

AVIATION WEEK  
**MRO**  
ASIA-PACIFIC

VIRTUAL

September 20-24, 2021

*Virtual Platform Help Guide*

[mroasia.aviationweek.com](http://mroasia.aviationweek.com)

AVIATION WEEK  
NETWORK

You will first need to register via the event website:  
**mroasia.aviationweek.com**

You will receive an email similar to **this one** with a button redirecting you to a login page. It will lead to the account that was automatically created for you by the platform after you registered for the event. A window will then suggest creating a password for your account. The email will be sent from [noreply@swapcard.com](mailto:noreply@swapcard.com)



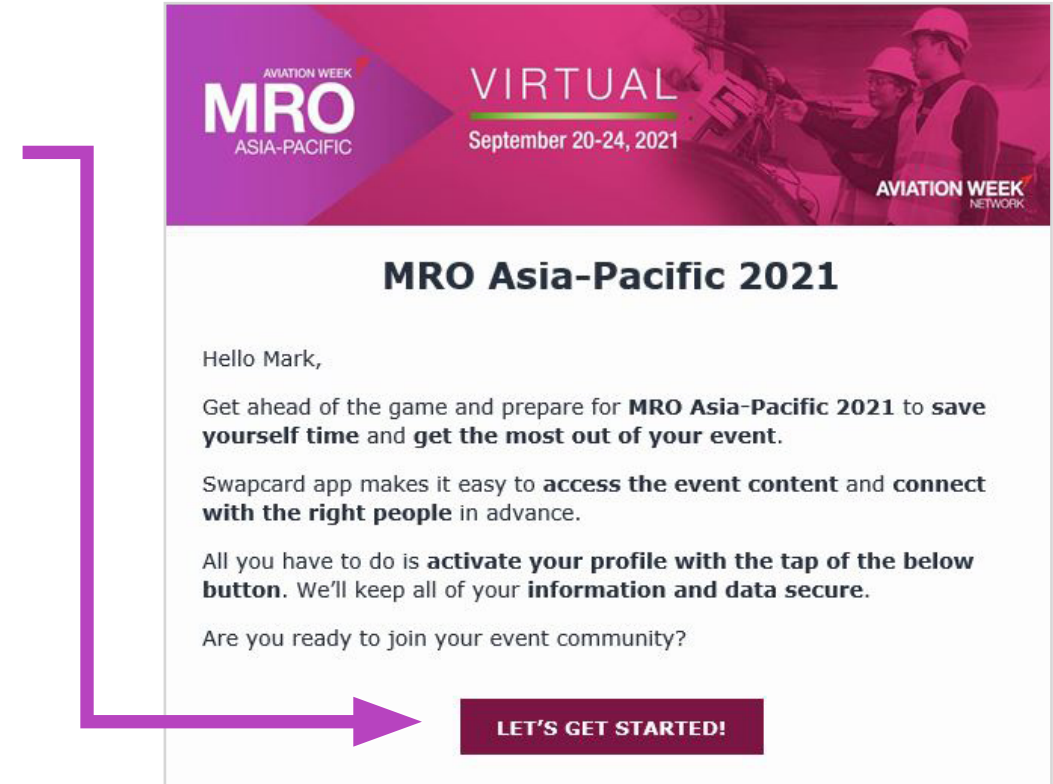
**Welcome, create a password**

In order to log in the next time that you want to use the web or mobile app.

Password \*

Define new password

At least 6 characters



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## MRO Asia-Pacific 2021

Hello Mark,

Get ahead of the game and prepare for **MRO Asia-Pacific 2021** to **save yourself time** and **get the most out of your event**.

Swapcard app makes it easy to **access the event content** and **connect with the right people** in advance.

All you have to do is **activate your profile with the tap of the below button**. We'll keep all of your **information and data secure**.

Are you ready to join your event community?

