

FAQ

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IF THE ANSWER TO YOUR QUESTION IS NOT INCLUDED HERE PLEASE CONTACT INFO@MEETWEST.IE FOR HELP

QUESTIONS FROM PARTICIPATING COMPANIES

MY PROFILE IS NOT SAVING

Have you been **inactive** on the site for **more than 20mins**?

An Internet server session lasts 20mins, after this, all unsaved info is lost.

Save each tab regularly by clicking the save buttons, or by clicking on another tab.

If the problem persists it may be because the **data** you are entering is **blocking the page saving**.

Check each field to ensure you enter the correct type of information required.

(eg. Date in a date field, email in an email field.)



I CANNOT ACCESS THE WEBSITE

Are you using a recent browser? Internet Explorer 6 *will* cause problems as it is over 10 years old. You must change browser or contact info@meetwest.ie for help.

Are you using a “favorites” link or other shortcut button in your web-browser to get to the login page?

The browser may have saved incorrect data, which could be trying automatically to access the page each time you click the link.

Always login from www.meetwest.ie, and click the button for those *already registered*.



OUR COMPANY CANNOT BE CHOSEN FOR MEETINGS IN THE CATALOGUE

A company cannot choose itself for meetings. Your company *can* however, be chosen by others viewing the catalogue.



OUR DELEGATE(S) CANNOT MAKE MEETING CHOICES

A company must have **at least one meeting schedule** to make meeting choices. Choose “with a meeting schedule” in the *Delegates Tab* for a participant.



A PARTICIPANT NEEDS TO HONOUR MULTIPLE MEETING SCHEDULES AT THE SAME TIME

A participant can spread themselves over multiple schedules by marking themselves **present for some and absent for other meetings**. (Go to *Participants Tab* to do this)

Take care to ensure the participant is not present on two meeting schedules at the same time.



OUR COMPANY HAS SEVERAL DEPARTMENTS ATTENDING. CAN EACH PARTICIPANT SEE ONLY COMPANIES FROM THEIR SPECIALITY?

Yes. **Create a company per department** in the system, each with its own delegate, and the corresponding sectors chosen in the *Activities Tab*.

Give them explicit names, e.g.: **Company1 FINANCE Dept**, and **Company1 SALES Dept** so that they can be easily distinguishable in the catalogue.