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Virtual matchmaking events - How do they work?

A matchmaking event is a quick and easy way to meet potential cooperation partners. 25 minutes run fast, but they are enough to build first connections before the meeting ends and the next talk starts.

1) Registration

Register via the [Register](#) button.

2) Publish a business profile to showcase your needs

Create a clear and concise business profile to raise your visibility on the b2match platform.

Your profile should describe who you are, what you can offer to potential partners, and who

you want to meet. A good profile will generate significantly more meeting requests.

3) Browse profiles of attendees

Go to the participants list to find out who is offering interesting and promising business

opportunities.

4) Send & receive meeting requests

Browse published participants profiles and send meeting requests to those you want to

meet during the event.

5) Matchmaking Event

Access your meetings in My Agenda, where you have your complete schedule for the event

and the list of your meetings. Check your camera and microphone and don't be late!

## How to initiate a Virtual Meeting?

1. Identify promising participants on the **Participants** list on the event's website. Once
   you found a suitable meeting partner, click on the participant's card in order to
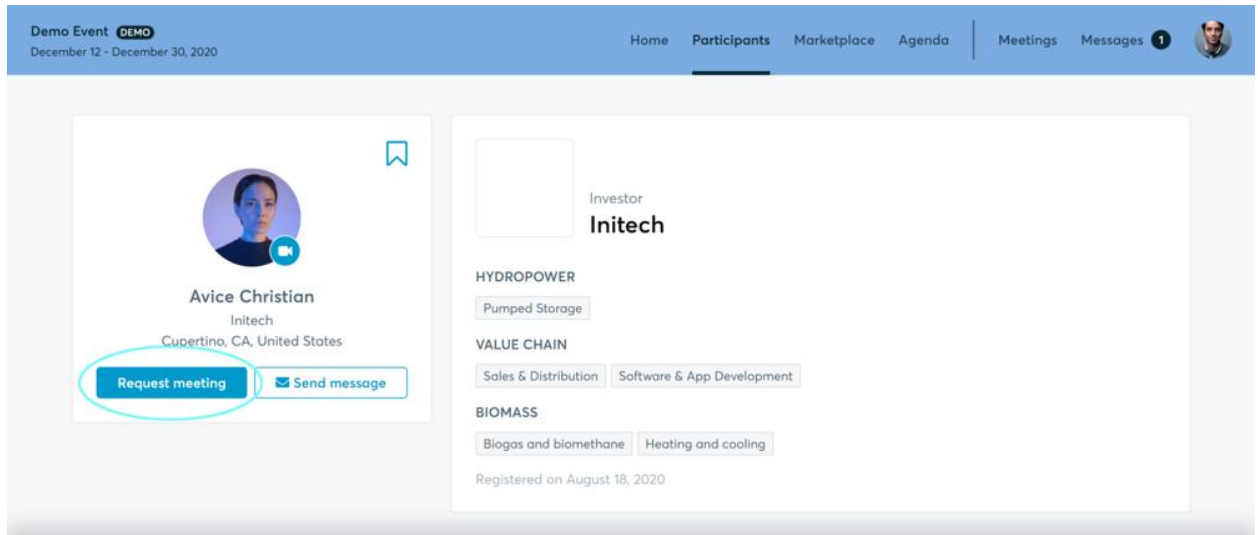   access their profile

