

Show dates: Oct. 28-31, 2024 | Expo Hall: Oct. 30 & 31, 2024 | Mandalay Bay, Las Vegas

## Exhibitor Hub and Event Platform Guide

Exhibitors will utilize both the [Exhibitor Hub](#) and [Event Platform](#) to prepare for the show, although each platform will be used for different tasks.

### Exhibitor Hub

#### What do I access in the Exhibitor Hub?

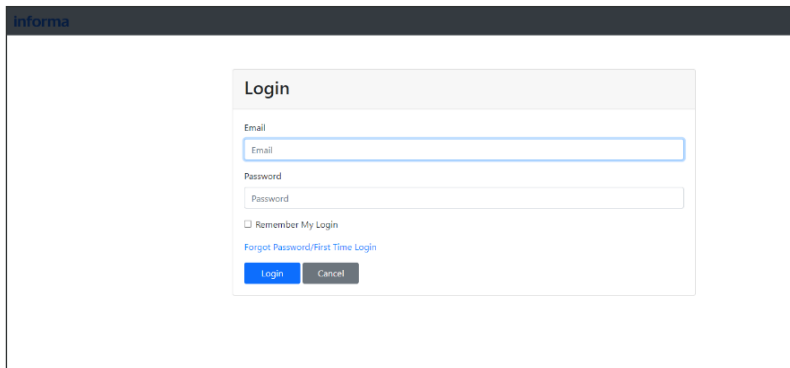
The Exhibitor Hub is a gateway platform that serves as a centralized resource for exhibitors, providing access to various essential services and information.

Within the Exhibitor Hub you can:

- Access the Exhibitor Service Kit (ESK)
- View invoices and make payments
- Book hotels
- View client services information
- Fill out Booth Approval form
- Get badges/access booth staff registration
- View sponsorship packages

#### How to activate your account

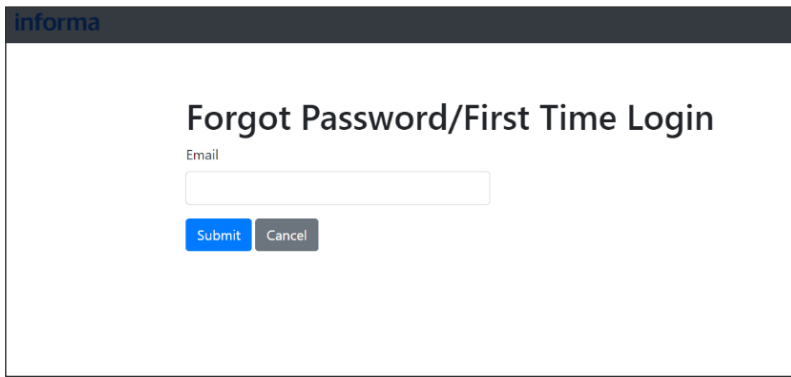
1. To log in for the first time and activate your account, visit the login page by [clicking here](#).



The screenshot shows a login form titled "Login" on a page with the "informa" logo in the top left corner. The form contains the following elements:

- An "Email" label above a text input field.
- A "Password" label above a text input field.
- A checkbox labeled "Remember My Login".
- A link labeled "Forgot Password/First Time Login".
- Two buttons at the bottom: "Login" (in blue) and "Cancel" (in grey).

