

Exhibitor FAQs

How do I access/download the SME Event 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 the event**)
- Create a profile
- View all Current and Upcoming Events
- Tap **Join**

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

If you notice an error with your profile listing, you should reach out to support@sme-help.freshdesk.com and let us know! We will fix it as soon as possible.

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 profile, 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 profile location?

Attendees will be able to view an exhibitor's booth number when they enter a digital profile. 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 type of assets can I provide for our digital exhibitor profile?

All information in a2z will be uploaded to your digital profile including company logo, company description, company website, phone number, and social media. If you are an enhanced exhibitor, you may also add a cover photo, images, pdfs, white papers, links, and videos. If any of your digital profile information is incorrect, please email digitalsupport@sme.org and include what you would like changed.

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.