Exhibitors FAQs

How do I access/download the RAPID + TCT LIVE! Digital Experience?

For Mobile Device:
Download the SME Events Live! mobile app onto your mobile device from the App Store or Google Play. A link to the mobile app is also included in your event registration confirmation email. After the app has been installed:

• Sign up (You must use the same email address you used to register for RAPID + TCT)
• Create a Profile
• View all Current and Upcoming Events
• Tap **Join**

For Web:
To access RAPID + TCT LIVE! Digital Experience through a web browser visit https://bit.ly/RAPID_TCT2021. Although it can be accessed through any browser, we recommended using Google Chrome for the best user experience. Once you have accessed the link:

• Type in the same email address you used to register for RAPID + TCT
• Create your own password
• Create a Profile (This information can be changed or altered later)

I noticed an error with my Exhibit listing, who should I contact?

If you notice an error with your booth listing, you should reach out to digitalsupport@sme.org and let us know! We will fix it as soon as possible.

How will attendees chat with me?

Attendees can message your company by clicking on "**Contact Us**" in your booth. Attendees can also send a message in the public chat for your company. Be sure to monitor this location for leads and conversations!

How can I view my Exhibit listing?

You can click on the **Exhibits** section of the home page. Then, you can search for your exhibit in the search bar.

If someone clicks "Contact Us" in our booth, where does that go?

The "**Contact Us**" button will send an email to the email address your team provided. All inquiries via this button will be sent directly through email.

How will attendees be able to find my booth location?

Attendees will be able to view an exhibitor's booth number when they enter a digital booth. Attendees can click on the **Floor Plan** and search for your booth number to find where on the floor plan you are located.

How do I post an update about my exhibit?

You can post updates in the **Activity Feed** and attendees will be able to see your updates as soon as you post it.

What are the safety protocols for the event?

The app has an **SME Safety 1st** button where you can read the SME Health and Safety Guidelines and gives you the ability to contact the Health & Safety Team through private and public chats.

How do I enable accessibility tools through the mobile app?

SME Events Live! App, Registration pages, Platform, and website have accessibility tools.

- To view and enable/disable accessibility tools on the SME Events Live! Platform, click your profile drop-down in the upper-right corner, and click **Accessibility Adjustments**. Toggle options on or off as desired.
- Enable Accessibility Tools on the Socio Website: To view and enable/disable accessibility tools on Socio's website, scroll down to the bottom and click **Accessibility Adjustments**. Toggle options on or off as desired.
- Enable Accessibility Tools on the Web App: The mobile app doesn't have accessibility tools, however, the Web App is responsive and can be used on any device with a browser.