**LET'S GET STARTED!**

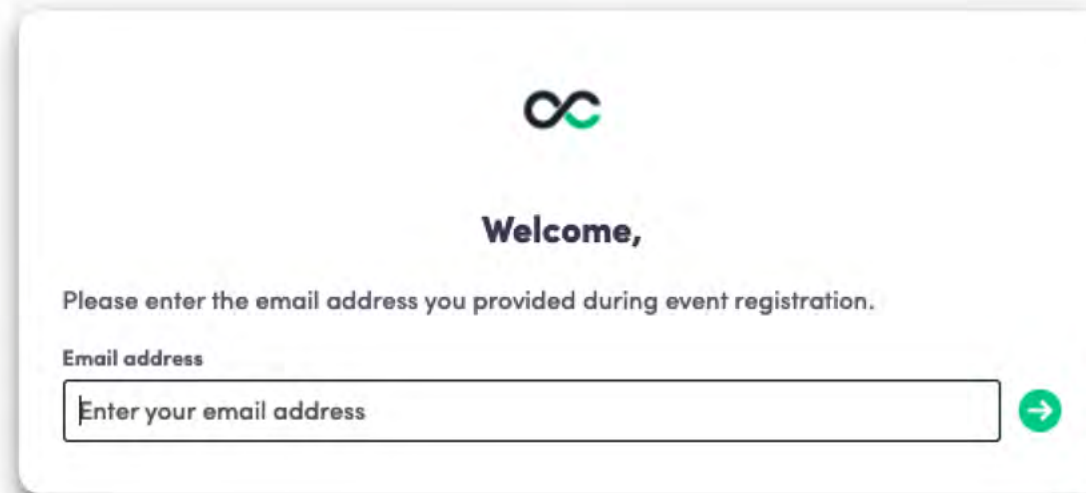
**Note:** If you don't see this email in your mailbox, please check your spam.

# Logging in when you already have an account

Access your account by going to [login.swapcard.com](https://login.swapcard.com)

Enter the email you used to register for your event, then enter your password.

Click the arrow to connect.



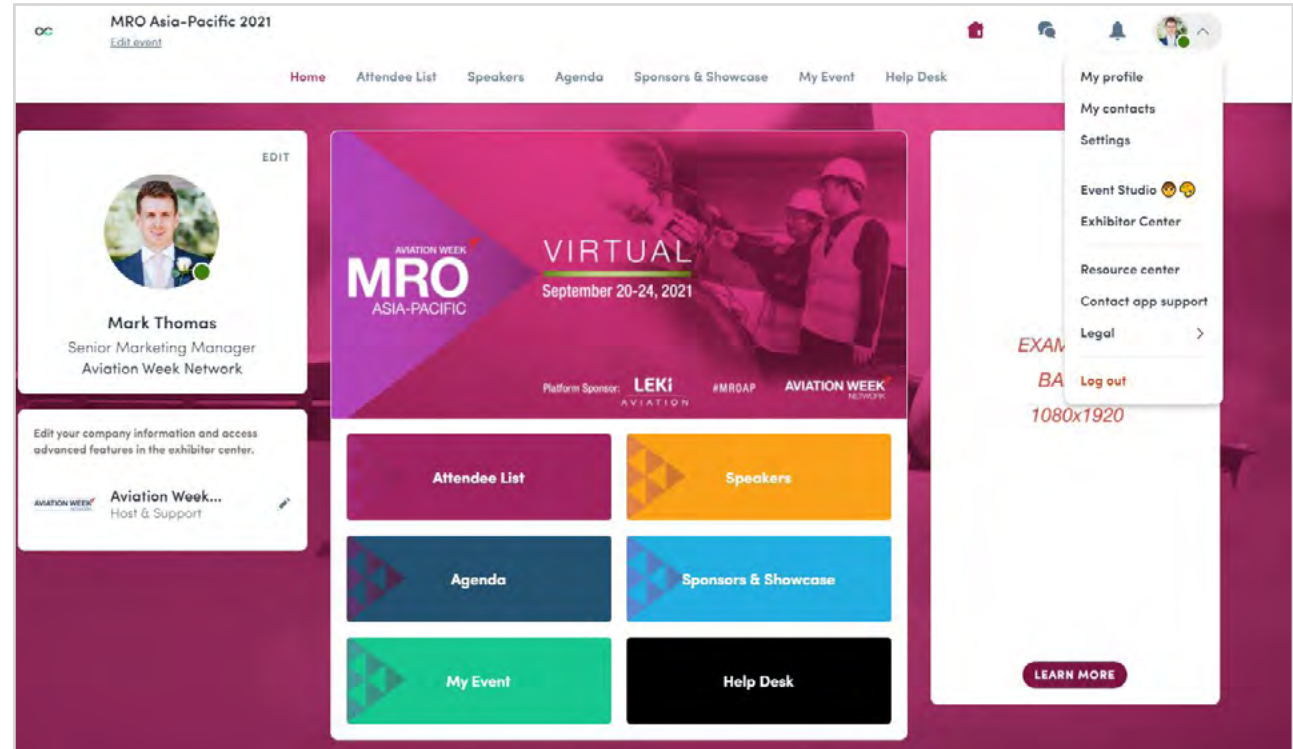
**Note:** If you have forgotten your password after entering your email, click on **send me a magic link**.

