Matched Networking
Host Guide

Appointment requests open to attendees beginning October 23. Please update your profile and schedule by October 19 to ensure everything is correct when appointments open.
Step 1: Login to ESC

- Login to the Exhibitor Service Center (ESC):
  https://www.samesbc.org/exhibitor_service_center.cfm
  
  - To login, use the E-mail and password that were included in your company’s virtual exhibit confirmation email that was sent to the Booth Coordinator for your company.

- If additional individuals need their own login in order to access to your company’s ESC to set up the Matched Networking profile and schedule, please ask the booth coordinator to email a request to Exhibit@same.org.
Step 2: Profile Setup

• Once you have logged in to the ESC: click on the left menu item “Host Matched Networking Set-Up.”

• There are 4 tabs across the top: Appointments, Bookmarks, Profile Setup, and Time Blocks.

• Click on the Profile Setup tab and answer the questions based on what you are seeking
  o Attendees answer corresponding questions which will generate a list of matches. The more answers they have that correspond with your profile, the higher the “matching score” between the attendee and the host.
  o Attendees are presented the matched list and can request an appointment with the hosts with which they matched.
Step 3: Manage Availability

- Click on the **Time Blocks** tab to block out times at which your organization is UNAVAILABLE to meet. *All times are shown in EASTERN TIME!*

- Click the check box on the time periods at which you are UNAVAILABLE – this way no one can request an appointment with you at those times.

- Appointments are 10 minutes long with a 5-minute break between appointments.

- All appointments are ONE-ON-ONE! Participants will meet with the Host individually.

- All appointments are by virtual video chat through the VSBC live event platform

- All appointments are on a first-come, first-served basis.

- Don’t forget to account for a lunch break, sessions in which you are participating, or other activities. And that times are listed in eastern time!

- Review the **Schedule-at-a-Glance** for a listing of all activities.

A checked box means you are **NOT AVAILABLE** to meet at that time.
Step 4: View Appointment Requests

- You will receive an email from Exhibit@same.org notifying you when an appointment has been requested.
- Login to the ESC / Matched Networking Set-Up to manage the appointment request.
- Go to the Appointments tab view your appointment requests.
- Click on the individual’s name to see their profile – this helps you determine if you want to accept or decline!
- For each appointment request, there is a yellow calendar button in the APPT column. Click on the calendar icon to generate the window where you’ll accept or decline the appointment.
- Once you’ve approved an appointment, you’ll come back to this page to assign the appointment to the appropriate booth staff by clicking on “Select Booth Staff”. You MUST assign a person to each appointment!
  - Only those registered as booth staff can be assigned to appointments!
Step 5: Accepting or Declining Appointments

- Review the details of the request before taking action. Remember that appointments are at a premium. Take appointments with those who you can legitimately work with soon. It is appropriate and acceptable to decline a request with someone if there is not a possibility to work together!
- Write a note to the recipient in the notes field provided
  - For ACCEPTS: Let them know how to best prepare for your meeting or if you have specific questions for them. Remind them to forward their supplemental information sheet and capabilities statement prior to your meeting, and provide an email address at which you’d like to receive the information.
  - For DECLINES: Note WHY you are unable to take the appointment but suggest that you connect after SBC to explore longer-term possibilities.
- At the bottom of the “Edit Appointment with Attendee” window, click the appropriate button to Accept (Confirm) or Decline the appointment.
- Once you’ve confirmed or declined the appointment, the individual will receive a notice of your action.
- You’ll be taken back to the Appointments tab where you can assign the appropriate staff to conduct the appointment.
Step 6: Assigning Appointments to Registered Booth Staff

- You must assign each confirmed appointment to someone.
- You can only assign appointments to registered booth staff.
- All exhibiting company representatives must be registered under the Booth Staff registration form in order for them to appear on the booth staff list, and so you can assign an appointment to them.
- NO ONE IS AUTOMATICALLY REGISTERED.
- The booth staffer will receive a detailed notification email when an appointment is assigned to them.
Things to Remember About Matched Networking

• Appointment requests will open to attendees according to the following schedule:
  – Small Business individual registrants: October 23
  – Medium and Large business registrants: October 30
• The Booth Coordinator point of contact will receive an e-mail when an appointment is requested.
• View requested appointments and accept or deny them in the “Appointments” tab.
• Respond to appointment requests within a maximum of 2 business days of the initial request. It’s best to respond within 24 hours!!
• Assign the appropriate booth staff to the appointment!
• There is no deadline for small businesses to request appointments, so it is important to check your appointment requests throughout the conference.
• Appointments are one-on-one and are by video within the live event platform.
• Please honor all appointments in your schedule. If you are unable to make an appointment due to a schedule conflict, Please message the other party and ask to reschedule.
Game Day: Booth Staff Visit the Networking Portal for Their Appointments

- Individuals login to the live event platform and click “Networking Portal” to conduct their appointments.
  - Links to the live event platform will be on the SBC website and sent via email.
- Select “Smart Match Appointments” to view appointments
- Enter the appointment by clicking the chat icon 💬
- Each appointment is 10 minutes long. Hosts and attendees are asked to monitor this time limit. The appointment will not end on its own after 10 mins.
- Both the Host and attendee should respect each other’s schedules and start and end the virtual appointment on time.
- Please honor all appointments in your schedule. DON’T BE A No-SHOW!
- SAME is not responsible for ensuring your schedule is accurate, accepting or denying appointments, checking your appointment schedule, or reminding you of appointments.
Making Your Meetings A Success

• Overall, the Matched Networking is an opportunity to start and build upon relationships. These appointments will be most beneficial to everyone when that’s the approach!
• All appointments ARE one-on-one VIDEO meetings. Be comfy yet professional!
• Before you meet, review the profile of the individual as well as any other information they’ve provided. If you do not prepare, the meeting will not be beneficial to either of you!
• Give the businesses tips on how to best work with your organization, get their foot in the door, how you evaluate businesses, etc.
• Talk about specific upcoming opportunities coming down the pipeline for SBs to work with your organization.
• Be open, respectful, and professional. This is a dialogue and stepping stone to create a new relationship or solidify an existing one.
• Follow up after the conference!
NEED HELP?

SAME is here for you! We want the Virtual Matched Networking to be a success for both you and the SBs participating! If you have any questions or need a bit of extra help, contact us!

Exhibit@same.org
Kelly Dawson – 703-549-3800 x111

During the live event, please use the chat widget or help desk within the platform for any assistance you need.