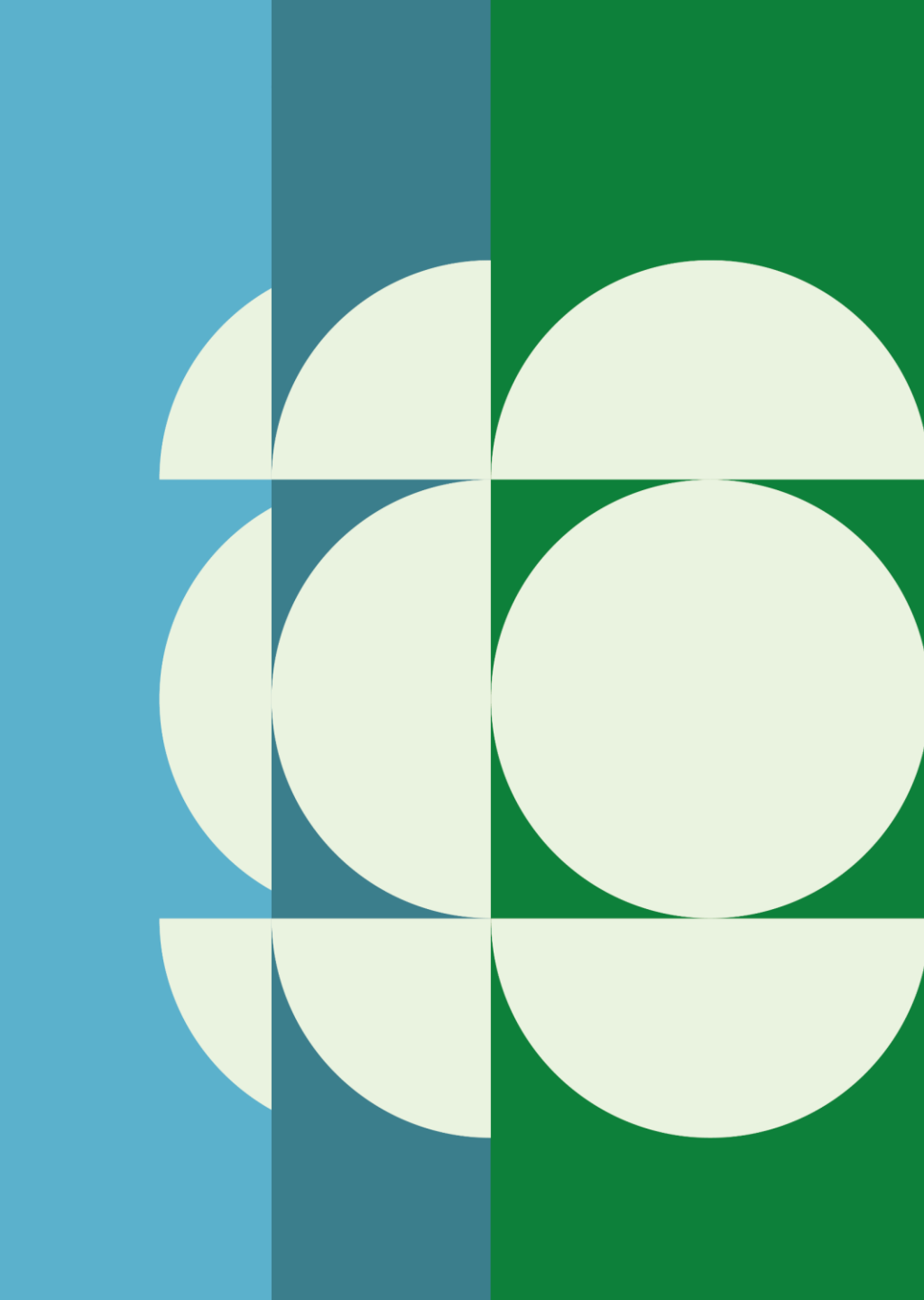




ECOMONDO
The green technology expo.

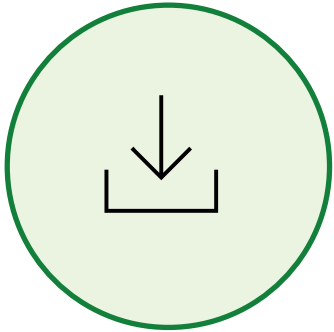
CHAT

User Guide

Organized by **ITALIAN EXHIBITION GROUP**
Providing the future



Interact with your contacts quickly and easily with the App: start direct conversations with visitors interested in your products and services, wherever you are.



