FREEMAN

EA & Blueprint.

February 21, 2019

Important things to remember.

We have a few important points to remember when using the integration…

Within Showplan Manager, when adding an exhibitor, if you **would like** them to be sent login details to Exhibition Architect, please change them to **Published: ON**

Within Showplan Manager, when adding an exhibitor, if you **do not want t**hem to be sent login details to Exhibition Architect, please change them to **Published: OFF**

Changing an exhibitor from Published ON to Published OFF **does not automatically remove the exhibitor** from Exhibition Architect, please log into the Manual and check that they haven't transferred over.

If they have, please delete their details from the manual.

Please ensure the exhibitor's contact email address, website and telephone number is correct in Showplan Manager, as when we go live, this feeds through to Exhibition Architect.

When you are ready to Go Live with the Manual we will send a mass email out to all exhibitors with a Published: ON status

Exhibitor not receiving emails for EA?
Please **re-send them their email.**

You can also direct them to the Exhibition Architect website for the show – as long as they use the same email address they will be able to Create an Account and login.

Moving exhibitors.

Your Exhibitor is moving location:

Within Showplan Manager, please physically drag the stand over and if necessary, renumber it.

1. Shape Edit>ON>Select the stand and move. Save.

2. To renumber once relocated – Shape Edit> ON> Click edit and renumber

If you delete your exhibitor off and re-add them back in, Exhibition Architect sees this as a cancelled exhibitor rather then a new one and you could lose submitted forms.

By editing the stand number, this will feed the information through to Exhibition Architect.

Cancelled exhibitors.

Your Exhibitor has cancelled.

1. Within Showplan Manager, please delete the exhibitor from the stand.
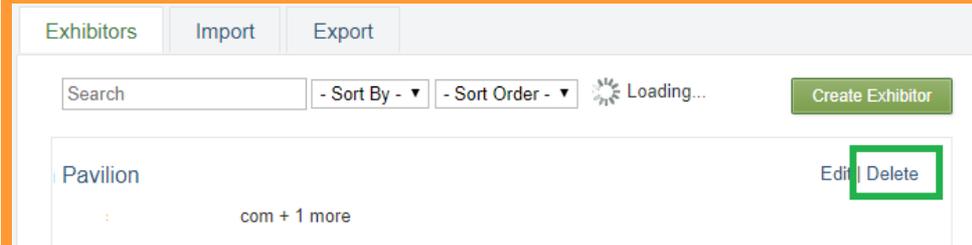
This will then free up the stand to be taken by a new exhibitor.

2. Within Exhibition Architect, please login> Go to Dashboard. Please click "Manage Exhibitors" and search for the deleted Exhibitor.

Please delete this exhibitor. This will ensure that the data is deleted completely and means that it won't appear in any other forms, feeds or integrations. The exhibitor will then be prevented from accessing the manual.

3. Within Exhibition Architect, please login> Go to Dashboard. Please click "Stands" and search for the deleted Exhibitor.

Please delete this stand. This will ensure that the data is deleted completely and means that it won't appear in any other forms, feeds or integrations.

Replacing exhibitors.

A new exhibitor is taking a stand that already has an occupant.

1. Within Showplan Manager, please delete the exhibitor from the stand.

This will then free up the stand to be taken by a new exhibitor.

2. Please add in your new exhibitor.

→ If Published On is selected, this information will go over to Exhibition Architect and login details will be sent to them for the manual.

Important:

Please do not overtype the old exhibitor's details with the new details - when this happens Exhibition Architect thinks that it's receiving an updated exhibitor name and an updated contact, rather than starting afresh.

Ongoing Support.

We are here to help your Exhibitors.

Exhibitors needing assistance with logging in with their Freeman EMEA login details?

To create a Freeman EMEA login please click here.

To re-set a password they can click here.

Still having problems?

Please email EAHelp@freemanco.com and we'll assist your exhibitor within 24 hours.

We are here to help you as an Organiser.

Please email ExhibitionArchitect@freemanco.com for any queries using Exhibition Architect as an Organiser.

Please email BlueprintHelp@freemanco.com for any queries using Blueprint as an Organiser.