

BEAUTY TECH

LIVE

12 - 16 APRIL 2021

FAQ

EVENT INFORMATION

Q: When is Beauty Tech Live?

A: Beauty Tech Live is running from 12-16 April 2021. The event launches at 00:00 SGT / 05:00 GMT / 06:00 CET / 12:00 EST. The event is accessible 24-hours per day. Following the conclusion of the “live” event on 16 April, the event will remain accessible to registered visitors for a further 30-day period.

Q: What are the opening times of Beauty Tech Live?

A: 24 hours a day.

Q: How do I log in?

A: All registered visitors can login [here](#).

Q: How do I register?

A. Registration is open at:

<https://moodiedavittexpo.6connex.eu/event/CampusSouth/register>

Q: When will visitors be able to view the exhibition stands?

A: The virtual doors to the event open at 00:00 SGT / 05:00 GMT / 06:00 CET / 12:00 EST on 12 April 2021. Once the event is officially underway, visitors can access exhibition stands as well as the three main areas including the Exhibition Hub, Knowledge Hub and Engagement Lounge.

Q: I have registered for the event in advance, but have not received my login details. Who should I contact for support?

A: If you did not receive this email, please click on [Forgot Password](#) and enter the email address that you used to register. Please note that this process does not generate a confirmation email. Once the event is live, you can login [here](#). If you experience any further registration issues, please contact helpdesk@beautytech.live

PERSONAL SETTINGS

Q: How can I update my registration details during the event - e.g. my profile picture, company name, title, etc.?

A: In the header toolbar, click on the wheel icon on the right. Next, click on 'Edit Registration Info'. Here, you will be able to upload a photo and adjust your details if you need to.

NAVIGATION & SCREEN SETTINGS

Q. What does the search bar do?

A: Visitors can search for a company, brand or keyword in the search bar at the top of the page.

Q. What does the navigation bar do?

A: The navigation bar at the bottom of the page provides visitors with short-cuts to the key areas of the Expo, as well as visibility of all expo attendees online and a virtual briefcase for storing and downloading content.

Q. How else can I navigate through the expo?

A: Visitors can intuitively click through the different rooms by clicking on doorways, windows and signage. Doorways will be highlighted by the mouse turning into a hand cursor.

Q. What do the flashing beacons mean?

A: Flashing beacons will generally indicate a doorway to another room or clickable content. Please note that not all doorways are indicated by a beacon. If a visitor places their mouse over a clickaction, the cursor will turn into a hand.

Q. Are there any particular viewing settings for my computer?

A: Yes. When you first login to the platform, you will see a screen calibration page that provides guidelines on how to setup your browser for optimal viewing and experience. The screen calibration page can also be found along the bottom navigation bar. The recommended browser platforms (in order of priority) are XYZ.

CHAT & COMMUNICATION

Q: Can I see all visitors who are online on the expo platform?

A: Yes - this is displayed at the top right corner of the page, under “Expo Visitors Online”, and through the Attendees button on the bottom navigation bar.

Q: Can I message any visitor?

A: You are able to send a chat message to any visitor online marked with a green speech bubble next to their name.

Q: Am I able to disable my chat if I do not wish to be contacted?

A: Yes - by clicking on your profile picture in the header toolbar, you can toggle your status between ‘Online’, ‘Away’ and ‘Do Not Disturb’. When you are ‘Online’, anyone will be able to chat to you. If you are ‘Away’, you will still receive messages, but other attendees will be less likely to expect a quick response. In ‘Do Not Disturb’ mode, other attendees will not be able to send you any messages.

Q: Do I have to talk to everyone who messages me?

A: No. There is no obligation to respond to any messages. You can also mark your chat status as ‘Away’ or ‘Do Not Disturb’.

Q: Is the chat function multi-person?

A: Yes - you can invite multiple people into your chats.

Q: How do I do a video conference?

A: There is not a video conferencing facility built into the expo platform. Instead, you can share a link to a third-party video conference platform of your choosing and continue the meeting that way (e.g., via Zoom or Microsoft Teams).

KNOWLEDGE HUB

Q. How do I get to the Knowledge Hub?

A: Visitors can click on the Knowledge Hub shortcut on the bottom navigation bar, or click on the Knowledge Hub doorway in the Main Atrium.

Q. What is taking place when?

A: The agenda is available [here](#) and also in the 'Upcoming' section in the Knowledge Hub.

Q. What if I miss a session?

A: All sessions will be made available in the 'On Demand' section of the Knowledge Hub 2 hours after a session has ended.

Q. What is Big Marker?

A: Big Marker is the specialist webinar platform being used for the Knowledge Hub and Engagement Lounge.

Q. Do I need to pre-register for Knowledge Hub session?

A: No. This is not necessary, but if you want to, please click on the session link in the 'Upcoming' section and follow the instructions.

ENGAGEMENT LOUNGE

Q. How do I get to the Engagement Lounge?

A: Visitors can click on the Experience Hub shortcut on the bottom navigation bar, or click on the Experience Hub doorway in the Main Atrium.

Q. What is taking place when?

A: The agenda is available [here](#) and also in the 'Upcoming' section within the Engagement Lounge stand.

Q. What if I miss a session?

A: All sessions will be made available in the 'On Demand' section of the Engagement Lounge stand 2 hours after a session has ended.

Q. Do I need to pre-register for Experience Hub sessions?

A: No. This is not necessary, but if you want to, please click on the session link in the 'Upcoming' section and follow the instructions.

PRESS CENTRE

Q: What features does the Press Centre have?

A: Members of the press can access press library content from exhibitors and sponsors. Visitors can download the latest publications from the preferred media partners of the event. There is also a media list.

Q. How do I contact press?

A: Please see the media list in the Press Centre.

ADDITIONAL HELP

Q: I need technical support. Who do I contact?

A: If you have further questions, or require any help during your time at Beauty Tech Live, click on the Help Centre icon on the bottom navigation bar. The Help Centre has FAQ documents, video tutorials and live chat support at peak times. Alternatively you can send an email to: helpdesk@beautytech.live.