

Appointment and scheduling help guide for buyers

Welcome to the IMEX appointment system! Designed to help you easily plan your time at the show - manage your business appointments, alongside education and other events.

This How To Guide will help you navigate the options and functionality, but you can also check out our [Help Guides](#) and [FAQs](#). You're also welcome to contact us if you have more questions.

Who can make appointments

Only buyers - hosted buyers and visitor buyers - can make appointments. You can only make appointments with exhibitor staff.

How do I find my appointment schedule

Go to Networking, then to My Schedule

I've gone to My Schedule and I can't see anything?

Don't worry - you won't see anything in Your Schedule until an appointment, education session, event or block has been placed in it!

What will I see once I start making appointments or adding education and events?

At the top of the page you'll see the dates of the show, Monday 22 May - Thursday 25 May.

Although you can't make exhibitor appointments on Monday 22 May, you will be able to add education and events to your schedule on this day.

You need to select the day you wish to view.

You can then either view All types of appointments and events that have been added to your schedule – so a combination of business appointments with exhibitors, plus any education sessions, exhibitor events or schedule blocks that you've added.

Or you can select just one of the above activities to view. (In all cases, remember you're viewing the activities per day.)

You can also view your schedule as a list, or in a calendar view.

In the calendar view, just hover over the relevant appointment or activity to see the full details. (Nearer to the show, the calendar view will show the Name of the person you've scheduled the appointment with and the stand number/ location to ensure easy navigation onsite).

Can I sync my schedule with outlook/ gmail?

Yes – nearer to the show, this functionality will be available.

You can also export your schedule to a pdf – click the Export button.

What will block time in my schedule?

- Individual exhibitor appointments that you've made
- Group appointments (if you have these they have been automatically placed in your schedule)
- Stand presentations that you have booked into via the Exhibitor Directory search
- Schedule blocks that you or your intermediary/ group leader have added to your schedule

All the above will block time in your schedule - this means that when the system looks for a matched timeslot between you and an exhibitor that you're trying to book an appointment with timeslots with these types of activities already booked in will not show up.

However, you can book appointments at the same time that you might have added an education session or stand event (such as a reception or competition).

Why are some appointments in different colours?

- Appointments that block time in your schedule (see above) appear in either Green or Red:
- Green = a scheduled appointment with an exhibitor
- Red = cancelled appointment with an exhibitor (NB: to remove it from your schedule you will need to Delete it)

Activities that do not block time in your schedule, such as exhibitor events and education sessions appear in Orange.

Can I add multiple education and events at the same time?

Yes – you can add multiple educational events and stand activities such as receptions, at the same time in your schedule.

If I've booked an appointment with an exhibitor and I want to attend an educational event or stand event at the same time – what should I do?

Business appointments with exhibitors always take priority. Please keep your commitment to the exhibitor and attend the appointment, unless you are in good time (at least 24 hours) to reschedule it.

How do I find exhibitors I want to make appointments with?

- Go to the Exhibitor Directory
- Search for an exhibitor
- You can either click +My Schedule directly from the search page or from the exhibitor's directory page#

Other ways to find exhibitors to make appointments with:

Look out for the My Schedule icon in the following locations:

- Product and Services search
 - Attendee Listing
- (NB: you'll only see the icon on exhibitor profiles (you can message other buyers, but not make appointments with them))*

How do I make an appointment? [WATCH VIDEO](#)

Once you've clicked on the +My Schedule button, you'll go to the Appointment Request. Complete the sections on the page and click Next Step to choose the Date and time of your appointment.

A few top tips:

- Any sections with a * are mandatory before you can move on
- **Selecting the exhibitor staff member:** if the exhibitor has more than 1 member of staff you can choose to either make the appointment with 'anyone at the company' or a specific staff member. Select staff via the drop down list (Note - you can select more than one person, but this will limit availability options)
- **Subject:** make sure you insert a subject that you and the exhibitor will easily understand (this wording will show up as the Title of any Outlook/ Gmail calendar entries when you synch your schedule)
- **Location:** this defaults to the exhibitor stand during show hours
- **Appointment Documents:** you can add documents relevant to the appointment, such as RFPs
- **Date & Time:** once you've added the Appointment details, click Next Step to see the date/ time availability matches between yourself and the exhibitor you've selected. If there are no matches, you can choose other staff members or 'anyone at the company' and the page will automatically refresh the availability.
- Select the date and time of the appointment and click Request Meeting. This will automatically add the appointment to your schedule and the exhibitor's schedule.

Do exhibitors need to accept my appointments?

No - you are in control and appointments you make are automatically added to the exhibitor's schedule.

However, exhibitors can do the following:

- Cancel your appointment (you will receive the reason by email if they do)
- Move your appointment to a different staff member
- Invite other staff to join your appointment

What happens if I or an exhibitor cancels an appointment?

- If you or an exhibitor cancels an appointment you'll receive the reason for the cancellation by email
- You'll still see the appointment, with a status of Cancelled in your schedule (it will have a red bar against it). It will not continue to block that time in your schedule so you'll still be able to make appointments in this timeslot.
- If you'd like to remove the appointment record entirely from your schedule view, click Delete to remove it completely. *(NB: you will not be able to reinstate it once you have done this)*

Blocking times in your schedule [WATCH VIDEO](#)

- Either: Go to Networking/ My Schedule and Click Block Your Schedule
- OR: go to My Dashboard/ Block Your Schedule
- You'll see a page with Schedule Blocks for every 30min timeslot from 10am - 5.30pm on show days, as well as All Day Schedule Blocks (9.30am - 5.30pm, up to 4.30pm on Thursday)
- Click '+ My Schedule' to add Schedule Blocks

Adding Notes/ Reasons to your Schedule Block times

- It's not possible to add a reason for a block within the schedule.
- Instead, nearer to the show, you can export your schedule to either Outlook or Gmail, where you can add notes.

When I look at my appointments in the calendar view it shows 2 times - why?

When you hover over an appointment in the calendar view you'll see:

- Local time: this is the timezone where you are currently located
- Europe/ Frankfurt: this is the timezone when you are onsite at IMEX Frankfurt - this is the relevant time for the show!

Can I make/ see appointments in the mobile app?

Yes you can! All the functionality you have via a browser is also available on the mobile app. As soon as the app is ready for download we'll let you know.

We recommend you use the app to manage your appointments onsite at the show.

What should I do if I can no longer make an appointment?

Before the show: if it's before the show you should either reschedule or cancel the appointment (to give the exhibitor the opportunity to have an appointment with another buyer).

At the show: you can cancel or reschedule appointments via the app; but if it is very close to your appointment time, please visit the exhibitor on their stand to let them know as a courtesy – they may not see the change if they are busy on their stand.

**NB: exhibitors can mark buyers as an appointment 'no show' and this information is checked after the show. It's up to you to ensure that you manage conflicts in your schedule.*

Top Tips

- Tour Icon: at any time if you want to know more about the features on the webpage you're viewing, click the ? Tour icon on the top right corner and you'll get a quick feature tour
- Spend some time browsing exhibitors, products and services. Save your favourites so you can come back to them later and make appointments. You'll also see updates from your favoured exhibitors and buyers in the Feeds section.