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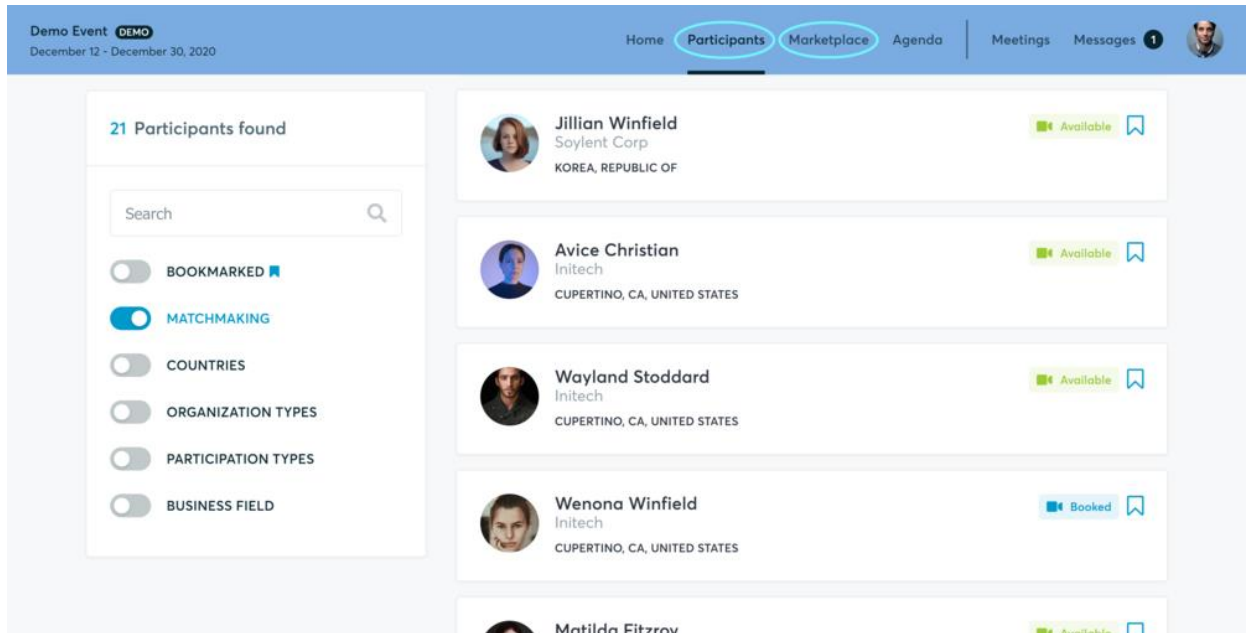
2. Use the **Messages** functionality