You'll receive an email to reset your password.

There are two ways of  
**accessing your profile:**

- 1 From the drop down on the upper right corner of your screen, click **“My profile”**
- 2 On the left side of your screen next to your photo, click **“Edit”**

You'll be redirected to your profile where you can edit your information.

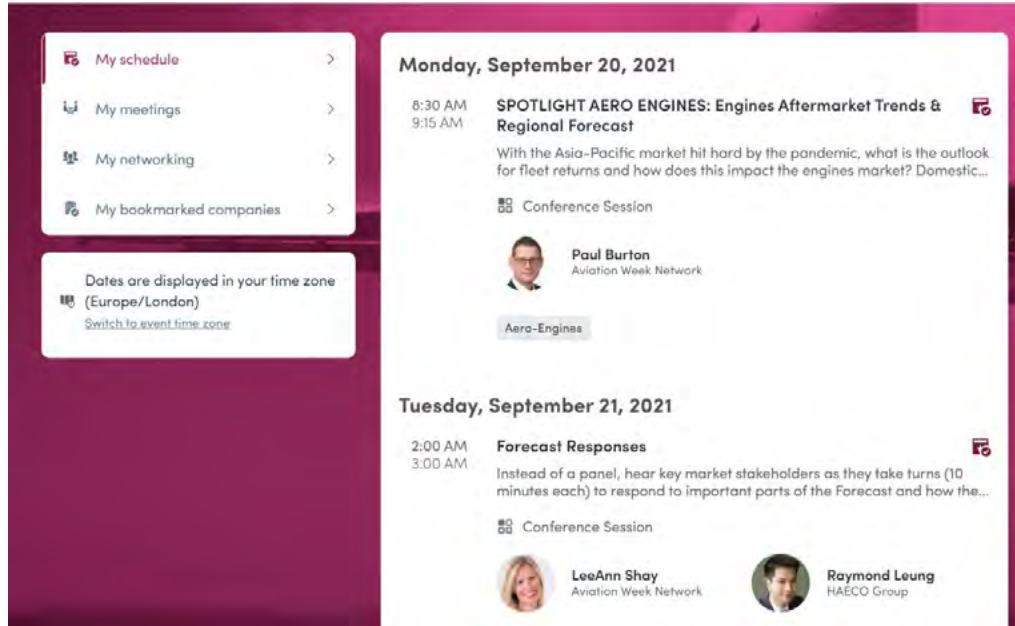


To edit your profile, click **“Edit”** or **“Add”** next to the information section you want to edit.

Here is the information you can edit:

