



Szwajcaria.

Switzerland welcomes Poland.
April 2021.

Support.

If you have any questions, suggestions or technical support, please do not hesitate to contact us.

We can be reached by phone at +48 696 003 050
and by e-mail at marta.piechota@switzerland.com

FAQs about the online workshop „Switzerland welcomes Poland”.

Meetings.

When am I going to receive my login?

Login information will be sent to all participants by e-mail on Monday, April 12.

When can I start booking my meetings?

As soon as you receive your login details.

What is the workshop’s total meeting time frame?

The meetings will happen from 09:00 a.m. until 06:00 p.m. The meeting time slots last 15min and are separated by 5min breaks.

Can I restrict my meeting availability?

Yes, directly in your profile. This way, you can also schedule time for your own coffee, lunch, or e-mail breaks.

Do participants see if I am available for a meeting?

Yes, they do. They cannot see who you have your meeting with, but they can see your availability.

Are spontaneous meetings possible?

Yes, they are possible. Last-minute meetings can still be booked spontaneously via the platform until the end of the workshop on April 22 at 06:00 p.m. This option is helpful if the first 15-minute meeting was not enough, as it allows you to schedule a follow-up meeting right away with the same interlocutor.

How can I share digital business card / my contact details?

Your contact data can either be downloaded via CSV file or extracted manually from your profile on the platform by your interlocutor. Digital business cards can't be sent. Due to GDPR reasons, no phone numbers and e-mail addresses can be extracted. Nevertheless, a participant's catalogue will be sent to you after the event.

How can I start a chat with someone?

- **Option 1:** Have a scheduled meeting with that person. Having a confirmed meeting with someone will allow you to start chatting with them.
- **Option 2:** Have mutual interest in each other using the “Interest” tool. Having a mutual interest using the interest tool will allow you to start chatting. Show interest in someone and wait for them to interest you back. Once they interest you back you will receive a notification and the option to chat with them will be available to you.

Once you have a scheduled meeting or a mutual interest with someone. All chat connections will be available in the section "My Connections".

Why am I invited to virtual coffee breaks?

We have scheduled three coffee breaks and invited all participants (buyers and suppliers) to join. The coffee breaks will be used to share information on specific topics with the participants. Of course, you can also decline the invitation and schedule other meetings at that time.

Each coffee break will be organized by one of the ST staff members. You will find the information about the coffee break topics in the meeting descriptions.

Where do I find the list of participants?

It is possible to download the list of contacts for your confirmed meetings. After the workshop, we will also send a list in pdf with the contact details of all participants.

What is “Cinema on Demand”?

Under “Cinema on Demand”, you can find examples of our ST Warsaw movies that were produced for different projects in the last years. You can get inspired by the beauty of Switzerland between your meetings 😊

Where do I find practical information on how to use the platform?

You will receive an “Attendee’s Guide” and the link to a short introduction movie via email. The video will also be available in the “Cinema on Demand” section of the platform.

What is the “Market Presentation” in the navigation side panel?

To help the Swiss partners find out more about the Polish market and Polish guests in Switzerland, we have created a PDF document with all the important information including the latest statistics and relevant trends for the upcoming years.

Profiles.

Can I update my personal profile?

For the start we have already collected some basic information from you so that the platform already contains some content. The profiles can of course still be supplemented and updated. Please do not forget to save your changes!

Can I update my company profile?

Yes, in the “Teams” section – located on the top right. There select “Company Profile” in the navigation on the left.

Please do not forget to save your changes!

- Headline is a brief description of your role and company
- Summary is a brief summary of your company

Technical aspects.

Which browser shall I use?

Google Chrome (1st choice) or Firefox as all functions work flawlessly on these platforms.

Can I download / send files during my meetings?

No, PDF files can't be sent nor uploaded on the meeting platform. We recommend creating PDF links if you need to send documents. Alternatively, the documents can also be sent by mail to the corresponding buyers.

Can 2 buyers attend the same meeting with 1 supplier and vice versa?

Yes, meetings can be booked with multiple participants if desired. However, we recommend that you make the appointments bilaterally, i.e., 1:1.

Can I blur my background or use a picture?

No, we ask you to be creative and set up an analog background.

Do my meetings change automatically to the next one?

No, you have to disconnect and connect to the next one. However, automated notifications are sent to you every time a new meeting is about to start.

How long will the platform be active?

The platform is active until the end of May 2021.

What do I do if I have any problems with the platform before or during the workshop day?

Should you have any questions, please contact Marta Piechota – marta.piechota@switzerland.com, mobile no: +48 696 003 050. Marta will also be reachable via the platform chat function.