2. Select "[Forgot Password/First Time Login](#)" and enter your email into the prompted box.

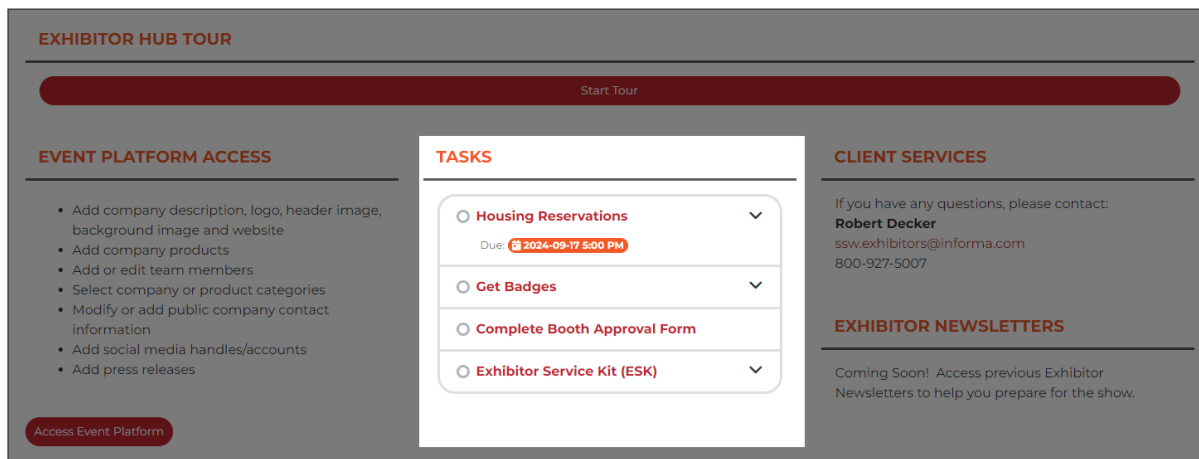


3. You will receive a link to the provided email which will allow you to securely set your own password. (Please be patient as it can take several minutes for you to receive your link. If you do not receive your magic link, be sure to check your spam/junk folder or blocked messages. If you still don't see it, contact client services.)

# Navigating your Exhibitor Hub

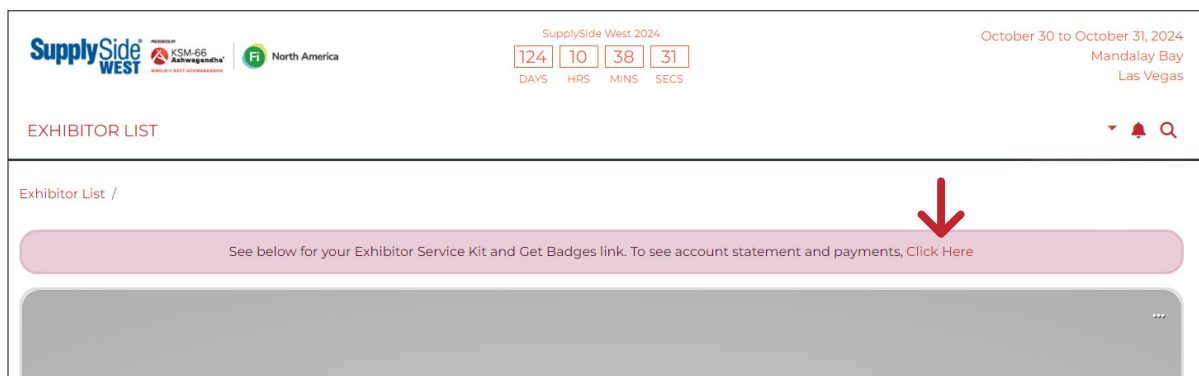
## Task checklist

Use the task checklist to view your outstanding tasks. (You can navigate back to your tasks by clicking the button that says "Event Portal.")



## View account statement and make payments

To view your account statement or make a payment, click the "Click Here" link at the top of your Exhibitor Hub.



Once redirected, click "My Account" to be taken to your payments and account page.

SupplySide WEST PRESENTED BY KSM-66 Ashwagandha Fi North America

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Exhibitor Resources

## Booths

Fast Track Packaging Inc. #1657

**Exhibitor Hub**  
Note, the first time you visit the Exhibitor Hub you will need to use the Forgot Password link and set a password of your preference before you will be able to login.

**My Account**  
Print your account statement, see when the next payment is due, or make a payment online.

## Event Platform

The Event Platform serves as a comprehensive hub that hosts the Exhibitor List for SupplySide West and Food ingredients North America. It facilitates matchmaking opportunities, enabling attendees to connect directly with exhibiting companies. Maintaining an updated company profile on this platform is crucial, as it helps your company stand out in the Exhibitor List, increases visibility through AI (artificial intelligence) recommendations and assists attendees in easily locating your products.

Within the Event Platform you can:

- Add company description, logo, header image, background image and website
- Add company products
- Add or edit team members
- Select company or product categories
- Modify or add public company contact information
- Add social media handles/accounts
- Add press releases
- Connect with show participants and request meetings

### Access to the Event Platform

1. To access the Event Platform, click the "Access Event Platform" button within the Exhibitor Hub.

EXHIBITOR HUB TOUR

Start Tour

#### EVENT PLATFORM ACCESS

- Add company description, logo, header image, background image and website
- Add company products
- Add or edit team members
- Select company or product categories
- Modify or add public company contact information
- Add social media handles/accounts
- Add press releases

#### TASKS

- Housing Reservations
- Get Badges
- Complete Booth Approval Form
- Exhibitor Service Kit (ESK)