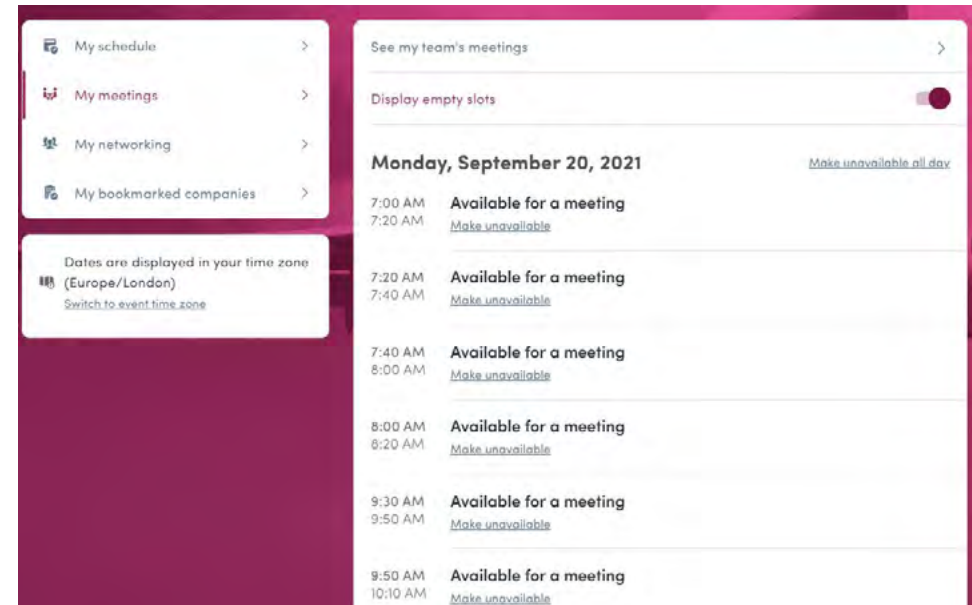
- Personal information
- Biography
- Social Media
- Contact details
- Company
- Additional Fields such as Industry, Job Function and Purchasing Ability.

The screenshot shows a user profile for Simon Baxendale. At the top right of the profile card is an **EDIT** button. Below the profile picture and name, the title 'Head of Digital Solutions Supplier' and the company 'Routes' are listed. The 'About me' section has an **EDIT** button and contains a paragraph of text about managing the Digital Solutions Team. Below this is a 'See more' link and a 'Country' field with the value 'UK'. The 'Social media' section has an **EDIT** button and shows icons for LinkedIn and Twitter. The 'Contact details' section has an **EDIT** button and lists several fields: 'Add your mobile phone number', 'Add your landline phone number', '@ simon.baxendale@informa.com', 'http://www.routesonline.com/', and 'Manchester, United Kingdom'.



The **Conference Agenda** button gives you an overview of the event sessions. Add sessions to your diary by clicking the bookmark icon next to each session you want to attend. You can find sessions by using the **search** bar and **filters** located on the left side of the screen.

By clicking **“My Meetings”** on the left hand side, you are able to select the meetings you wish to be available for. If there are timeslots outside of your timezone, mark them as unavailable so these cannot be booked as suggested meetings.



# How to watch sessions on demand?

All sessions will be made available to watch on demand.

You can access on demand sessions through the schedule by clicking on past sessions.

To watch a live session, click on “**Agenda**” and click on the session that is taking place at that time to join the live stream.

