

1. The conference has started - I am logged in but there is nothing on my screen

Please open a New/Incognito window (ctrl + shift + N) and log into the event again.

2. How can I access the live streams of the sessions?

After successfully logging into the event and entering the Welcome Lobby, navigate to the Conference Hall via Navigation Menu. Here, you will have access to all the live streams.

3. What if a session has already started but the stream isn't working?

Refresh the window. If the stream is still not working, then open a New/Incognito window and log into the event again.

4. Who do I contact for technical help if I continue to have access problems after troubleshooting on my own?

Please send a mail to lyer.narayanan@informa.com or rohit.gupta@informa.com.

5. If I want to watch 2 sessions that are streaming simultaneously, can I go back later and view one of them?

Yes. Through the Session Playlist feature available in the Conference Hall, users will have access to the recorded sessions of all the live streams.

6. How do I navigate/toggle between the event?

At the bottom of the screen, you will find a collapsible Navigation Menu, which will help you navigate/toggle during the event.

7. How do I ask questions in the Conference Hall?

By clicking on the Q&A button on the right hand side of the screen, a chat pop-up will appear, using which you can share your questions.

8. How do I get in touch with various product booths?

In the Navigation Menu, click on Exhibition Hall. After this, all the different Product Booths will appear on the screen. Click on the Product Booth of your choice to interact.

9. How do I submit the survey?

In the Navigation Menu, click on Survey, which will take you to the survey page. Answer all the 10 questions and click on Submit to complete the survey.

10. How do I go back to the lobby?

You can go back to the Welcome Lobby by clicking on Lobby in the Navigation Menu.

11. I forgot my password. What do I do?

Please click on the “Reset Password” button on the login page. This will send a link to your email ID to reset your password. Check your Junk/Spam folder in case the mail doesn’t appear in the Primary/Main folder.

12. I am unable to login using the given credentials in the email, what should I do?

Please add “91” or “0” before your password and try logging in again.

13. How do I register for the event?

Visit <https://reiexpo.samaaro.com/> and register for the event. Once done, a mail with the login credentials will be sent to the email ID provided. Check your Junk/Spam folder in case the mail doesn’t appear in the Primary/Main folder. If the issue persists, kindly contact the helpdesk at the chat integration on the landing page. If still not resolved write to lyer.narayanan@informa.com or rohit.gupta@informa.com.