to chat about common interests and availability.
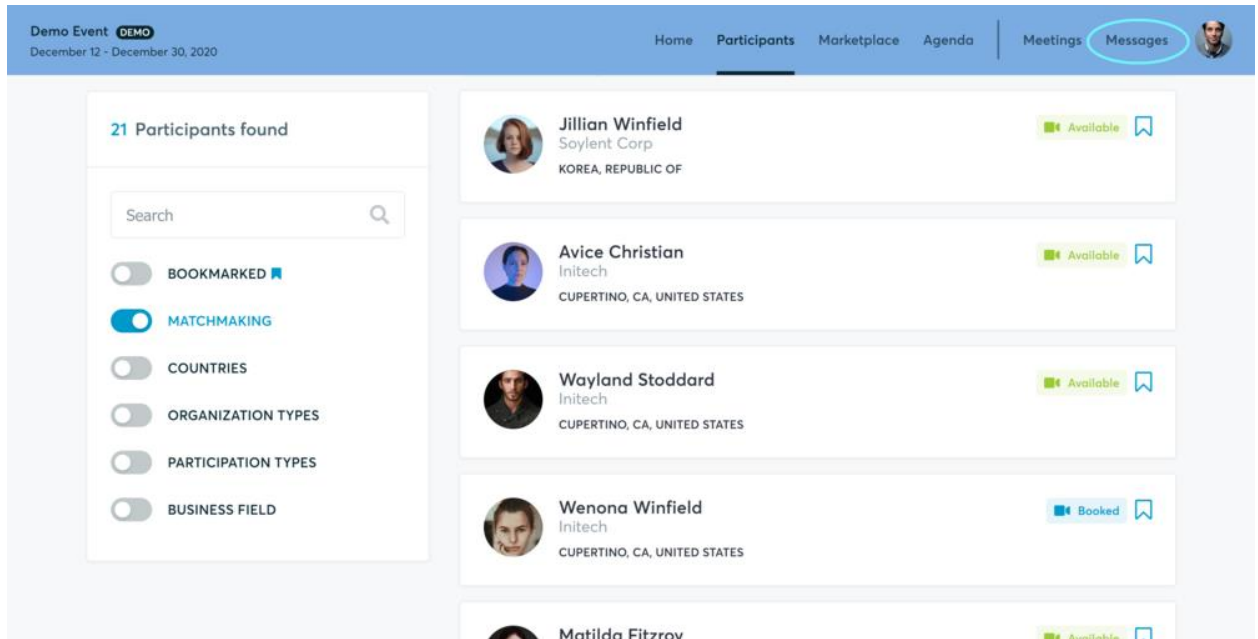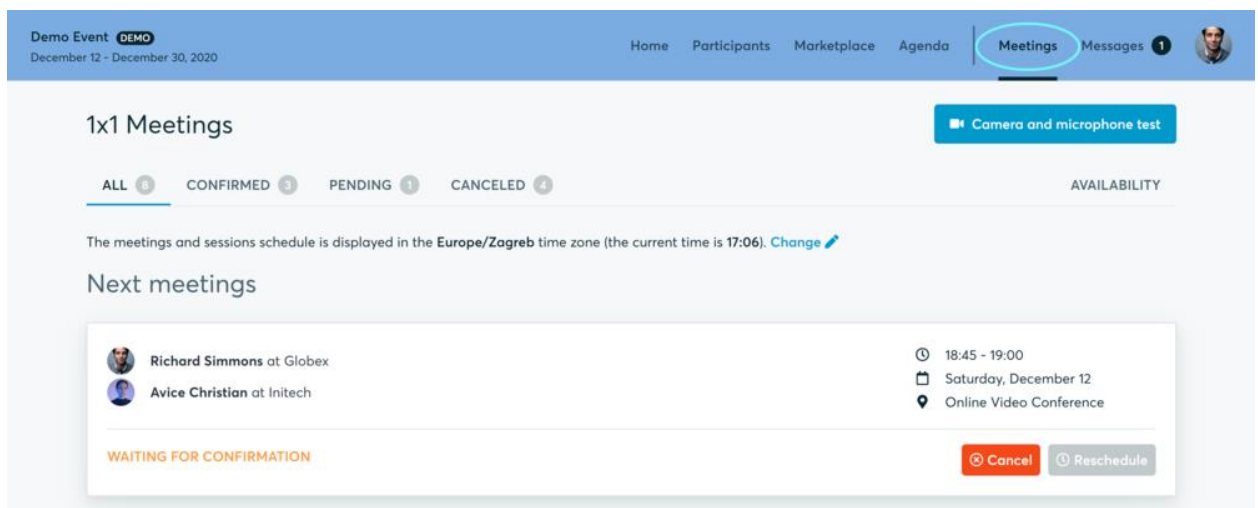

