

## 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 click [here](#) and enter your information. (free)

STEP 1: Complete your e-mail address and select exhibitions' name, date and time of visit on questionnaire.

**Next**

STEP 2: Check your confirmation e-mail "[Visitor Registration] Please set your password". Click the URL on the email and confirm "Attendance policy" and "About the handling of personal information" and set your password. **Next**

STEP 3: Complete your information and other questionnaires.

STEP 4: Click "Move to register for pre appointment function", if you would like to send meeting request to exhibitors and manage your meeting schedule.

\* Click the URL "here" for log-in and printing your "**Visitor Badge**", if you do not use "pre appointment function".

STEP 5: Log-in and print out your visitor badge.

\* Visitor badge should be printed in **color and at 100% scale**. Please make sure the preview before you print it.

\* At the same time, you will receive the e-mail "Visitor registration has been completed (9-11/Dec/2020 Tokyo Big Sight)". You can print your visitor badge by clicking the URL in the e-mail.

### **Q: I cannot register myself and the display shows "This email used already".**

A: You have already registered yourself before or you are registered as exhibitors on the "pre appointment function system".

**Visitor** > Please enter your ID and password you set before. You can visit all concurrent exhibitions (West Hall 1-2) with one badge. Please click "[here](#)", if you forget your password.

**Exhibitor** > Please click "[here](#)" to log-in.

### **Q: I do not receive a "[Visitor Registration] Please set your password" email though I registered.**

A: If you do not receive the email, there are some possible reasons as follows.

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 I entered all information in STEP 2 of the pre-registration.**

A: Please make sure your password is correct in the rules:

**[Available characters for password]**

- No fewer than 6, nor more than 12 characters (only one-byte alphabets and numeric numbers)
- Should contain at least one letter and one numeric number.

Please make sure if you agree "Attendance policy" and "About the handling of personal information".

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: All visitors must sign up online for COVID-19 countermeasures. Please make pre-registration online 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 our support desk as following email addresses.

**Inquiries: Support Desk**

JTB Communication Design, Inc. [bizmatch@jtbc.com.co.jp](mailto:bizmatch@jtbc.com.co.jp) Open hours: 10:00-17:00 (except Sat./Sun.)