

## Exhibitor FAQs

### What is Matchmaking?

Africa Oil Week has introduced an advanced AI-powered matchmaking platform via Grip. The platform uses advanced algorithms to constantly learn about your company goals and interests, thereby taking the work out of networking through intelligent matchmaking.

### What are the benefits?

The matchmaking platform allows you to network with other attendees and exhibitors, arrange meetings and identify potential business contacts.

### Where can I find the matchmaking platform?

You can access the platform on mobile devices via the Africa Oil Week app or on desktop by clicking [here](#).

### How do I log in?

**You can log in using your Africa Oil Week registration credentials:**

Username: The email address you used to register for Africa Oil Week

Password: Registration confirmation number

### Having trouble logging in?

It can take up to 24 hours for your registration details to be available in the app. If you are still unable to login after this period, please email [support@grip.events](mailto:support@grip.events).

### How do I find networking opportunities?

The platform uses natural language processing and advanced algorithms to recommend networking opportunities. Alternatively, you can search for attendees/exhibitors directly or use the filters to find the right profile you're looking to meet.

### How do I request a meeting?

First find the person you'd like to meet and click on their name to view their profile page, you'll be able to mark them as 'interested' or send a meeting request directly.

### Where will my meetings take place?

A few options have been provided as locations for your meetings: Your Stand or networking lounge.

### Can I add meetings to my calendar?

When a meeting request is accepted it will send a calendar invite to your email address.

### What details of mine are displayed in the platform?

The platform will display your professional information including name, job title and company. Information such as telephone number, email address or mail address will not be displayed.

**Can I export my connections' contact details?**

No. Users contact details are not displayed or exportable in the platform.

**How do I remove my details from the platform?**

Removing your details will mean that you are unable to login or arrange networking opportunities through the platform. However, if you would like to be removed please send your details to [support@grip.events](mailto:support@grip.events) using the subject line "Remove from matchmaking" and we will be happy to remove your details.

If you have any other queries or require support, please contact [info.africa@hyve.group](mailto:info.africa@hyve.group).