FAQ Industry – Stand specifications

1. **Admin Exhibition Platform**
   - How and when do I access to the back end to update my profile?
     - You will receive a mail from no-reply@cyim.com where you will be able to set up your password and access the backend of your exhibition page. Please use the second link to connect the next times (it ends with /user/login/internal).
     - You will have access to your exhibition page between 3 to 4 weeks before the beginning of the congress.

2. **Admin passes**
   - How to provide the names? By when?
     - You can provide the names and the mail addresses once you have confirmed you will have an exhibitor page and once you have finalized the administration part with the ESC.
     - Feel free to send the list to esc.congress-supplier@cyim.com.

3. **Main Exhibition Page**
   - Will I have access to the main exhibition page with all logos?
     - Yes, you will be able to access the landing page.
   - How do I enter the information in this page?
     - You will need to send CYIM the description you want to add under the logo (150 characters including spaces).
   - What are the specs of the logo?
     - The specs of the logo is 400 x 400 px (png or jpg)
     - Transparent version + white background version
     - Max weight 200KB

4. **Page editing**
   - If you have any trouble setting up your page or adding documents, please feel free to send everything to CYIM (esc.congress-supplier@cyim.com) so that we can change everything for you.

   - **Thumbnails** in the 'video' top section: Could you please send us dimensions of the thumbnails
     - If you want to upload one thumbnail only, the dimensions will be the following: 480x270px; (16:9)
     - According to the package you have chosen, you can upload two or three thumbnails, the dimensions will be the followings: 400 x 300px max. (16:9)

5. **Book an appointment**
   - What is customisable in the form?
     - You can customize the 'subjects' of the appointment (e.g. Ask for a demo) and the time slots (e.g. Monday Am).
     - If you don't want to use the button, feel free to delete the suggestions within the edition part (subjects/time slots). The button will not appear on your page.

- Who will receive the requests ?
    - All of the admins from your exhibition page will receive the requests.
- Can we make sure that the requests for meetings at the booth will be sent to one person only ?
    - Unfortunately, this is not possible. However, you can transfer all mails to another mail box automatically on outlook.

6. Agenda
- Is it possible to specify the time zone (i.e GMT, CST)?
    - Yes, when you add an event you can specify the timezone
- Can the link be a video?
    - Yes you can, the video needs to be hosted on a webpage.
    - You can add a text on top of it such as, 'register here', 'more information'.
- How many entries can I put in the agenda?
    - There are no limits, however, we recommend not having more than 7-10 as visitors may not take the time to scroll down to see all entries.
- Can I modify the agenda during the congress?
    - Yes, you will be able to remove and modify the agenda.

7. Adding a video (corporate video on top of the exhibition profile)
- Regarding your video, there are no real limits in the size. If you can't upload a video of 30 min please send it to us as we have created a tool that optimizes videos while compressing them.
- You will be required to add a thumbnail on top of your video.
    - Video Thumbnail : 480x270px (16:9)
- We recommend you add a 'play button' on top of the thumbnail to show visitors that they need to click to see the video.

8. Chat

Important point : Please note that we advise against changing/editing your chat reps information during the conference as it will block your account.

- Is it the responsibility of each chat team member to enter their details? How do they communicate their information?
    - The administrators of the backend of the exhibition page have to fill in the chat members' information.
    - Chat members need to align with the admins as to give their profile picture, function, social media links, mail address.

- How does it work for our chat team ?
    - Once their details is entered in the exhibition backend and once the chat is configured, your Chat team will receive a mail with their credentials. They will need to set up their own password and access with the second link in the mail (ending with /user/login/internal).

- How many profiles can we set-up on the back-end?

- It depends on your package, however, we usually make only 5 to 6 members visible as we try to avoid having too many reps for design purposes.
- In the backend, the maximum is to add 15 members. You will be able to change their positions with a drag & drop system (in the backend, select the profile picture and change positions).

- How can I change the role of one of my chat team member to an admin ?
  - CYIM will take care of this.
  - Please first contact the ESC to validate the request. Once confirmed, please send CYIM the name and mail address of your team member so we can change the role.
  - We recommend not having too many admins as it may lead to technical issues if all admins are editing the exhibition page.

- How can we show we are online ?
  - You can manually edit the box called 'activate the chat' when you are online.
  - You can also change your status and refresh your page.

- How do I make sure that the participants see quickly who is online from my team ?
  - Please note that only 5 to 6 chat members will be visible under the section.
  - In the chat section, click on edit and change the positions of your team. For instance, all of your online member can be shown at the top and the ones offline can be at the bottom. (drag and drop).

- Can I add a participant to the chat ?
  - No, conversations are 1 :1.

9. Dataviz
- How can I see how many visitors I had on my stand ?
  - Feel free to click on 'Dataviz' to access a dashboard which will show you the number of visitors, clicks and downloading.
  - You can also export the csv document. This should show you the number of visitors who accepted the GDPR rules.

- What is meant by 'unique visitor' ?
  - You are considered as a unique user (you count as 1). When you'll receive access to all of your data there will be you and XX numbers of unique visitors who went on your booth.

10. Session on demand
- How my sessions appear in the session on demand field
  - Your sessions will be automatically added on this section once your symposia ended.
  - Please note that it may take a few hours.
- What happened when this section is empty/ when there is no session
  - The section will not be visible on your exhibition page.
- How you know which session to place in this section?

- If you want to show only specific sessions, please send the titles to the ESC and CYIM so that we can add the right one for you.

11. Document
- Can we customize the pdf thumbnail?
  - No, you can only customize the resources.

12. Resources
- What are the specs of the thumbnail?
  - Image : 200 x 200px
  - Weight : 200ko
  - Please make sure you have the same formats for all of your images as it will look better.
- Can is be link to a video?
  - Yes, if you have a video hosted on a webpage, you can link it to the image. When visitors will click there, they will be redirected to the video.
  - You can add a PDF file and a pop-up content as well.

13. Meeting room
- When do I receive the link to the meeting room?
  - A week prior to the beginning of the congress.
- Can I customize the background? What the specs?
  - You can customize the background with PNG images at least 1400px wide (max 600 kb)
  - You can add a logo as a PNG image with at least 400px wide.