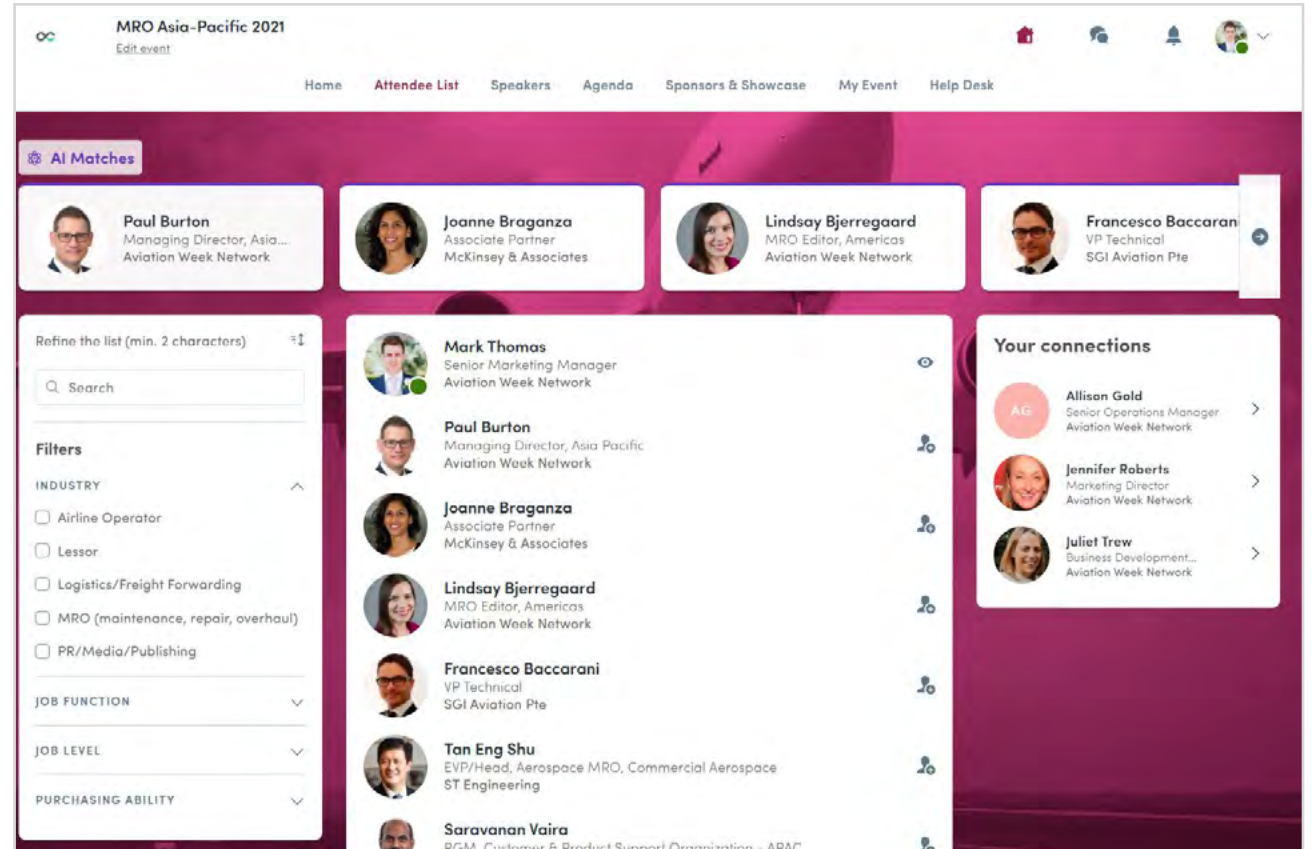
The screenshot displays a virtual event agenda with the following sessions:

- Opening Remarks**  
Hear more about TakeOff Cargo and what you can expect over the course of the event  
Jul 20, 2021 4:30 AM to 4:40 AM  
Conference  
David Stroud (ASM)
- State of the Cargo Industry**  
This session will outline the latest news on the state of the cargo industry. TIACA's purpose is uniting all parts of the air cargo industry on common interests: Air cargo safety, security,...  
Jul 20, 2021 4:45 AM to 5:05 AM  
Conference  
Steven Polmans (TIACA)
- CEO Keynote Interview - Astral Aviation**  
Here directly from Sanjeev Gadhia, Chief Executive Officer, Astral Aviation  
Jul 20, 2021 5:10 AM to 5:55 AM  
Conference  
Sanjeev Gadhia (Astral Aviation Ltd)
- Panel Discussion: Air Cargo Capacity Gap**  
With a reduction in bellyhold capacity, how do we meet the future demand for air cargo in the short term? Which markets will experience the greatest shortage of capacity? When will the...  
Jul 20, 2021 6:15 AM to 7:00 AM  
Panel Discussion  
João Pita (Aeroporto Internacional de São Paulo), Joachim von Winning (Frankfurt Airport), Wilfred D'Souza (Emirates SkyCargo)

From the home page or top navigation bar, you can access the full attendee list to begin networking.

Here you can search using a keyword, or filter the list by industry/job function/region and more.

The AI Matched contacts are listed across the top of the page. Those with a green circle indicate they are currently online.