Download the Application

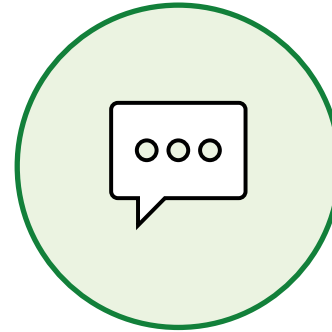
Download the official trade show app in just a few seconds: it's lightweight, fast and ready to use on your smartphone.



Login / Registration

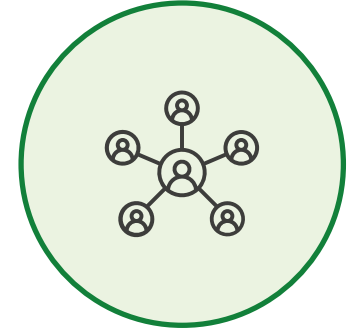
Log in easily with your email: no complex setup, only what you need to get started right away.

**To use the Chat, each Chat Member must have a personal account.*



Open your own Channel

Create and activate your first chat channel to easily organize and manage your conversations with visitors.



Interact with your Contacts

Chat with visitors to boost your business opportunities during the fair.

FIRST, DOWNLOAD THE EXHIBITION APP



The app is available on both
iOS and Android stores:

Download for iOS and
Android



Scan the QR code above
to be redirected to the
correct store.

Each member of your digital team must download the app to access the
Lead Retrieval function with their *personal* account.



STEP 1 | Assign licenses to your Chat Members

ecomondo.com

Here's how to add Chat Members within your digital team:

- Log in to the reserved area with your exhibitor credentials*;
- Go to the «CHAT» section in the left menu;
- Click «Manage chat members»;
- Select «Add Chat Member» and enter the required details.

An email will be sent to the Chat Member, with all the necessary instructions to log in.

***Adding Chat Members in the exhibitor reserved area is the responsibility of the master user or authorized collaborators.**



STEP 2 | Open a Channel for your Chat Member

ecomondo.com

To make sure the chat icon appears on your exhibitor profile and to start chatting, create a channel by clicking "Add Channel"

Name your Channel: that's what visitors will see when they open the chat from your digital profile.

Assign your channel to your Chat Member by selecting it from the drop-down menu.

CHAT
Manage chat members

Chat Members Used 0/1

[Add Chat Member](#)

Channels Used 0/1

No channels configured yet

[Add channel](#)

[ADD CHANNEL](#)

Add a new channel for your company

Channel Name

Chat Member

☒ Active

[Add channel](#)

[X](#)

*Click the **"Active"** button if you've already received enough chat requests and don't want to receive any more. If the dot is highlighted, your channel is active; if it's empty, your channel is no longer visible to visitors.

☐ Active

☒ Active



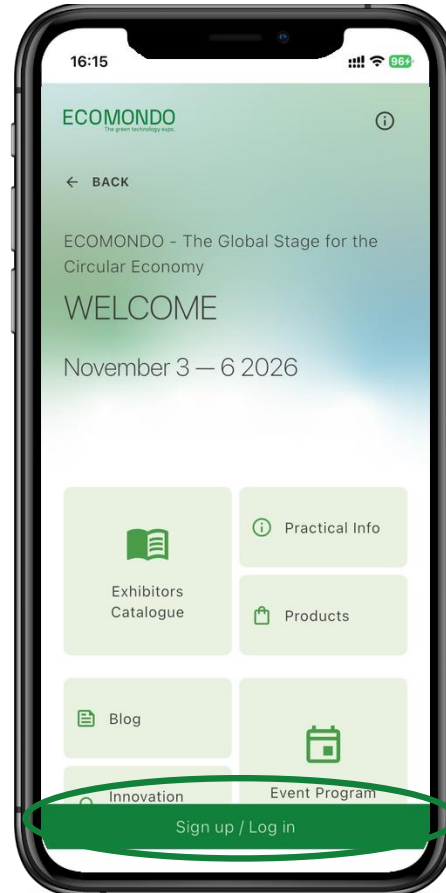
STEP 3 | Log in to the App

ecomondo.com

Log in using your chat members's credentials*.

*Credentials are personal and cannot be used on multiple devices at the same time.

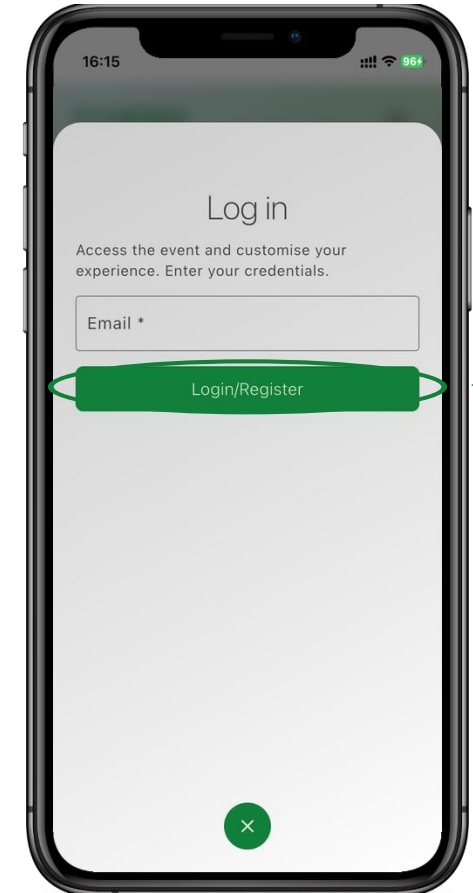
Open the app and tap on "Sign up/Log in" at the bottom of the homepage.



