

On the event platform, you have the option to send appointment requests, chat and start instant video calls with exhibitor staff. First, log in with your Messe-Login.

## How can I request an appointment?

Open the participant profile (see FAQ Networking). Click on "Arrange a meeting" to send an appointment request.



Fill out the form and click on "Send". Appointments with other participants take place via video call. For exhibitors who are also on site, you can choose whether the appointment should take place on-site at their booth or via video call. To do this, select your preferred option in the "Get in contact" field.

Exhibitor \*

Get in contact \*

Date \*

Start \*

Duration \*

Subject (max. 20 characters) \*

Message (max. 100 characters) \*

CANCEL

SEND

It is possible to schedule a meeting even if interest has not yet been expressed. For appointment requests/confirmations, the requested/requesting party will receive an automated email.

## How can I start my arranged video call?

Once a video call has been arranged and confirmed, you can join the appointment via "My Schedule" and the "Join" button. The "Join" button will be active 10 minutes before the starting time. Video calls run via the open source "Jitsi" in the browser. Jitsi is integrated into the event platform. A separate login is not necessary.

You can participate in a video call via laptop, PC or with a mobile device. To use all functions, you need a device with a camera and microphone. Please make sure that your browser (Google Chrome, Microsoft Edge or Mozilla Firefox) has the latest version installed.

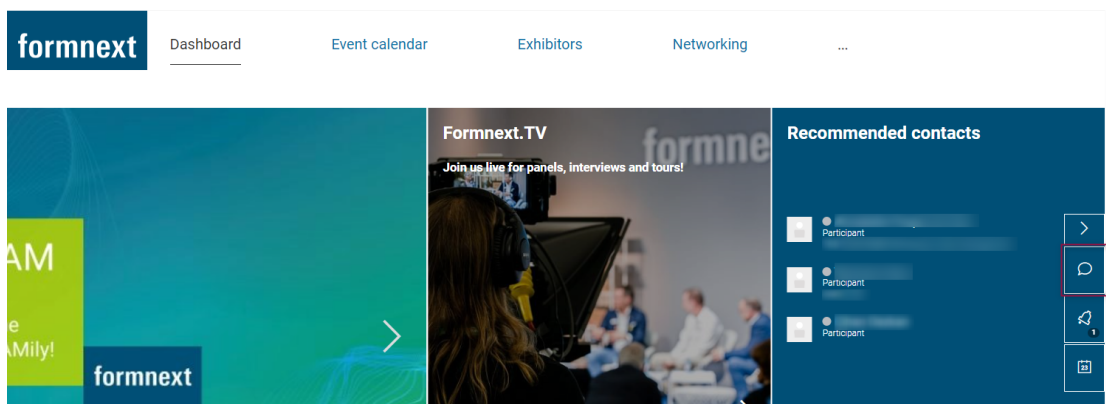
Mobile devices may have limitations due to different versions of the various operating systems.

## How can I chat with participants?

Open the participant profile and click on "Chat" to send a message.

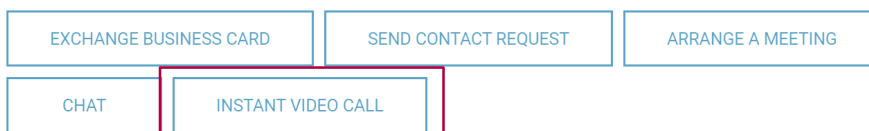


By clicking on the icon on the vertical navigation on the right side, you can access your chats.



## Can I contact participants without making an appointment?

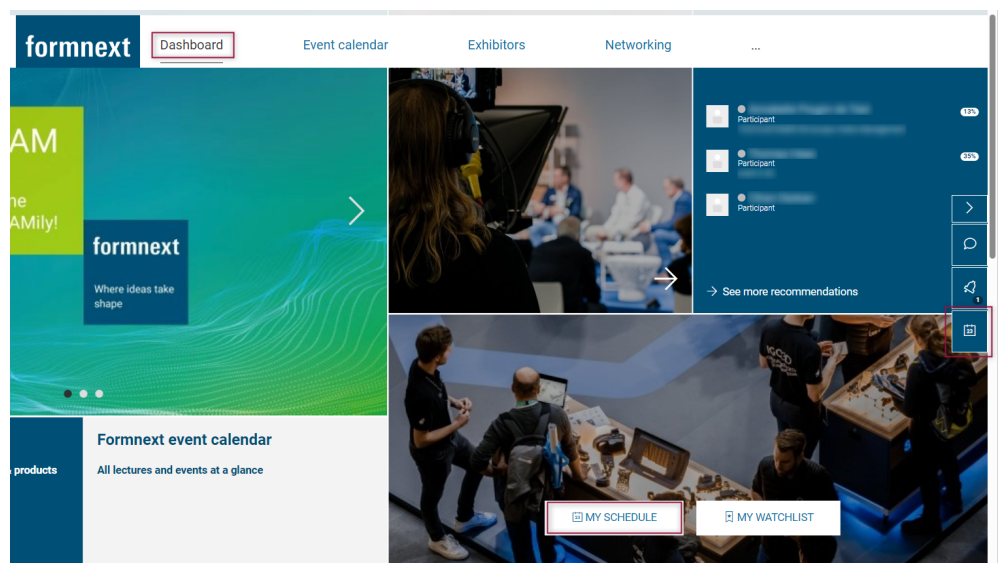
You can only contact exhibitor staff directly without making an appointment, if they have activated this function and are currently online. Open the profile and click on "Instant video call" to start a direct call.



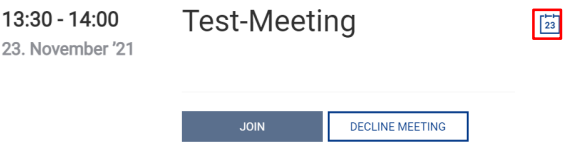
## Where can I find an overview of my confirmed appointments?

By clicking on "My Schedule" in the vertical navigation on the right side or in the dashboard under "My Schedule", you will get an overview of your confirmed appointments and program items you bookmarked.

How can I export appointments to my external calendar?

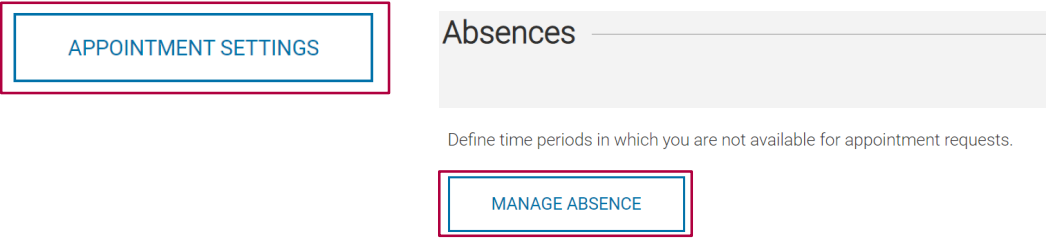


You can export your appointments to your external calendar by clicking on the "Calendar Icon".



How can I specify that I am not available for appointments at a certain time?

Click on "Appointment settings" in the "My schedule" area. Under "Manage absence" you have the option of specifying absences. These time periods cannot be selected when requesting an appointment. After you have entered your absence, click on "Save".



Do you have any questions?  
We will be happy to help you by e-mail: [digital@mesago.com](mailto:digital@mesago.com)