

## MeetToMatch Frequently Asked Questions

- **How can I log in/how do I access the MeetToMatch meeting manager?**

Go to <https://www.meettomatch.com>, click the 'log in' button and select your event. You can log in using your email address and password (the password will be sent to you over email, or you can request a new password on the log in page). You can also use our [iOS](#) or [Android](#) app to log in to the meeting manager.
- **How can I update our company profile?**

You can go to 'my profile' and click the blue 'edit' button to update your information. Be aware that you share your company profile with colleagues who also use MeetToMatch, so anything you change on the right side of your profile will also be changed on their profiles. To clarify what your position within your company is, you can use the 'Describe here what you are looking for and reasons for planning meetings with you' text field.
- **My email/password seems incorrect when I log into MeetToMatch. What do I do?**

If your email address is incorrect, check what email address you have used to sign up in your email and make sure to log in using that one.

If your password is not working, check if you did not accidentally copy a blank space behind it. If you cannot find your password, check your spam/junk folder. If you can also not find it there, whitelist '[info@meettomatch.com](mailto:info@meettomatch.com)', request a new password and check your inbox and spam folder again.

If you still have issues, contact [info@meettomatch.com](mailto:info@meettomatch.com).
- **How do I set my profile picture and user information?**

You can go to 'my profile' and click the blue 'edit' button to update your information. After clicking the 'upload' button to upload your picture and company logo, also click the 'save profile' button (scroll down) to display the picture and/or logo.
- **How do I change/cancel a booked meeting?**

Go to the meeting details by clicking the 'confirmed meetings' button on your dashboard or by clicking the meeting in your schedule. Then use the 'cancel' button to cancel the meeting or the 'reschedule' button to reschedule the meeting to a different date/time or to transfer the meeting to a colleague.
- **When can I start planning my meetings?**

You can start planning meetings right after you have access to the MeetToMatch platform. Be sure to check out the list of attendees regularly, as new ones will be registering closer to the event.

- **How long are the meetings?**

The meetings are scheduled for 30 minutes. These 30 minutes also include switching location for the next meeting.

- **Is there an easy way to block multiple timeslots?**

Next to the dates, on top of your schedule, is a lock icon. If you click on this lock the all timeslots that day will be blocked. Then, you can unblock the time slots you do want to have meetings on separately by clicking on the lock icon in each timeslot. This is the fastest way to block many timeslots at once.

You can also block time slots by clicking the lock icon within each timeslot. A pop-up will appear where you can enter a description (e.g. 'Lunch') but you don't have to enter anything, you can also just click 'OK' to block the slot.

- **Where can I find the location of my meeting?**

The location of your meetings is always mentioned in your agenda, whether it's a physical location like 'table 8' or a virtual one. The link to your virtual meetings appears 30 minutes before the start of your meeting on your Dashboard.

- **Where can I find the contact details of my meeting partner?**

If you have a confirmed meeting, the email address and phone number of the person you are meeting with are shown in their profile. There will also be a 'message' button next to your upcoming meeting in your dashboard. If your meeting partner is not present at your meeting location, you can call or text them to connect fast.

- **How do I transfer my meeting to a colleague, who is also in MeetToMatch?**

Go to the meeting details by clicking the incoming/pending requests or confirmed meetings button on your dashboard or by clicking the meeting in your schedule. Use the 'reschedule' button to transfer the meeting to a colleague. If the meeting was already confirmed, it will remain confirmed if you do not change the time slot. If you also change the time slot, the other party has to re-confirm the meeting.

- **How can my colleague join the meeting?**

Share your agenda with your colleague (find the 'email my agenda' button underneath your schedule in MeetToMatch) so they know where to go at what time. At live events, most meeting tables will have space for up to 4 people, so both parties can bring one colleague. At online events, there is no such limit and you can simply share the link to the virtual meeting room with the colleagues that like to join.

If you have many confirmed meetings, you can also decide to share your login credentials instead (don't forget to change your password) so that they can find the links/locations for each meeting themselves.

- **How can I stay up to date with the latest changes in my schedule?**

Log in to MeetToMatch during the event to check for the latest changes to your personal schedule in the meeting manager. You can also use our [iOS](#) or [Android](#) app to check your schedule.