3. Click on the participant's preview if the participant is marked as **Available**
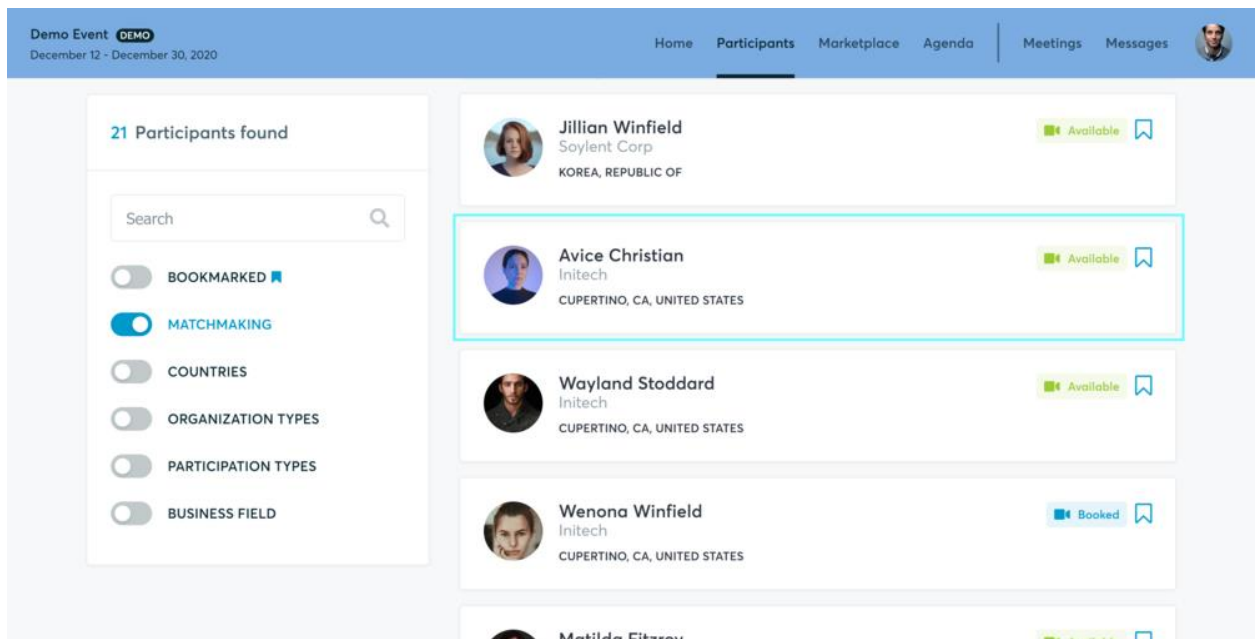
4. Click **Request Meeting**, under the participant's photo, to request a meeting