Forgot your password?

No problem: click "Forgot Password" and follow the instructions.

You'll receive an email within seconds to set a new password and log in immediately.



Each member of your digital team must log in with their personal Username and Password.



STEP 4 | Enable notifications

ecomondo.com

Enable notification permissions on your device and wait for a visitor's request

When a new chat is opened, you'll receive a push notification on your device and an email at the address you provided during setup, in order to answer to incoming requests right away



Once you open the notification, you will be taken directly into the chat, where you can immediately start the conversation with the visitor.



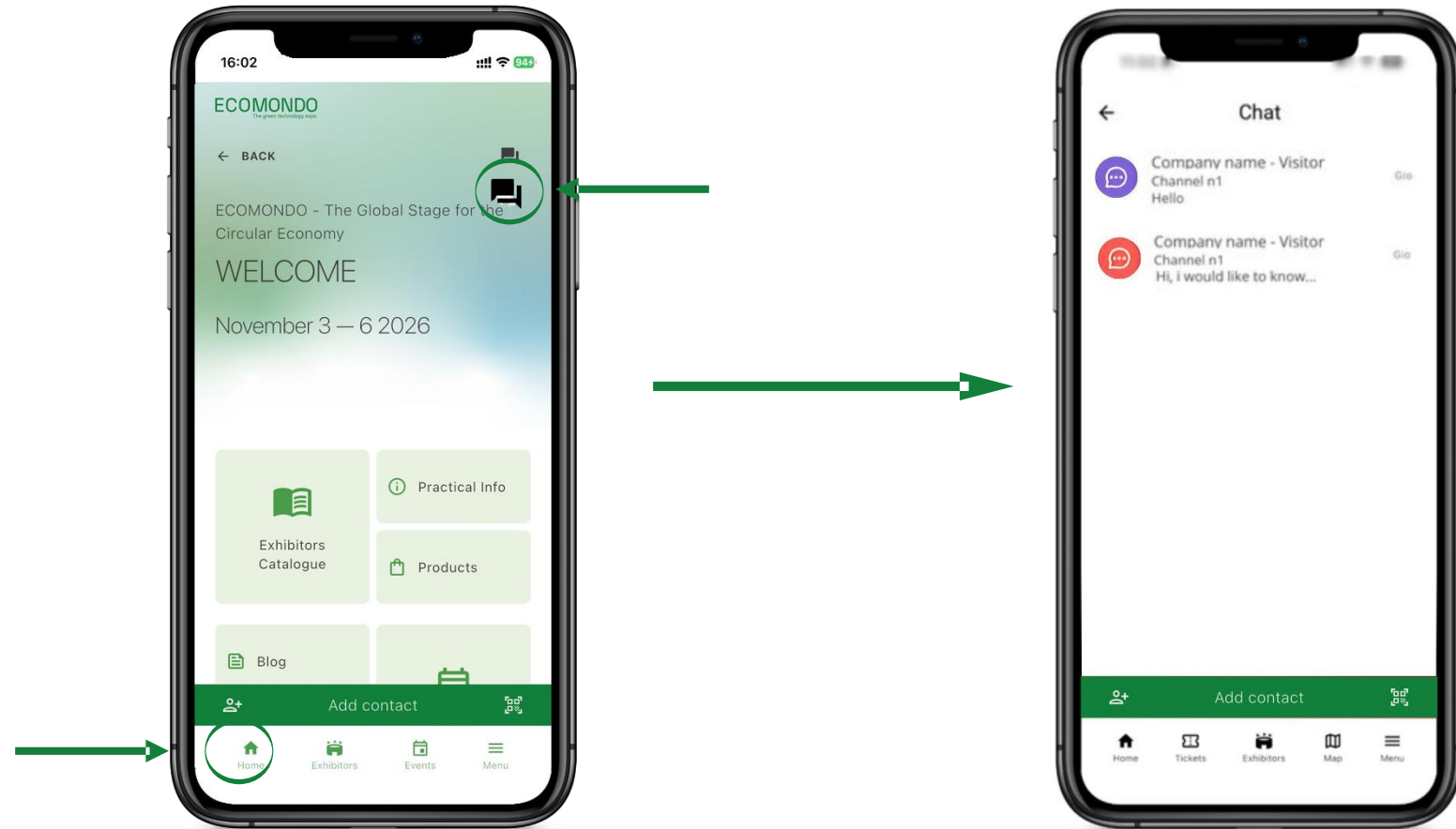


STEP 5 | Manage your chat

ecomondo.com

Click the chat icon in the upper-right corner of the app's homepage to access and view all your active conversations.