- **How does the star rating in the platform work?**

Having a high star rating means that you are more likely to respond to your meeting request. You get a star by doing the following things:

Star 1: by completing your profile, including a logo and picture

Star 2: by sending out meeting requests to others

Star 3: when you get confirmed meetings

Star 4: return on a regular interval to check out new attendees that have registered

- **How do I contact another user outside of the event?**

If you have a confirmed meeting, you can find the other user's contact details in their MeetToMatch profile. You can send them an email to connect outside the event.

If you do not have a confirmed meeting, the contact details will not be visible to you.

- **Where can I find the link to my online meeting?**

30 minutes before your confirmed meetings, the button 'start video meeting' will appear on your MeetToMatch dashboard. Click the button to go to your meeting.

 14:00 - 14:30 | Thu, Mar 12th, 2020

 Jacklyn Petersen - ZoosterRace

Location: [Start video meeting](#)

Email: [jackie.petersen@zoosterrace.com](mailto:jackie.petersen@zoosterrace.com)

 START VIDEO MEETING

 MESSAGE

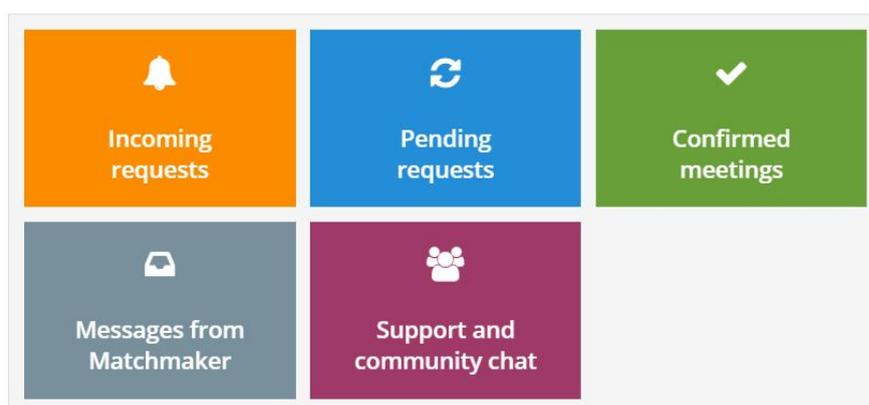
- **How can I test my setup for online meetings?**

To test your setup, audio, and video, you can connect to the test call before the event. The details of this call will be shared by you in a newsletter.

- **How can I connect with other participants during online events?**

If the event supports this, you can hang out and network with the other participants between your meetings by joining a community if they have set one up. This can be for example a Discord server. The button 'Support and community chat' will be added to your Dashboard if it is available.

#### MEETING STATUS



- **Can I have my online meeting on my mobile device?**

It is possible if you download the [8x8 app](#), but keep in mind that screen sharing can not be done over the phone and that it will be hard to read the information in a shared presentation, so we recommend that you use a laptop or pc.

- **What browser should I use for my online meetings?**

If you use the default video conferencing tool, 8x8, the supported browsers are Internet Explorer 11, Google Chrome, and Mozilla Firefox. Other browsers might work as well but your experience might not be optimal, you get the best experience using Google Chrome so we recommend using that.

- **I have a slow connection during my online meeting, what can I do to improve it?**

Turn off your syncing: syncing can take up a lot of bandwidth speed. To make sure your connection remains fast and steady, turn it off when you are in a video call.

- **How can I share my trailer/demo during a virtual meeting?**

Share videos in the chat: if you want to show your meeting partner a video, do not play it on your own device while sharing your screen but send them the link instead to not lose quality through your stream.

- **What to do if my video is not working?**

If your video is not working, try to close and open your browser again. If that does not work try to turn off and on your computer. If you still have issues you can switch to a

different video conferencing tool in your MeetToMatch profile.

- **The button to my online meeting does not appear, what can I do?**

Double-check your time zone settings to make sure you have selected the right time zone. The button only appears 30 minutes before your meeting starts, so if your time zone is set to one hour later than you expect, there won't be a button yet. Also, check if it is indeed 30 minutes before your meeting time or earlier.

If your time zone is correct and you still don't see it, send an urgent email to [info@meettomatch.com](mailto:info@meettomatch.com) and message the person you are meeting with with an alternative way to contact you, like your Skype ID or a link to Google Hangouts.