

## Frequently asked questions for visitors

We are pleased to welcome your visit to our exhibitions!

### **Q: How do I register for a visit?**

A: Please visit the Pre-registration on the Official site and enter your information. (free)

STEP 1: Complete your information and answers on questionnaire. **Next**

STEP 2: Check your information and answers are correct on the confirmation screen. **Apply**

STEP 3: On completion of registration, “**Visitor Badge**” will appear on the screen and a confirmation email with instructions will be sent to the registrant's e-mail address and Print the Visitor name badge in **color** before arriving at Venue.

\* URL in the email expires after 7 days for security reasons. To access to your badge after the expiration, click the URL on the email. A new email will be sent with the new URL. You can access to new badge and print it out.

### **Q: I do not receive a “registration complete” email though I registered.**

A: If you do not receive a “registration complete” email, there are some possible reasons shown below.

Check the reasons below and contact us if you cannot find the answer.

Case.1: Spam filter offered by your Internet service provider, etc. misjudged the email as spam and sorted it into spam folder.

Solution.1: Check the spam folder or ask your company's network system representative if the email is sorted as spam.

Case.2: The email address you entered in registration was incorrect.

Solution.2: If the email is not in the spam folder, it is not delivered to you due to email address error. If so, please contact us.

### **Q: I have registered / visited in the past. Do I need to register again for this year? Can I use the User ID and Password used in the past?**

A: Registration for visit is necessary every year. In addition, the User ID and password used last year cannot be used due to security reasons. We appreciate your understanding.

### **Q: I cannot proceed to the next step though entered all information in STEP 1 of the pre-registration.**

A: It may show alert to notice as error on the screen, please kindly put in your information or correct the information.

**Q: Can I visit the exhibition without pre-registration?**

A: If you have an invitation, you can entry to the event for free. Visitors who do not have a pre-printed visitor badge or visitor invitation pay 3,000JPY for entry to the Event. We strongly recommend you to pre-register in advance.

**Q: Can I register as a group?**

A: No, Please kindly register by each.

**Q: I deleted the registration complete email. Who should I contact to request to send the email again?**

A: Please contact your exhibition team as following email addresses.

**Enquiries:**

nano tech: nanotech@jtbcom.co.jp TEL 03-5657-0760

TCT Japan: tctjapan@jtbcom.co.jp TEL 03-5657-0760

ASTEC/SURTECH: astec@jtbcom.co.jp / surtech@jtbcom.co.jp TEL 03-5657-0850

InterAqua: interaqua@jtbcom.co.jp TEL 03-5657-0757

neo functional material: kinousei@jtbcom.co.jp TEL 03-5657-0761

JFlex: jflex@jtbcom.co.jp TEL 03-5657-0761

3Decotech Expo: convertech@jtbcom.co.jp TEL 03-5657-0761

ENEX/Smart Energy Japan/Energy Supply & Service Showcase: low-cf@jtbcom.co.jp TEL 03-5657-0762

interOpto/LED Japan/Imaging Japan : all\_about\_photonics@jtbcom.co.jp TEL 03-5657-0769

MEMS SENSING & NETWORK SYSTEM: mems@jtbcom.co.jp TEL 03-5657-0768