Due: 2024-09-17 5:00 PM

#### CLIENT SERVICES

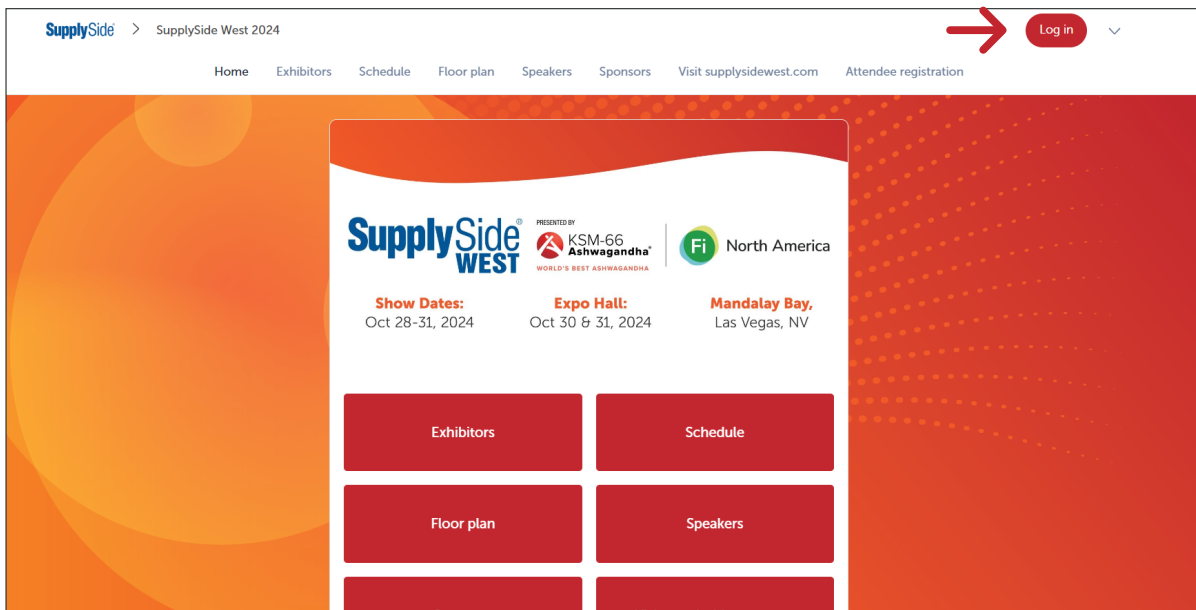
If you have any questions, please contact:  
**Robert Decker**  
ssw.exhibitors@informa.com  
800-927-5007

#### EXHIBITOR NEWSLETTERS

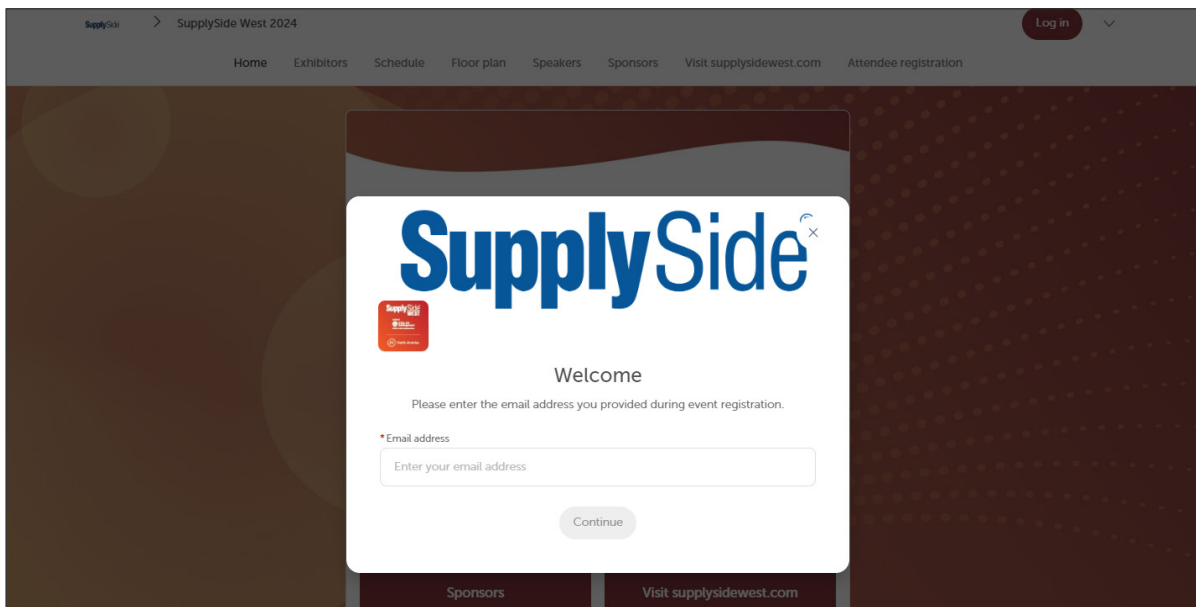
Coming Soon! Access previous Exhibitor Newsletters to help you prepare for the show.