Select the chat you're interested in and answer to visitors in real time.



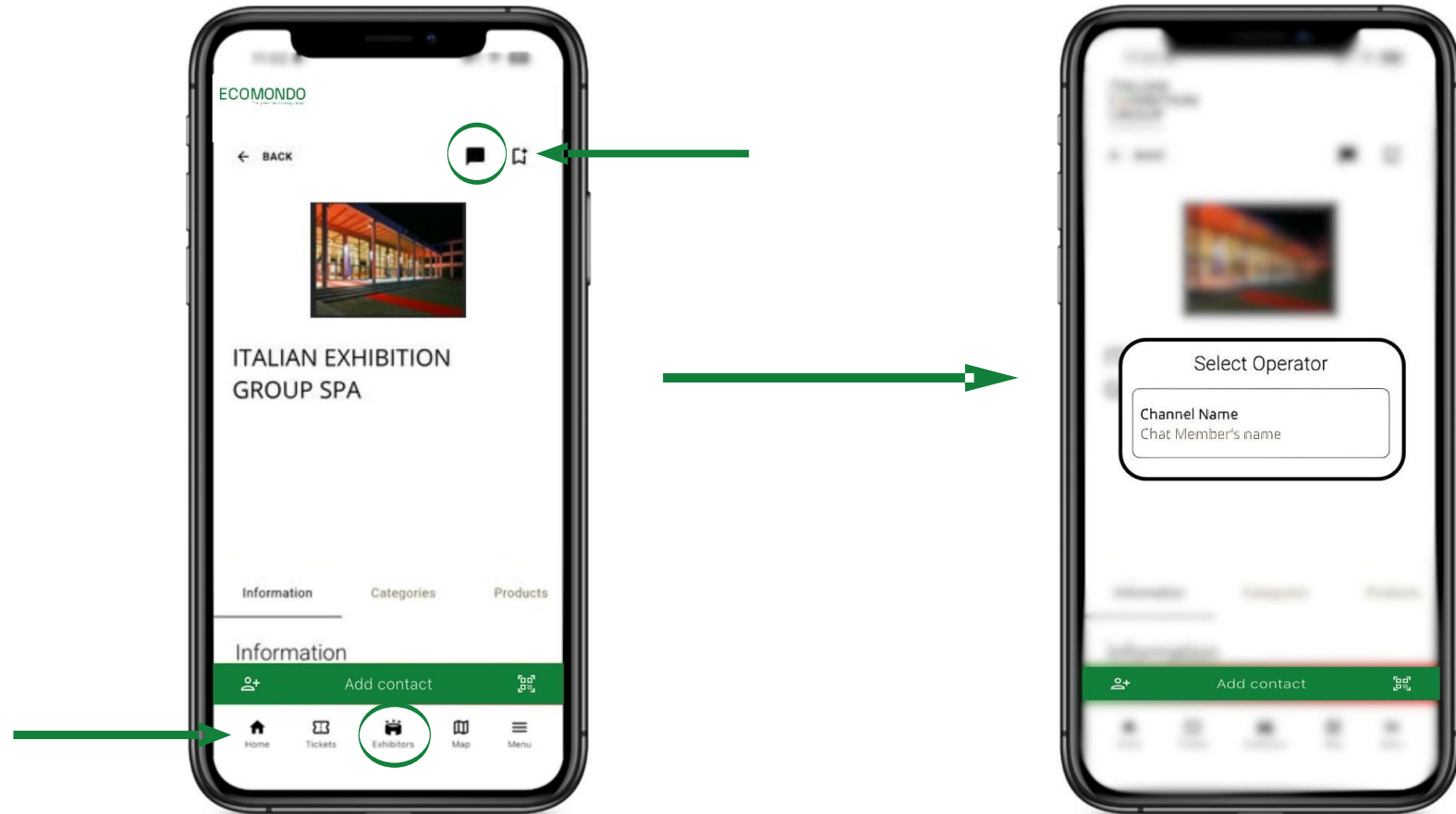


Chat | How does a conversation start?

ecomondo.com

A visitor can contact you by clicking on the chat icon on your digital profile in the app.

A pop-up will appear displaying your channel name, and by clicking on it, the visitor can open a chat and start messaging you.





Thank you!

IEG Digital Support Team

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