

## Online Diary - Instructions

The online diary for the Travel, Cruise and Luxury Travel Showcases is now available and will remain open until **Friday 2 October 2009**.

### Please Note:

Only those companies that have signed up for pre-booked appointments will appear on the list of companies within the Travel, Cruise and Luxury Showcases. However, you can view a **full list** of companies (over 140 companies) exhibiting in the Showcases by visiting <http://www.thetravelconvention.com/about/talk.php>

### Luxury Travel Forum

All those participating in the Luxury Travel Forum (delegates and showcase exhibitors) **should not** book appointments between 16:00-17:00hrs as the opening Luxury Travel business session will be taking place at this time.

## Viewing your Appointment Schedule

- Log in at <https://secure.coplus.co.uk/eid/welcome.eid>
- Enter your Access Key (if you have misplaced your access key please go to <http://www.thetravelconvention.com/delegate/login.php>)
- Choose either 'request a new appointment' or 'view your appointment schedule'

## Finding a Delegate/Showcase Exhibitor

You can...

- View the list of Delegates/Showcase Exhibitors by company name  
i.e. all Delegates/Showcase Exhibitors from companies beginning with 'A'  
*or*
- View the list of Delegates/Showcase Exhibitors participating in each event  
i.e. Travel Convention, Cruise Forum, Luxury Travel Forum  
*or*
- Enter a specific Company Name  
i.e. ABTA  
*or (for Exhibitors only)*
- Select a type of Delegate  
i.e. Travel Agent, Principal, Travel Industry Partner, Other

## How to Request a New Appointment

Once you have chosen a Delegate/Showcase Exhibitor that you wish to meet with, **click on the relevant name**. You will then be able to select a time for the appointment. You may add a message in the box provided (optional) then click 'send appointment request'.

The appointment system will send your request to the Delegate/Showcase Exhibitor who then has the option to accept or decline. Once accepted or declined, you will receive a reply via email which will be from 'The Travel Convention' entitled 'Appointment Request Update'.

## How to Accept/Decline an Appointment

If a Delegate/Showcase Exhibitor requests a meeting with you, the appointment system will send you a request via email. The email will be from 'The Travel Convention' entitled 'Appointment request update'.

To accept or decline the request **please follow the link in the email** and follow the instructions.

**Do not reply to the email – this will not confirm or decline requests.**

## How to Cancel a Request

Log in and view your Appointment Schedule. In the 'details' column, select view for the appointment that you wish to cancel. If required, you can add a message in the box provided, then click cancel and the cancellation message will be sent. The appointment will no longer show in your schedule or the other person's.

Please use the on-line system rather than contacting a Delegate/Showcase Exhibitor directly, as this will not clear the appointment on the online diary, which means the appointment will continue to appear on your appointment schedule.

## How to contact someone once an Appointment has been made

If you wish to contact a Delegate/Showcase Exhibitor about an issue other than the appointment time, please log in and look up their contact details by clicking on their name in your appointment schedule, which will provide you with their email address.

## Navigating the Online Diary

Please use the **red 'back' button** on the bottom **left hand side** of the screen.  
NB: Do not use the back button in your navigation bar.

## Important Notes

In order to use the appointment system:

You must...

- be registered for the Convention
- have entered your personal e-mail address on your registration record.  
To change/check your email address, please call Ashley Simmons on 01920 873030 or email AshleyS@DellarDavies.com.

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