# USING A VPN AND OTHER FAQ'S

# Using a VPN to access the platform

▶ We strongly recommend that you download a VPN prior to the event and test that you can access the platform a few days before the start of the agenda, if you are joining us from a region that typically blocks youtube/vimeo.

▶ A virtual private network (VPN) gives you online privacy and anonymity by creating a private network from a public internet connection. VPNs mask your internet protocol (IP) address and allow you to choose which country you would like to access the service through. For example, if you are based in the US, it can amend your location to France to allow you to access services not typically available in the US.

# Login FAQs

## Login issues

### Swapcard isn't working in my browser?
▶ Please note that Swapcard works best with Chrome or Firefox. If you are experiencing blank pages, streaming issues or app latency, please switch to one of these two browsers.

▶ Internet Explorer does not support Swapcard.

▶ Try also to clean your cache.

### My magic link has expired?
▶ The magic link email has a security token personalised for your email address which expires within an hour or once you click on the link. If you think your magic link may have expired, please request a new one at "noreply@swapcard.com"

**I did not receive my login email?**

▶ This email is sent from hello@swapcard.com and if you do not see it in your inbox it most likely could be in your spam folder or might be blocked by your company's firewall if you are using your work email address. Please, allow at least an hour after your registration for the email to arrive.

▶ If your company is blocking our email, please have them whitelist "noreply@swapcard.com" & "hello@swapcard.com" and then go to the login page to receive a new magic link email after entering the email address you used to register for the event.

▶If you have not received an email 1hr post registration, even after having asked your company to whitelist our email addresses, please contact us at **rsvp@euromoneyplc.com**

**I've been asked for an event code upon login?**

▶If you are asked for an event code upon login, please make sure you are logged in with the same email address with which you registered. If you are using the same email and still being asked for a code, it's possible that your registration data has not yet been synced with our platform. Please wait for the login email or check your spam or junk email.

The email comes from "noreply@swapcard.com" or "hello@swapcard.com".

# General FAQs

**What time zone is used for the sessions and meetings?**

▶By default the system follows your device's time zone. But you have an option to switch to your event's time zone on the event home page in the event description area

**Where can I see My meetings, Sessions, Bookmarked Companies, Product Wishlist?**

▶You can see them under the "My Event" tab.

**The live stream or video play back aren't working?**

▶Should the video player remain unavailable following a page refresh; 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:

▶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.

▶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)

▶Try on a different device (Mobile perhaps, if you are viewing on desktop)

▶Use a different internet connection, a mobile phone with wifi off so it uses mobile data is a good option (this bypasses things like corporate network restrictions or VPNs that may be presenting an issue).

▶Please note that videos are not hosted on Swapcard and that the platform only acts as a "gateway" to the event's video content.

**Where do I go to send a connection request?**

▶You need to navigate to the profile of the user to whom you wish to send a connection and use the "Send a Connection Request" box on the right hand side of the page.

**Where can I see all my messages?**

▶You can see all of your messages under the  icon on the top of the web app page.

**Where can I see all the notifications and is a sound played when there is a new chat or notification?**

▶All notifications are shown under the "Notifications" icon. We do not play a sound for notifications as of now but the notification icon will shake a little when there are unread notifications.