



# VIV CONNECT EXHIBITOR MANUAL



**VIV CONNECT**  
DIGITAL COMMUNITY  
POWERED BY  
VIV WORLDWIDE

<b>WHAT IS VIV CONNECT?</b>	<b>3</b>
<b>WHY CREATE A COMPANY PROFILE FOR VIV CONNECT?</b>	<b>3</b>
<b>VIV CONNECT ADMIN FOR EXHIBITORS</b>	<b>3</b>
<b>1. HOW TO CREATE AN ADMIN ACCOUNT</b>	<b>4</b>
<b>2. HOW TO EDIT/CREATE YOUR COMPANY</b>	<b>4</b>
<b>2.1 EDIT YOUR COMPANY</b>	<b>5</b>
<b>2.2 ADD &amp; EDIT STAFF MEMBERS</b>	<b>5</b>
<b>2.3 EDIT YOUR COMPANY PROFILE</b>	<b>6</b>
<b>3. USE VIV CONNECT APP</b>	<b>7</b>
<b>3.1 TIME TO CONNECT</b>	<b>7</b>
<b>4. FREQUENTLY ASKED QUESTIONS</b>	<b>8</b>
<b>4.1 ACCESSING VIV CONNECT COMPANY DASHBOARD</b>	<b>8</b>
<b>4.2 SETTING UP YOUR COMPANY PROFILE</b>	<b>9</b>



## 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, the latter to be launched in September 2023. 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 shows.

## 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

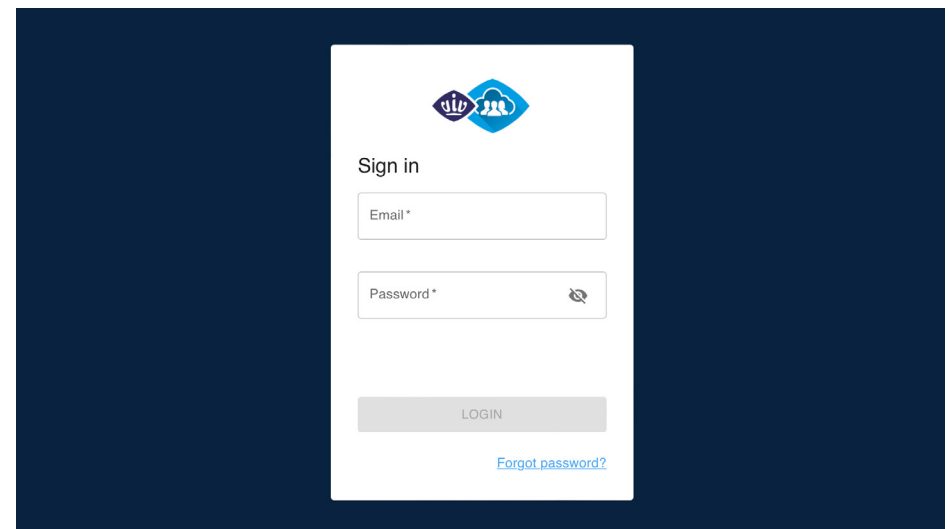
You can only create an account if you have received an **invitation in your email**. If you have already created an account for another show or edition in the past, you can log in with the registered email address.

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://portal.vivconnect.net/login-company-admin> and request a new one.



# 2. HOW TO EDIT/CREATE YOUR COMPANY



1. Go to <https://portal.vivconnect.net/login-company-admin>
2. Sign in with your credentials in the VIV Connect company dashboard

## 2.1 EDIT YOUR COMPANY

Once you're logged in you can see your company and you can change the details in your profile under **the company section**. You can now as well **add your logo, banner and pdf files**.

1. Click on the three vertical dots at the end of your company's row and choose **'EDIT'**. The menu below will appear in your browser.



**PROFILE:** Edit your company's details here. (See page 6)

**PEOPLE:** Add people to your team. Use the button '+ ADD PEOPLE' and enter your colleagues email address. Once they accepted and made an account, they will be visible in this oversight.

**MEDIA:** Upload your logo (Use a square image for the best result in your profile, max 1 mb), a company banner (min. size 343x236 px, max. 1 mb) and possibly pdf files.

