

Event Portal FAQs

For Exhibitors

Q: What is the Event Portal?

A: The Event Portal has been created to allow you to update your booth profile, select your product categories, access links/information, and complete additional tasks. You can use this as a free platform to market your company's participation at METALCON as well as connect with attendees and prospects before the show.

Q: How do I access my company's account?

A: To log into your company's exhibitor account, please go to the [Event Portal](#). Once you have landed on the homepage, select the "Login" button and enter the necessary information. Please use your company's primary contact's email address and the designated password on your Exhibitor Confirmation Letter. If you are having trouble accessing your account, please email amanda@metalcon.com. If you cannot find your password, simply click "Forgot Password" and follow the steps, still using the primary contact's email address. Once you have entered the email and password you should be able to log into your company's account!

Q: How do I update my profile?

A: After you have logged in, select the button that says, "Edit my organization profile" which will bring you to your customizable profile page. Click the "Edit" button in the top right-hand corner of the About Section. Fill in the What We Do, Website URL, and Categories sections. *Please note, what you add in the What We Do section is the description that will be included in the show preview and on-site show guide.*

Q: How can I connect with attendees and prospects through the Event Portal?

A: The Event Portal's Matchmaking feature allows you to connect, message, and schedule meetings to connect with attendees and prospects before getting on-site. To connect, go to the user's profile and choose whether to Add Friend, Message, or Schedule Meeting. The user will be notified of the request.

Q: How do I log in if I am not the Primary Contact on our account?

A: Any employee trying to log in under the company account must be listed as a company contact in the Exhibitor Dashboard. To review and update this information, please log into your Exhibitor Dashboard using the password on your booth confirmation email and go to "Manage/Update Your Company Contacts". Once you are listed as a company contact, you can follow the same steps as above to set up your account and log in.

Q: How do I upload products to the Event Portal?

A: On your exhibitor profile page, you will see 4 boxes underneath the About Section. One of which is "Products". You can select "Add Listing" and follow the steps to upload your products. Include a title, description, the date the product was launched, the category it falls under and the URL to buy/view it. You will also see 3 other boxes labelled "Press Releases", "Show Specials" and "Videos". You can follow the same steps to upload any of these as well.

Q: What other features does the Event Portal have that we can benefit from?

A: The Event Portal has a variety of new special features that you can take advantage of to help market for METALCON, stay on top of deadlines, and more! Check out our [Special Features Quick Facts](#) page to learn more about them!

For Attendees

Q: How do I create an account in the event portal?

A: Simply go to our Event Portal homepage and select “Create Account”. You will be redirected to a sign-up page. Follow the instructions and fill in the required information. Once this has been filled out in its entirety, your account will be created.

Q: How do I edit my profile?

A: Select the drop down arrow next to your name in the top right corner and select “View (Your Name’s) Profile”. This will bring you to your personal profile where you can add a profile and cover photo, and update the company you work for along with a brief description. This will let people know who you are and a little more about you if they come across your profile.

Q: Can I keep a list of certain exhibitors I have an interest in?

A: Yes, you can create a “Favorites” list where you will be able to see all the exhibitors you have favorited and want to remember. Simply click the yellow star button next to the exhibitor’s name. This will allow it to populate on your home page in the favorites box as a running list.

Q: Can I see all the exhibitor listings in one place?

A: Yes! Go to the Marketplace tab in the navigation bar. Here you will see all the different categories including Press Releases, Products, Show Specials and Videos.

Q: Can I connect with exhibitors before the show?

A: The Event Portal’s Matchmaking feature allows you to connect, message, and schedule meetings to connect with exhibitors before getting on-site. To connect, go to the exhibitor’s profile and choose whether to Add Friend, Message, or Schedule Meeting. The exhibitor will be notified of the request.