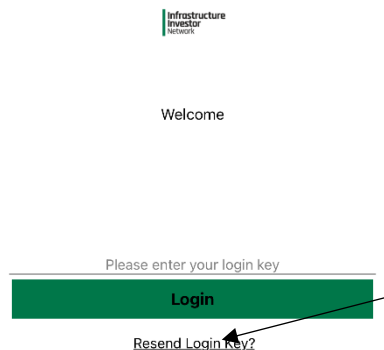**Infrastructure Investor Network**

Global Summit

App FAQs

1. How do I access the app?

Once you have downloaded the app, type in your login key that you will have received via email. If you do not receive the email, you can click 'resend Login Key'.This will then resend you the email with your pin.

If you still experience issues, please email eventsteam@peimedia.com for further assistance.

Infrastructure Investor Network

Welcome

Please enter your login key

Login

Resend Login Key?

2. My details are incorrect, how do I update my profile?

Infrastructure Investor Network

You can update your information at any time by clicking on the small circle where your photo will show at the top right of the app.

3. I need to upload a photo of myself to my profile. What are the photo guidelines?

You need to upload a passport style photo to the App as it will be used on your badge to grant you entry to the conference. Please click HERE to check the guidelines. Please note that failure to upload a photo will result in your entry to the conference being withheld.

4. Can I download the agenda?

Unfortunately, you are unable to download the full agenda from the app. Please click HERE to be taken to the Global Summit website where you can download the agenda.

5. Can I build my own agenda from sessions across the different Forums?

Yes, you can build your own agenda by going into the session you are interested in and clicking on the '+' icon on the agenda. You can then see the sessions you have added in 'My Agenda' section allocated at the top right.

6. Can I download the Members List?

Members

Unfortunately, we do not provide a downloadable version of the member list. However, the member list can be viewed by clicking the "Members" icon on the home screen.

PEI

1-2-1 Meetings Scheduler FAQs

1. **I'm registered to attend the Global Summit for all four days, how do I book a meeting?**

   Click on the member you wish to book a meeting with on the 'Members' page. Once you are in their profile, you will see the icon under their photo. Click on that icon and follow the instructions to book your meeting. For further detail on this please view our App User Guide.

2. **I'm trying to book a meeting but the time slot I have selected is not available?**

   Time slots will not be visible once all tables have been booked for that specific slot.

   Please try booking a meeting for another time or check back later as meetings maybe cancelled and slots may become available again. Please also check your meeting limit as you may have exhausted it.

3. **I'm trying to find a member, is there any way I can filter the Member List?**
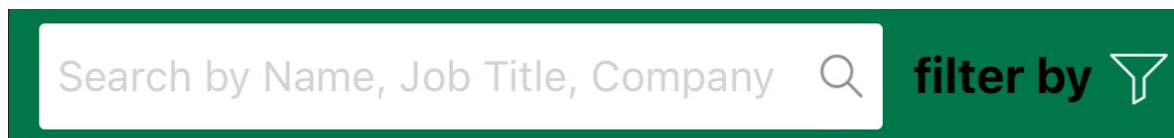
   Yes, you can filter the Member List by clicking on 'filter by' icon at the top right of the member list. This allows you to filter by Aims, Industry Sector, Investment Thesis, Institution Type, Geographic Focus & Areas of Interest they selected when logging into the app.

4. **How do I know if I've received any meeting requests?**

   Notifications for meeting requests will be visible in the 1-2-1 section of the app which can be found on the home screen. You will also receive emails whenever someone accepts or rejects a meeting.

5. **How many 1-2-1 meetings can I book?**

   You can schedule meetings with other members during the conference via the event app. You have the ability to schedule up to 20 meetings across the 4-day conference (we recommend 5 per day). Please note: pending requests count towards your 20-request limit. If a request is rejected or not accepted within 72 hours, the meeting slot will be released, freeing up space for a new request.

   If you still experience any issues, please contact the onsite helpdesk or email eventsteam@peimedia.com for further assistance.