5. Check **My agenda** and **Meetings** for your schedule and your list of confirmed meetings.

6. At the time of the meeting, go to the Meetings page and click on **Start Meeting**

- You can invite guests through the **Invite guests** button, or share your screen through the screen sharing button

- A virtual meeting can be started at any given time before its ending time and it won't stop automatically, one of the participants has to end it

- The remaining time will be displayed on the top left corner

- The next meeting card will be displayed with one minute before the next meeting

- Clicking on **Start Next** Meeting will end the current meeting and will start the next one

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Technical requirements for Virtual meetings

The virtual meetings take place through the b2match video tool, which is integrated in the

b2match platform and it doesn't need to/it can't be downloaded.

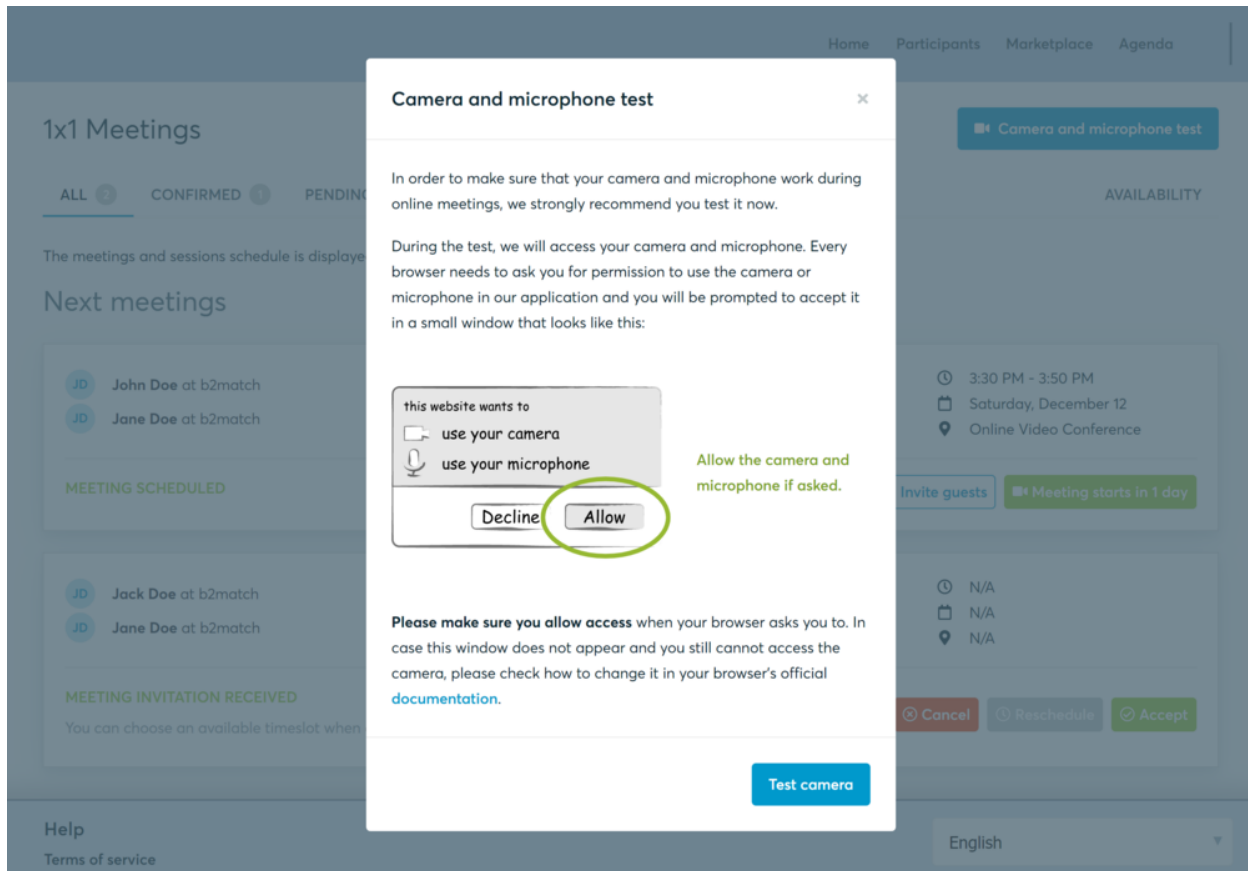install the latest version of your browser

- [download latest Google Chrome version](#)
- [download latest Mozilla Firefox version](#)
- [download latest Microsoft Edge version](#)
- [find out what browser you're using and if it is up to date](#)

Use a device with an incorporated webcam or a webcam. Without the camera, the meeting

can still take place in the audio mode.

Microphone and camera

You can test your microphone and camera in your **Meetings** list, once you are logged in to your b2match profile. In order to do this, you need to click the blue **Camera and microphone test** and follow the instructions.

If there are issues, the system will indicate the browser's documentation's regarding the microphone and camera usage

- browser's permissions to use the microphone and camera
    - [Using your camera and microphone in Google Chrome](#)
    - [How to manage your camera and microphone permissions with Firefox](#)

- system's permissions for the microphone and camera
    - [how to set up and test microphones in Windows 10](#)
    - [change the sound input settings on Mac](#)

Additionally, you can do the following checks:

- test your microphone with other apps, such as Google Meet, Skype, Zoom, etc.
- run [Twilio's network test](#), which will start an automatic diagnosis to check if Twilio has permission to use your microphone and camera
    - Twilio is the name of the software we use for online meetings

Happy matchmaking!

Frequently asked questions:

Profile

What do I do if I forget my password?

- Click **here** or click **Login** in the upper right corner of the event website
- Click the "Forgot password?" link
- Enter the email address you used to register for the event
- Click the Reset Password button
- You will receive an email with a "Reset Password" button
- Click the button and enter your new password in the "New Password field"
- Repeat the new password in the "Repeat Password" field and click Reset your password

Please check your spam and/or promotions inbox in case you did not receive the password reset email!