2. Once you've edited your company's details, uploaded your files and added other staff members click **'EDIT COMPANY'** at the bottom to save your changes.



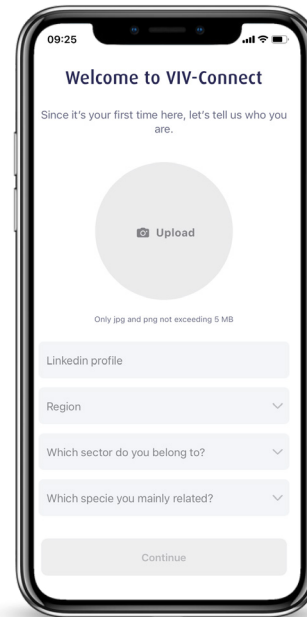
**On the next page you'll find a detailed explanation of how to edit your company profile.**

## 2.2 ADD & EDIT STAFF MEMBERS

Soon as you have added other staff members, they will appear in the overview. You can edit their profile, make them admins, or delete once they're gone.

1. Click on the three vertical dots at the end of the staff member's row and choose **'EDIT'** to change their details.

2. Click on the three vertical dots at the end of the staff member's row and choose **'ASSIGN ADMIN'** to change their status into admin.



**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. The same email address needs to be used for sign up as the address used in the company admin in order to link them to your company profile.



**DOWNLOAD FOR ANDROID**

**DOWNLOAD FOR iOS**



## 2.3 EDIT YOUR COMPANY PROFILE

**Company Name**

External ID

Company Name \*

Add company as VIV member  
(By adding your company as a VIV member, it will become visible in the event's exhibitor list and in the yearround company overview)

**Interests**

Primary Sector \*

Secondary Sectors

Species \*

**Active Regions**

Regions

**Introduction**

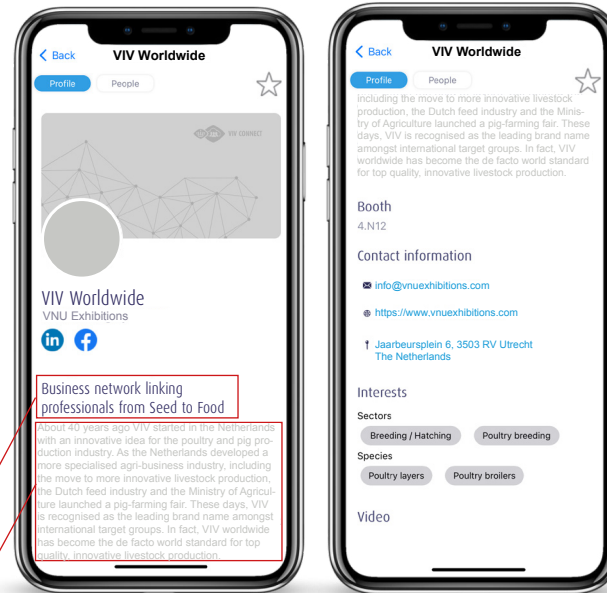
Title

Description

**Contact Option**

Email \*

Website



Created automatically, can't be changed

This field determines your displayed company name in the exhibitor list and catalogue

This needs to be selected in order to be displayed in the app and website.

**NOTE!** Fill in the correct details in this form. They will also be used in the Show Guide, at the event you're exhibiting.

**Video**

+ ADD URL

**Social Media**

Facebook URL

Twitter URL

LinkedIn URL

Instagram URL

**Address**

House Number

Street

City \*

Zip Code

Country \*

### 3. 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;

#### 3.1 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.**



# 4. FREQUENTLY ASKED QUESTIONS

## 4.1 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. Three months before the exhibition, the main contact listed on your participation contract will receive an email with login details from [vnuvivnet@gmail.com](mailto:vnuvivnet@gmail.com).

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://portal.vivconnect.net/login-company-admin>.

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 [viv.me@vnuexhibitions.com](mailto:viv.me@vnuexhibitions.com)

### **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 [viv.me@vnuexhibitions.com](mailto:viv.me@vnuexhibitions.com) to let us know your issue and we will solve it in the database.



## 4.2 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**  
[viv.mea@vnuexhibitions.com](mailto:viv.mea@vnuexhibitions.com)

