Activate your MAPIC account**” email, as it provides the registration details that will allow you to log in and enjoy the full experience:

- Claim your account
- Create your password
- Complete your profile
- Fill in the matchmaking settings And start enjoying the show!

If you cannot retrieve this email, no worries! Just follow the easy steps below:

- Visit <https://digital.mapic.com>
- Connect to the platform and click on “Sign In”
- Then click on “forgot password?”
- You will receive a new email and be able to create your account

If you have trouble logging in, please note that it can take up to 24 hours for your registration details to be available on the platform.

Please request a reminder to receive your log in credentials again by email or contact [CustomerHelpDesk](#), using the subject line “Trouble to log-in for MAPIC DIGITAL”.

WILL I NEED TO SIGN UP OR REGISTER IN ADVANCE TO JOIN A SESSION?

You will need to be logged in on the platform to enjoy the sessions. Sessions will be available to all, so you do not need to pre-register for general sessions. However, some specific sessions may have a limited capacity and require pre-registration, or be “by invitation” only. The session’s description will indicate how to proceed for such sessions and when a session is “by invitation” only.

HOW TO RESET MY PASSWORD?

The first time you login, you have to set up a password. The password you have created on your first login applies to all past and future connections. If you have forgotten your password, you can click on the link “Reset password” on the login page > Enter your email address that you have previously logged in with > click “Email me a password reset link” and go to your inbox.

Once you have opened the email entitled “Reset your password”, click on the reset password button. It will open a new page where you can enter your new password twice and press the “Reset password” button.

HOW DO I REMOVE MY DETAILS FROM MAPIC DIGITAL?

Removing your details will mean that you are unable to log in or arrange networking opportunities through the platform. However, if you

would like to be removed, please send your details to our [CustomerHelpDesk](#) using the subject line “Remove from matchmaking MAPIC DIGITAL” and we will be happy to remove your details.

My profile on the Digital Platform

HOW DO I SET UP OR UPDATE MY PROFILE ON MAPIC DIGITAL?

Log into the platform using your email and password > Click on your profile icon > Edit Profile > Fill-out the different criteria by simply clicking on the field > Enter your answer and click on «add» and then click on update preferences.

We highly encourage you to complete and fill in as much as possible your profile; it will allow you to receive more relevant recommendations of people and sessions. It will also allow other attendees to notice you better and show an interest in your profile.

HOW CAN I SEE MY COMPANY PAGE?

When connecting to your personal account, in your profile tab, you will view your company at the bottom of the tab. (*if you have subscribed to a company page*)

[More information on the procedure>](#)

HOW CAN I CHANGE THE ADMIN PERSON FOR MY PAGE?

To change the admin person, you have to go to your company profile page, then in “Edit Profile” and “Team Member”, choose the member and click on edit. (You can have several admins)

HOW CAN I ADD OTHER PEOPLE?

To add a team member, you have to go to your company profile page, then in “Edit Profile” and

FOR ANY INQUIRY, please contact
marta.tridini@rsglobal.com

FOR ANY INQUIRY, please contact
customerhelpdesk@reedmidem.com



“Team Member”, choose the member “add team member” in the upper right corner. (You can invite up to 5 team members)

HOW CAN I FIND THE COMPANY TAB?

Team is only available for the Company Pages. It is located in your profile tab in the upper right corner.

My activity on the Online Platform

HOW CAN MAPIC DIGITAL HELP MY BUSINESS?

The platform allows you to access industry insights, join the community and exchange with peers... Everyone can be recommended as a potential connection to everyone, and everyone can receive recommendations of any profile / product / company / exhibitor. All delegates can be searched through the participant directory and can communicate via direct messages.

Companies interested in promoting their brand and content can book a Company Page on the online platform. The platform also provides with an enhanced database that will allow users to set up highly targeted, video business meetings between retail and innovation players. You will have access to MAPIC DIGITAL starting on June 2021, watch live conference sessions and attend virtual one-to-one meetings.

The platform will be available to browse the participants' directory to network and connecting with contacts you did not have the time to meet, watch conference sessions replay and enjoy market insights from our content library.

HOW TO CONNECT WITH OTHER PARTICIPANTS ON THE ONLINE PLATFORM?

To connect with another attendee on the Online Platform and enable the chat option, you will have to send a message or meeting request, which has to be accepted by the recipient. You will receive an email notification and an in-platform notification when it has been answered or accepted.

HOW DO I ACCESS A VIRTUAL MEETING ROOM?

Once the meeting is accepted, the Virtual Meeting Room button will appear (if it is pending or cancelled the Virtual Room will not be available). The Virtual Meeting Room button will be clickable 5 minutes before the scheduled call.

Once you click on the Virtual Meeting Room button, you will be redirected to your virtual meeting room. You can go in and out of the Virtual Meeting Room within your scheduled meeting time; however, once the meeting time has expired you will not be able to access your Virtual Meeting Room. Please note that there is no limitation on the Meeting's duration, you can share your screen, but cannot record your meeting.

HOW DO THE TIME ZONES WORK FOR MEETING?

The time base will be set up on your own time zone and the Cannes' one. You can manage your availabilities if you would like to refuse meetings at late hours.

HOW CAN I ACCESS THE CONFERENCES & SHOWCASES?

Once you are logged in, you can click on Conferences in the navigation tab and access the unmissable line-up to bookmark or play the sessions. Add sessions to your agenda to make sure you do not miss the ones you are interested!

Best practices for an optimal experience

- Make sure you have a good internet connection.
- To ensure best use of all features, we recommend that you use the Google Chrome browser.
- Edit your profile to be considered as a qualified attendee.
- Indicate your available meetings slots.
- Answer your meeting requests to create connections.
- Test the platform before the digital event to be ready for your Virtual Meetings.
- Make sure to block the meetings slots on your daily schedule.
- Make sure your PC camera is working and that you will not be interrupted during your meeting by ambient noise.
- Prepare, in a dedicated folder, all the documents (Video, PowerPoint presentation, etc.) you want to share during your meetings. They should be open and ready to share.