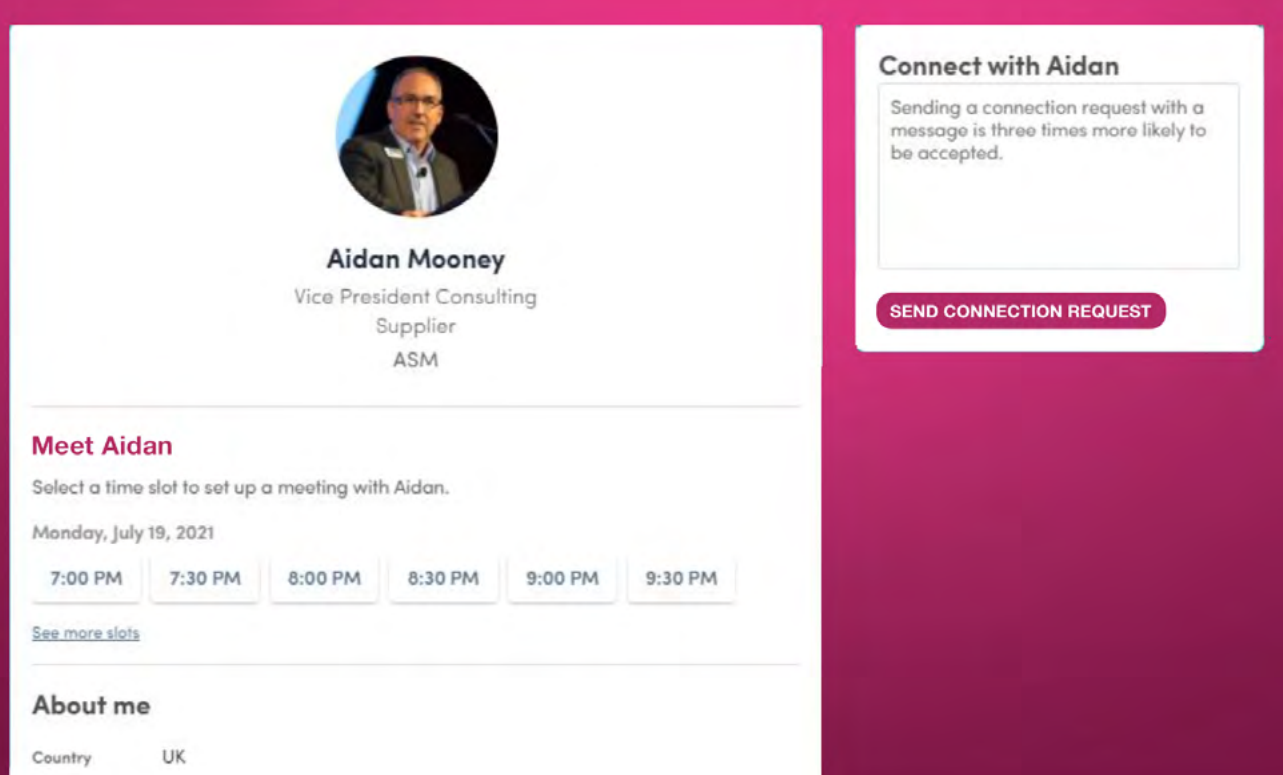


# How to send a connection request

To send a connection request, go to their profile (via the list of attendees or a company profile) and click the **“Send connection request”** button.

**Tip:** Add a note to your connection request to introduce yourself and explain the reason for your request.

You will be able to find a full list of your connections in **“My Schedule”** under **“My Networking.”**



The screenshot shows a user profile for Aidan Mooney, Vice President Consulting Supplier at ASM. The profile includes a circular profile picture, the name 'Aidan Mooney', and his title and company. Below the profile picture is a 'Meet Aidan' section with a date of Monday, July 19, 2021, and several time slots: 7:00 PM, 7:30 PM, 8:00 PM, 8:30 PM, 9:00 PM, and 9:30 PM. There is also an 'About me' section showing 'Country UK'. On the right side of the profile, there is a 'Connect with Aidan' section with a message that says 'Sending a connection request with a message is three times more likely to be accepted.' and a prominent purple button labeled 'SEND CONNECTION REQUEST'. A purple arrow points to this button from the right side of the image.

**Note:** Accepting a meeting will automatically make the person who requested the meeting one of your connections with access to your complete profile.