Access Event Platform

2. Once redirected, click the “Log in” button in the top right corner.

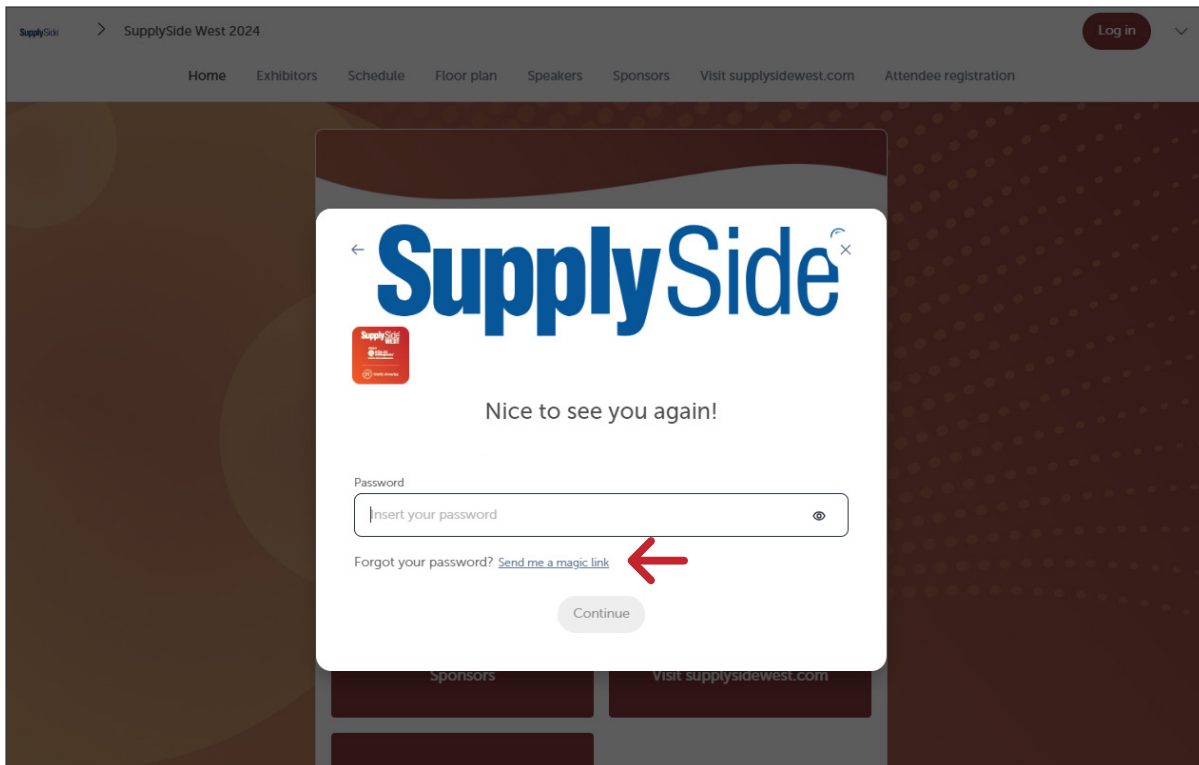


3. Enter the email you used to access the Exhibitor Hub.

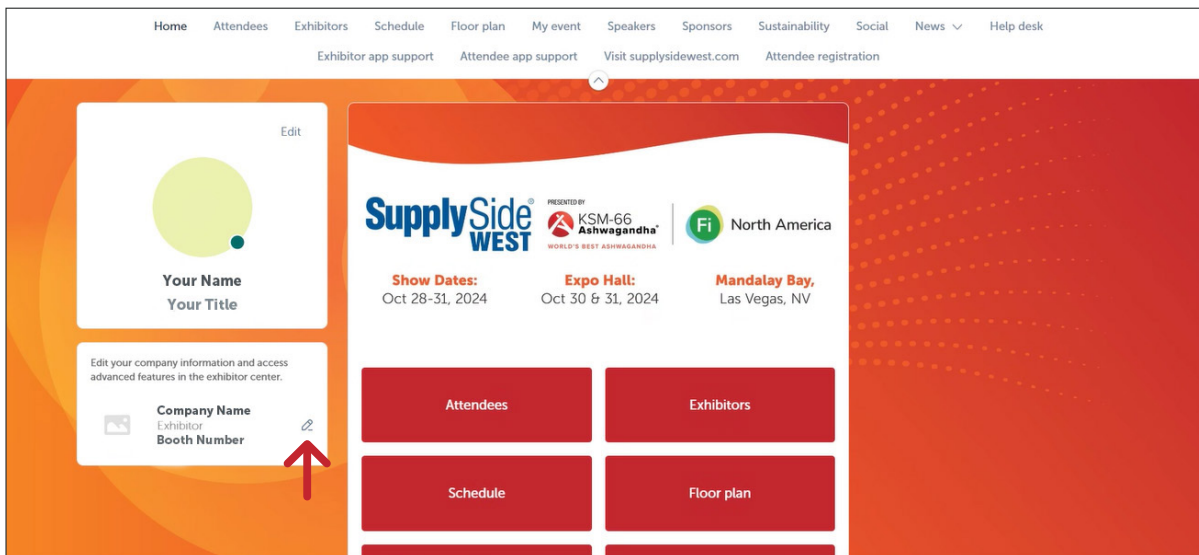


If you have never logged in to the Event Platform, you will be sent a magic link to your email which will allow you to set a password. This email will come from [noreply@swapcard.com](mailto:noreply@swapcard.com).

If you already have an account, you will be prompted to enter your password. Click "Send me a magic link" if you would like to reset it.

