



# PAVILJONKI EXHIBITOR PORTAL & EXHIBITOR APP

User guide

# PAVILJONKI EXHIBITOR PORTAL

In the Exhibitor Portal, you can create your own exhibitor ID-cards and access the customer invitation system. Through the invitation system, you can send your customers a pre-filled, personalized invitation. The portal includes features for tracking and resending invitations.

## **Logging in to the Paviljonki Exhibitor Portal**

You have received login credentials and the portal link via email.

## **Contact details tab**

On this tab, as the event contact person, you can print the exhibitor ID-card or send it via email. If the information needs to be updated, please notify us at [messut@paviljonki.fi](mailto:messut@paviljonki.fi) or create a new exhibitor ID-card for yourself in the Exhibitor ID-cards tab.

## **Exhibitor ID-cards tab**

In this tab, you can enter the details of the people working at your stand and print their exhibitor ID-cards. The ID-cards can also be sent via email.

## **Invited tab**

Here you can see to whom the electronic invitation has been sent and who has printed it. You can resend the invitation if the customer has not responded. After the event, you will also see which invitees attended.

## **Visitors to the stand tab**

This tab shows the people who visited your stand and were scanned using the Paviljonki Exhibitor App mobile application. You can download all the data using the Excel buttons. More information about the mobile app can be found on the following pages.

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## Send invitations via the Paviljonki Exhibitor Portal

You can upload the invitee information to the system either by entering the details individually or by using a CSV file.

### Uploading Information via CSV File:

- Download the template by clicking **Download template (.csv)** and fill in the information to be imported into the system. Save the file in CSV format with UTF-8 encoding.
- Upload the file by clicking **Choose file** -> **Import file**.
- Then check that the information was imported correctly and click **Continue**.
- On the next page, you can enter the invitation message and send the invitations. Enter your desired invitation texts. When everything is ready, click **Send**. Invitations will be sent via email, and the recipients can print them from there.

### Tips for possible issues:

- If special characters or accented letters (e.g. ä, ö, å) do not display correctly, make sure the file is saved with UTF-8 encoding.
- If there are blank lines in the fields, delete them one by one or re-import the CSV file. First, click **Delete all** and then make sure your CSV file follows the template headers and contains no empty rows.

NOTE! The system can send approximately 1,000 invitations at a time. If you are sending more, import the data into the system in smaller batches.

If you are sending only a few invitations, you can enter the invitee information directly into the system fields one by one. You can preview the invitation before sending it.

The screenshot shows the 'Send invitations' page in the Paviljonki Exhibitor Portal. At the top, there are navigation tabs: 'Contact person', 'Exhibitor ID-cards', 'Send invitations', 'Invited visitors', and 'Visitors at the stand'. Below the tabs, a breadcrumb trail reads 'Send invitations > Please select event > Add recipients > Send invitation'. The main heading is 'Send invitations'. There are two options for adding recipients: 'Import file' (with a download icon) and 'Copy and paste' (with a clipboard icon). The 'Import file' option includes a sub-heading 'Import file', a description 'Import contacts from a comma- or tab delimited file (CSV)', and a link 'Download template (.csv)'. The 'Copy and paste' option includes a sub-heading 'Copy and paste', a description 'Copy and paste from Excel or other file (delimiters will be guessed)'. A green 'CONTINUE' button is located to the right of these options. Below the options is a table with columns: 'First name', 'Last name', 'E-Mail Address', 'Title', 'Organisation', and a 'Remove all' button. The table contains one row with 'Test' in the first name and last name fields, 'info@gest.fi' in the E-Mail Address field, 'Test' in the Title field, and 'Test' in the Organisation field. Below the table is a form with fields for 'First name\*', 'Last name\*', 'E-Mail Address' (with a placeholder 'first.last@email.com'), 'Title', and 'Organisation\*', and an 'Add' button. Below the form is another table with the same columns as the one above, containing one row with 'Test' in the first name and last name fields, 'info@gest.fi' in the E-Mail Address field, 'Test' in the Title field, and 'Test' in the Organisation field. Below the table are several text input fields: 'Message language' (with a dropdown menu set to 'Finnish'), 'Title of the mail \*', 'Message title \*', 'Free text (max. 400)', 'Inviter', and 'Inviting company'. At the bottom right, there are 'Send' and 'Preview' buttons.

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## **Send customer invitations from your own system**

You can also send electronic customer invitations from your own systems by including an invitation link and a company-specific invitation code.

- Along with the Exhibitor Portal login credentials, you received a 6-character invitation code and a URL where you can direct customers to register using the code sent to you. The invited customer will then register themselves in the system.
- Customers who have used your code to register will appear under the Invited tab in the Paviljonki Exhibitor Portal.
- The invitation to the VIP event has its own URL, which works with the same code.

# PAVILJONKI EXHIBITOR APP

Paviljonki Exhibitor App brings our services for exhibitors onto your mobile device. With the app, you can scan and save information about your visitors in real time. The app is available for iPhone (iOS) and Android devices and you can find and download it from App Store and Google Play with the search "Paviljonki Exhibitor App".