# How to request a meeting

- 1 Access a person's profile (i.e.: from the Attendees button)
- 2 Click on one of the suggested meeting slots. For more slots click "see more slots"
- 3 After selecting a slot and choosing a location for the meeting, write a note to the person you would like to meet.
- 4 Once done, click "Send meeting request"

The screenshot illustrates the four-step process for requesting a meeting:

- Step 1:** Access a person's profile. The interface shows a profile card for Nigel Mayes, SVP Consulting & Product Development at ASM.
- Step 2:** Click on one of the suggested meeting slots. A "Meet Nigel" section displays a time slot selection interface for Monday, July 19, 2021, with options from 7:00 PM to 9:30 PM.
- Step 3:** After selecting a slot and choosing a location for the meeting, write a note to the person you would like to meet. The interface shows a "Virtual Meeting Room" location selected and a text input field for a message.
- Step 4:** Once done, click "Send meeting request". A red button labeled "SEND MEETING REQUEST" is visible at the bottom of the form.

**Note:** As this is a virtual event, all meetings will take place at the Virtual Meeting Room location.

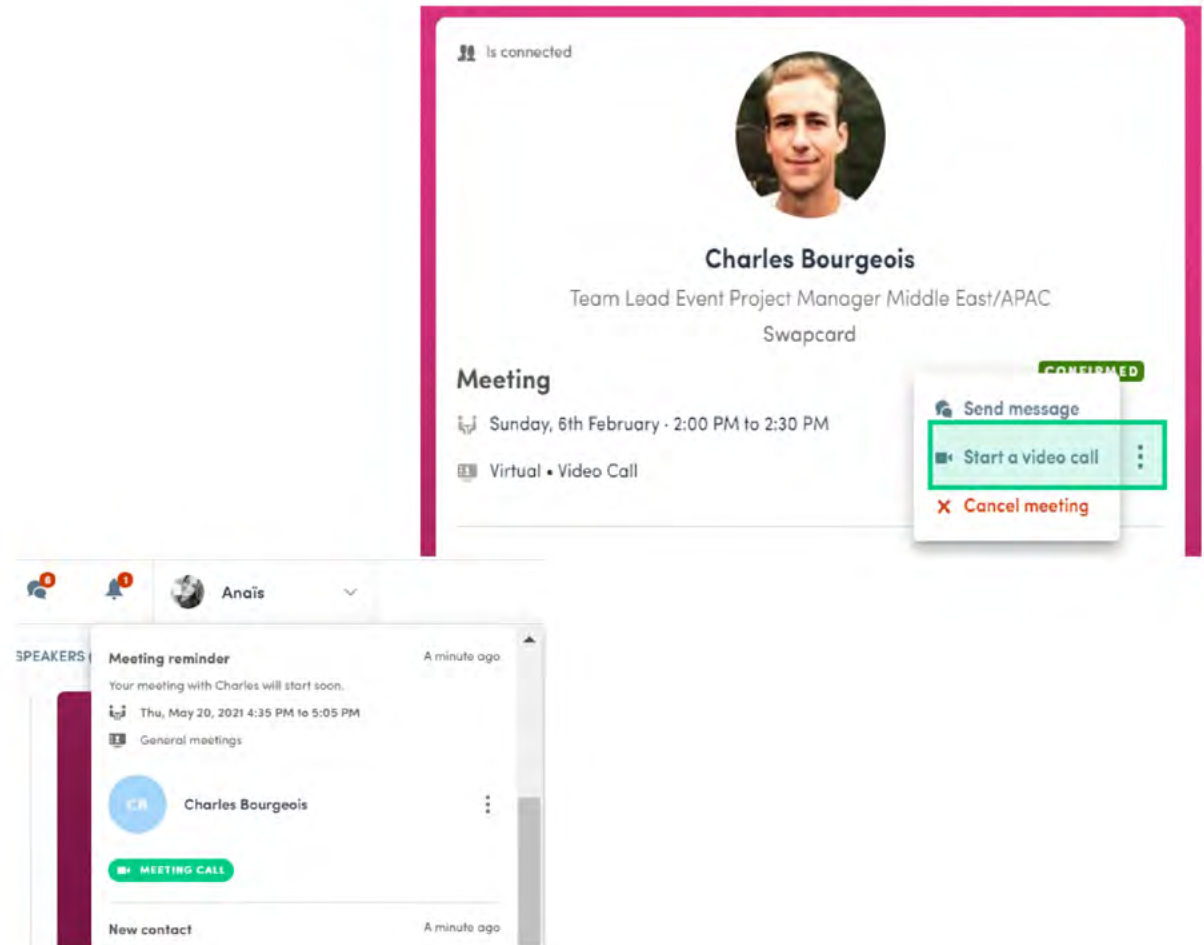
# How to have a virtual meeting?