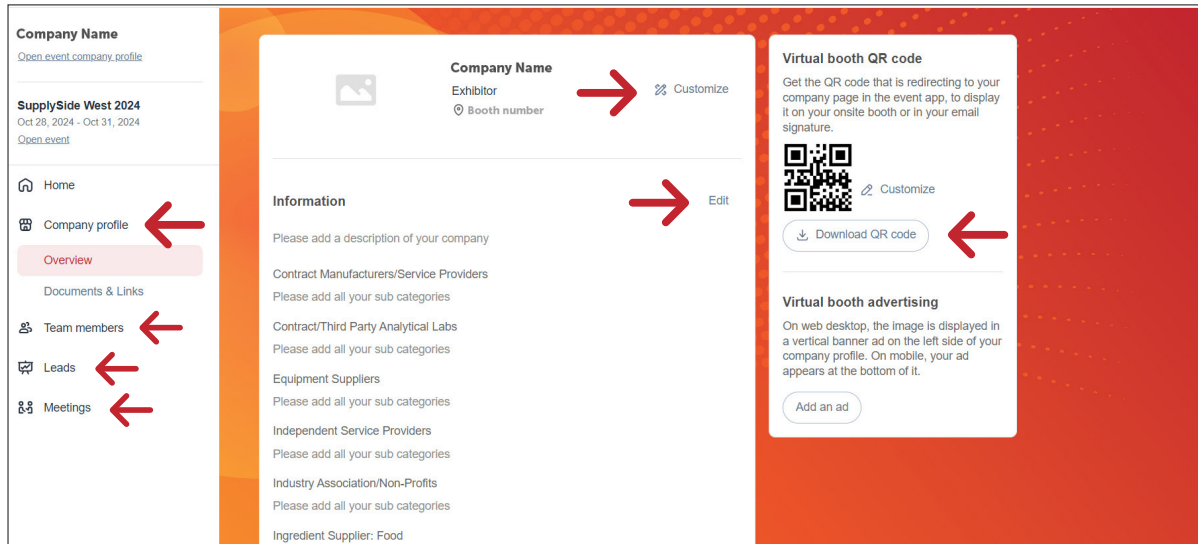


4. Once logged in, click the pencil icon by your company name to edit.



Once in your company profile, you can:

- Add a header image or video
- Add a background image
- Add your logo
- Edit your company description
- Add your categories
- Add social media handles
- Update your contact details
- Add documents and links
- Add team members
- View leads (participants that view your company page)
- View upcoming meetings
- Customize and download a virtual QR code that will direct your customers to your company page



## Still having trouble?

Contact client services [here](#).