## **With Paviljonki Exhibitor App you can:**

- Log into your exhibitor service account
- View your exhibitor information and personal codes
- Create and send passes to your staff
- View your invited guests and get info about their visit
- Scan and save information about your visitors in real time



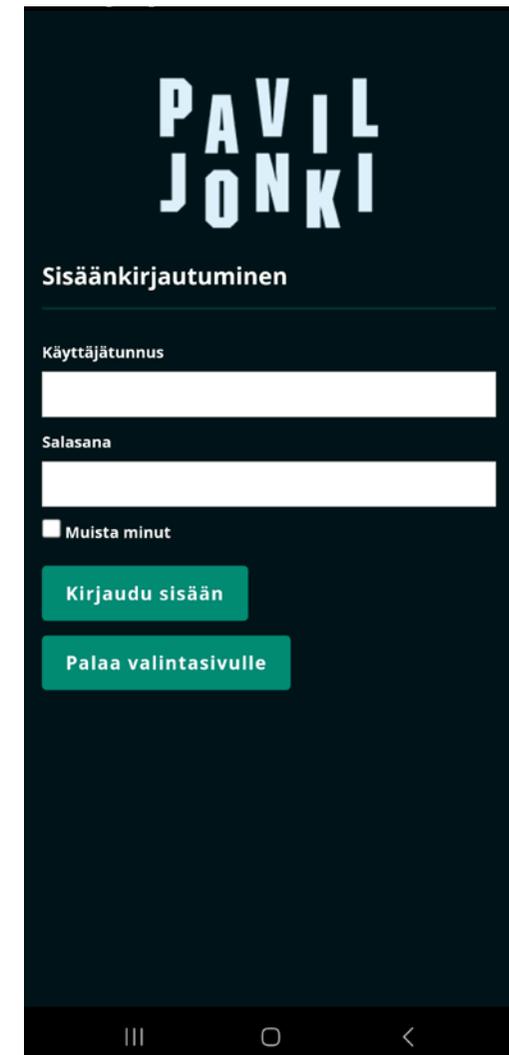
# PAVILJONKI EXHIBITOR APP

## Logging into the App

Open the app, select an event and log in with the exhibitor ID. The IDs are the same as those used for the Exhibitor Portal. You can sign in to multiple devices with the same ID. Click "Muista minut" to stay logged in.

### NOTE!

Please be sure to allow the app to use the camera. This will enable you to scan the information of visitors to your stand in real time in an electronic format. You can re-enable the phone settings if you deny it the first time.



PAVIL  
JONKI

Sisäänkirjautuminen

Käyttäjätunnus

Salasana

Muista minut

Kirjaudu sisään

Pala valintasivulle

# PAVILJONKI EXHIBITOR APP

## Main menu

A menu with links to application features.

## Exhibitor ID-cards

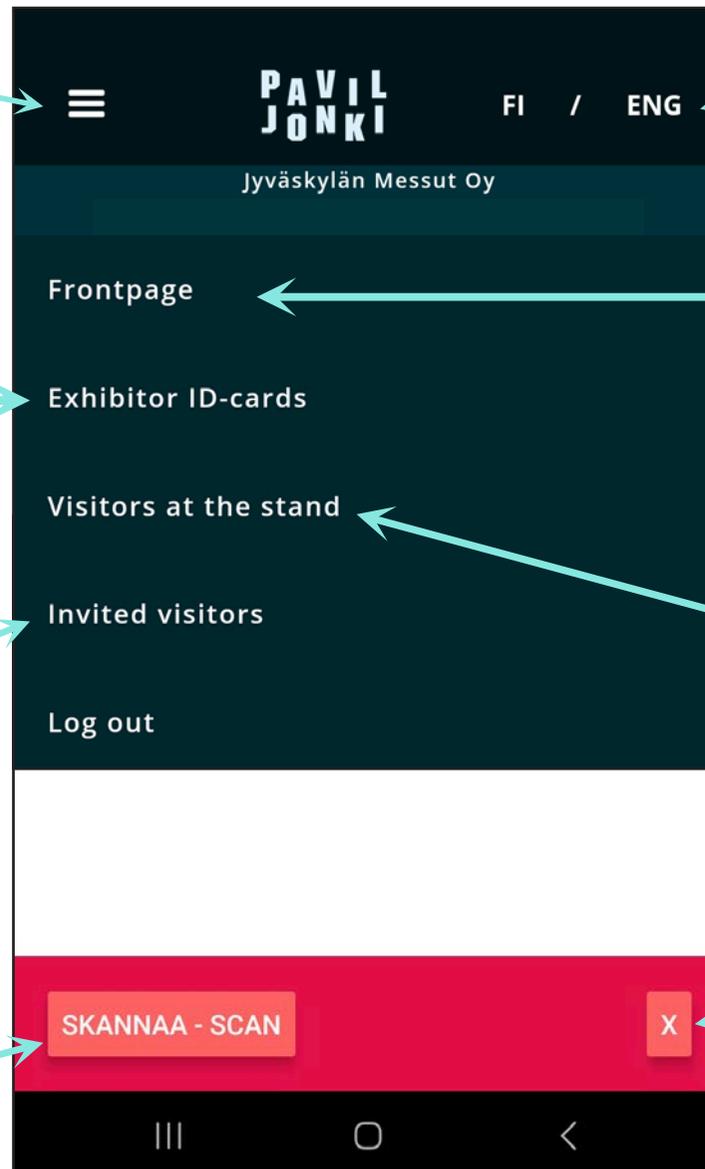
View the details of your staff, quickly create new members and email them their ID-cards.

## Invited visitors

View the names and details of the guests you have invited.

## Scanner

Conveniently scan your visitors' information in real time into an electronic format.



## Language Selection

## Front page

On the app's frontpage you'll see your department number and invitation code to the fair.

## Visitors at the stand

View the visitors to your stand you have scanned.

## X-/exit-button

Exit to the application's homepage.

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## Scanning

By clicking the **Scan** -button, the application starts the phone's camera. By clicking on the visitor ID-card, the app reads the QR code and retrieves the visitor information to the app. You can enter your own notes in the red area, for example a note to call, make an appointment or request a quote. You can edit the comment later.

### NOTE!

Finally, click on **Add Person** to store the visitor information to your company's exhibitor page and the application. On the app, you can view the information by clicking the **Visited the stand** option in the menu.