5 minutes before a virtual meeting you will receive a reminder email from which you can click to access the meeting.

If you are already on the platform you can start the meeting by going to the profile of the person you have a meeting with, and click the **“Meeting call”** button.

This will launch the video call. This button is only available if the meeting is confirmed.

**Note:** You can also access a meeting directly from the meeting notification.

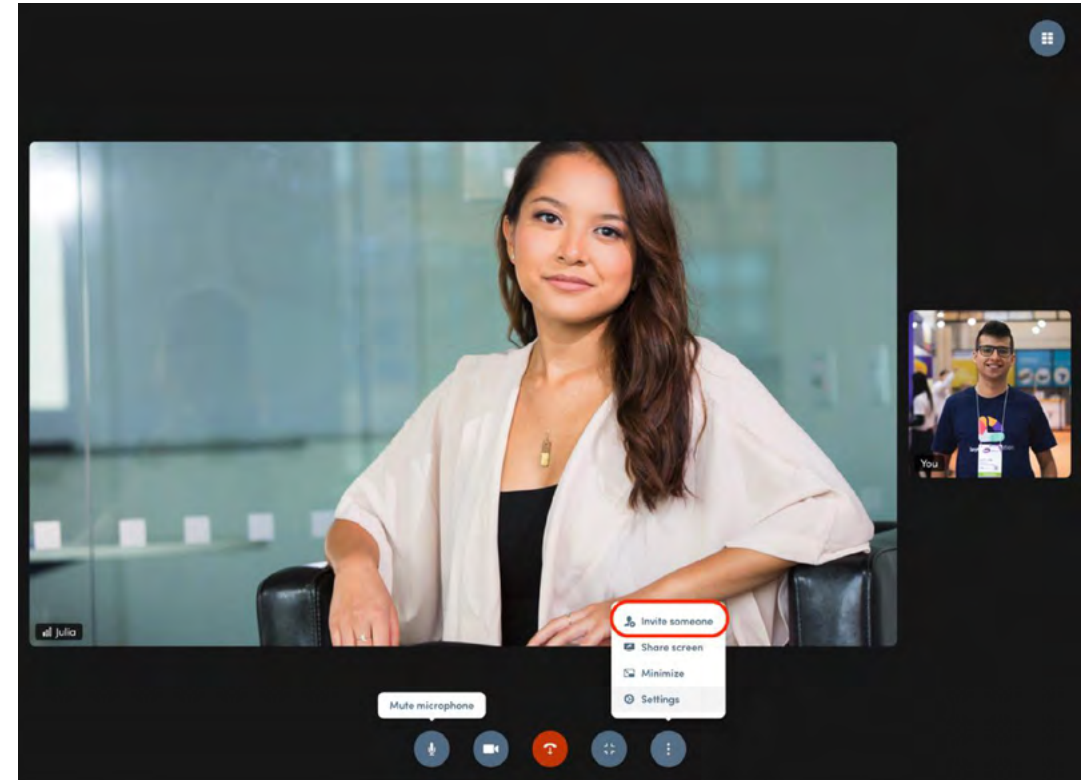


# How to Invite Someone to a Meeting

When having a private video call, you can now invite someone else to join without leaving the call.

Clicking on the menu options button will let you choose one of your contacts to add to the video call.

In a 1:1 call, once the invite has been accepted, this will close the ongoing call and launch a call with the new group. In a group call, the invited person will be added to the existing group call.



If you require additional assistance please contact the team on [events@aviationweek.com](mailto:events@aviationweek.com)

Firewall and Proxy Requirements can be provided to ensure the virtual meeting software is not blocked by your company network.