



## Global Fleet Summit APAC

### FAQ

#### Registration

**Q: How can I register?**

**A:** To register, go on the registration platform: [here](#)

If you are a sponsor or invited by a sponsor, please use the private link already shared with you. This link will give you a free access to the entire event.

#### Platform

To take full advantage of the event, make sure you **use chrome or firefox** and that your audio and video are working properly. If you use another browser and your audio and video are not working properly, you will miss out on many of the features the tool offers!

#### Content

**Q: Where can I watch content?**

**A:** There are two options to watch content: main stage and sessions. Main stage will feature the keynote presentations and debates. Sessions will be made for more participation and Q&A.

**Q: How can I interact with the speakers?**

**A:** **During a main stage** presentation, you can ask your question in the chat box dedicated to main stage. **During a session**, you can ask your question in the chat box dedicated to that session and you can also ask to participate. To do so, click on “share audio and video” on the top right corner. If the moderator accepts you, you are now live in the session as a panelist.

**Q: What is a closed session?**

**A:** You might get invited to a “closed session”. Such session is not visible in the tool. It is a link that gets shared with particular participants. The only way to access that session is to follow that link.

**Q: Can I (re)watch all the presentations after the event?**

**A:** Yes, all presentations will be recorded (except for the closed sessions) and available on our video channels after the event.

#### Village

**Q: When will the virtual village be open?**

**A:** During the whole event. From the beginning until the end of the day, each day.

**Q: How can I meet suppliers?**

**A:** Every supplier has a booth in the virtual village. Once in this village, you will be able to search for suppliers by name.



**Q: How can I interact with suppliers?**

A: Once you click on a supplier's booth, the first thing you can do is register your interest in them by clicking on their "call to action". They will be made aware and can contact you during or after the event. Second way is to start chatting in the chat box dedicated to the sponsor. Third, if the booth is "live", you can ask to join the moderator(s). To do so, click on "share audio and video" on the top right corner. If the moderator accepts you, you are now live on the booth itself and you can talk with the supplier directly.

**Q: What is the difference between a "live" booth and a "non-live" booth?**

A: This is a difficult question for a simple answer. A booth is live when you see a representative from the supplier on your screen. If you see a video, the booth is not live.

**[Networking](#)**

**Q: How can I network with my peers?**

A: There are several ways to network with you peers: the chat, the one-to-one conversation and the networking area. Let us explain one by one below.

**Q: How does the event chat work?**

A: This is easy. On the right-hand column, you have a chat function. You can either chat with everyone in the "event" chat or chat in specific stages, sessions or booth.

**Q: How does the 1-to-1 chat work?**

A: To chat with a specific person, go on the right-hand column and click on "people". Find the person you want to chat with, click on that person name and you can start typing your message. Your conversations are visible under "chat" in "direct messages".

**Q: How do I get notified that I received a chat message?**

A: When someone sends you a message, they will appear under "chat" in "direct messages".

**Q: How does the 1-to-1 video work?**

A: To have a call with a specific person, go on the right-hand column and click on "people". Find the person you want to have a call with and click on that person name. You can "invite to a video call". Simply, follow the link created by the platform. You are now in discussion.

**Q: Who is available to contact?**

A: Each participant will be able to chat with everybody that is connected to the event. Of course, those people have to be live and willing to exchange with you. If they don't answer, it could be for any of those two reasons.

**Q: How does the networking area work?**

A: The networking area puts you randomly in video call with other participants. It is a neat way to make new connections and reconnect with old ones. Simply, click on "ready" to start. The system will put you in contact with another available participant that is in the networking area at the same time. When you start your discussion, you will see a clock counting down for 3 minutes. That is the time you have to make a connection. During the call, if both participants click on "connect", you will exchange contact details. After



three minutes, the system will disconnect the call and you can start all over again. If you want to extend that call, find each other in the “people” tab and you can enjoy a one-to-one conversation for as long as you please.

**Q: Where do I find my connections?**

A: Once you have made connections in the networking area (see question above), you can find those in your account. Click on your profile picture (top right) → My account → Connections. There they are.

**Others**

**Q: How to best use the platform?**

A: One, reading this FAQ is a good step. Two, watch our tutorial videos. And if you have any question, please, let us know.

**Q: When does the platform opens on the 20<sup>th</sup>?**

A: The platform will open at 07:00 AM (CET) – 02:00 PM (SGT)

**Q: Will there be support available during the event?**

A: Of course. The Global Fleet Team will be available to support the sponsors and answer the questions throughout the event. Look for “organization” in the “people” tab.