How do I change my password?

- **Log in** using your email address and your password.
- Go to **Account Settings** in your Dashboard, under your profile picture
- Go to the "Change password" section
- Type the old password in the "Old Password" field and the new password in the "New Password" field
- Repeat the new password in the "Repeat Password" field and save.

Please check your spam and/or promotions inbox in case you did not receive the password reset email!

How do I change my email address?

- **Log in** using your email address and your password.
- Go to **Account Settings** in your Dashboard, under your profile picture
- Enter the new email address in the **Account email address** field
    - Please note that you cannot change your email address to one that already exists in our system
- Click on **Update Email Address**
- Wait for the confirmation email in your inbox and then confirm it

How do I change my time zone?

- Click the **Edit my profile** button in your Dashboard or click **here**
- Select a time zone from the dropdown menu in the "Personal Information" section
- Make sure you set your time zone correctly because the agenda and your meetings will be displayed according to the time zone you have selected

Why is my profile not activated yet?

- If you see a message saying "Your profile is waiting to be activated" when you log in, it means that the event organizers have not done so yet
- If you believe your profile should have been activated already, please check the **Contacts** page and let the event organizers know

1:1 Meetings

How do I request a meeting with someone?

- Go to the **Participants list** and browse through the profiles
- Click on the profile of a participant you want to meet
- Click the **Request meeting** button below their profile picture
- Choose the time and date of the meeting
- Click **Send request**

How to check if my camera/microphone is working?

- Please check that your browser has permission to use your camera/microphone
- Click the **Camera and microphone test** button in your **Meetings** and follow the instructions
- Depending on your browser settings you may be asked to confirm the activation of the Camera/Microphone through a pop-up dialog form
- If you have already declined to give your browser permission to use your camera and microphone, you will need to adjust the browser's settings
- How to adjust the microphone/camera related settings in your browser?
    - [Google Chrome](#)
    - [Mozilla Firefox](#)
    - [Opera](#)
- If none of the above works, consider switching to another device to join the meetings.

How can I share my screen during 1:1 meetings?

- Click the Screen Sharing icon ⌧ right next to the camera icon
- Choose what to share (your entire screen, a window, or just one browser tab)
- After you have selected, click the Share button

Please note that if you share your screen while playing a video, the other participant(s) will **not hear the sound** unless it's coming from your PC/laptop and is loud enough for your microphone to pick it up.

Can I invite a third person to my 1:1 meeting?

- You can invite other people, such as your colleagues, to join the meeting
- To do so, go to your **Meetings** page and click the **Invite guests** button that is visible in all your upcoming meetings
- A pop-up window will appear with a direct link you can send to anyone you want
- When that person clicks on the link, they will be redirected directly to the online 1:1 meeting
  - The person does not have to be registered for the event or have a b2match profile to join the online meeting this way
- You can access the invitation link even if you have already started the meeting by clicking the Invite guest icon 👤+ in the bottom left corner of your screen

Please do not share your login information with your colleagues if you want them to join your meeting. If two people are logged in to the same profile and join the online meeting, one of them will be kicked out. **Always** use the direct link to invite other people.

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Why can't I request meetings with some participants?

- Participants available for meeting requests are indicated with the Available icon. If you do not see such this icon:
    - You may not have registered for any 1:1 meetings sessions
        - please make yourself available for 1:1 meetings sessions via **Agenda** or **Availability**
    - The participant you want to meet might not have registered for any 1:1 meetings sessions
    - Booking rules applied by the event organizer might not allow booking specific participant groups, e.g. no meetings among Sellers & Sellers; Start-ups can't send meetings requests to Investors, etc.
    - You might not have any common overlapping 1:1 meetings sessions
        - Please sign-up for some additional 1:1 meetings sessions via **Agenda** or **Availability**