

## G-STAR Biz Matching User Manual

### Getting Started

1. How can I log in / How do I access the Biz Matching meeting manager?
  - Go to [gstar.or.kr](https://www.gstar.or.kr), and click the live Biz Matching tab on the top of the menu. You can log in using your email address and password (the password will be sent to you over email, or you can change the password after log in). You can also use MeetToMatch iOS or Android app to log in to meeting system.

URL: <https://www.meettomatch.com/gstar2021/dashboard/>

### Profile Settings

1. How can I update our company profile?
  - You can go to 'my profile' and click the blue 'edit' button to update your information. Be aware that you share your company profile with colleagues who are registered into the G-STAR Biz Matching system, so anything you change on the right side of your profile will also be changed on their profiles. You can use the 'Describe here what you are looking for and reasons for planning meetings with you' text field to explain your needs and wants.
2. How do I set my profile picture and user information?
  - You can go to 'my profile' and click the 'edit' button to update your information. You can upload your images or use drag & drop. After editing your profile information, click 'save'.

### Time Zone & Working Hours Settings

1. How do I change my time zone?
  - You can change your time zone in 'Settings under 'My Profile.'
  - The system will show you the default time zone of the event as well as the times of the event in your time zone.
2. How can I set my working hours?
  - Select your time zone and working hours when you log in for the first time or go to 'Settings' underneath 'My Profile' at any other time to adjust them. The system will show you in which time zone the event is, what time zone that is in your time zone and which hours of those you have selected to available.
  - Hours outside of your working hours will not be visible in your schedule and people can not book meetings at those times.

3. Is there any easy way to block multiple time slots?
  - You can either block time slots by selecting your working hours in your setting or by clicking on the lock icon next to the dates or on specific timeslot.
  - If you click on the lock next to the date, all the time slots that day will be blocked. Then, you can unblock the time slots you do want to have meetings on separately by clicking on the lock icon in each timeslot. This is the fastest way to block many times slots at once.
  - If you click on the lock icon within a timeslot, a pop-up will appear where you can enter a description but you do not have to enter anything, you can also just click 'ok' to block the slot.

### **Planning Meetings**

1. Where can I find the location of my meeting?
  - The location of your meeting is always mentioned in your schedule, whether it's a physical location like 'table 8' or virtual one (a link to a video conferencing). The link to your virtual meetings appears before the start of your meeting on your Dashboard. You will also receive a summary of all your meetings and their locations in your email on the days of the event.
2. Where can I find the contact details of my meeting partner?
  - If you have a confirmed meeting, the email address and phone number of the person you are meeting with are shown in their profile. You can also message them through the 'Messages from Attendees' inbox, available from your Dashboard. If you meeting partner is not present at your meeting location, you can call or text them to connect fast.
3. How do I change/cancel a booked meeting?
  - Go to the meeting details by clicking the 'confirmed meetings' button on your dashboard or by clicking the meeting in your schedule. Then use the 'cancel' button to cancel the meeting or the 'reschedule' button to reschedule the meetings to the different date/time or to transfer the meeting to a colleague.
4. How can my colleague join the meeting?
  - On site: share your agenda with your colleague so they know where to go at what time.
  - Online: Share the video URL, available in the meeting details, or share your full schedule with your colleague. Your colleague needs to have an account to join that meeting.

5. How do I transfer my meeting to a colleague, who is also in MeetToMatch?
  - Go to the meeting details by clicking the incoming/pending requests or confirmed meetings button on your dashboard or by clicking on the meeting in your schedule. Use the 'reschedule' button to transfer the meeting to a colleague.
  - If the meeting was already confirmed, it will remain confirmed if you do not change the time slot. If you also change the time slot, the other party has to re-confirm the meeting.
6. How do I contact another user besides sending a meeting request?
  - If you have a confirmed meeting, you can send a message to the other user from the 'Messages from attendees' inbox, which you can find on your dashboard.
  - If you received a meeting request, you can contact the other user through the inbox as well. The other user will be able to send you messages after you've contact them.
  - If you do not have a confirmed meeting, you cannot send a message.
7. How can I see who is available at a specific time slot?
  - You can click on a time slot to book a meeting specifically at that time. You will see the attendees list, but only attendees who are available at that moment will be in the list.

## Online Meetings

1. Where can I find the link to my online meetings?
  - The link to the session/video call will appear in your 'Your next meeting' list on your dashboard 30 minutes before the start of the session/meeting and disappear 15 minutes after the start of the session/meeting. You can also find the links in your personal schedule and in the program tab.
2. How can I test my setup for online meetings?
  - To test your setup, audio, and video, you can connect to the default video conferencing tool: <http://8x8.vc/meettomatch/checkyourtech>
3. Can I have my online meeting on my mobile device?
  - It is possible if you download the 8x8 Meet App on Google Play or the App Store, but keep in mind that screen sharing cannot be done over the phone and that it will be hard to read the information in a shared presentation, so we recommend that you use a laptop or PC.
4. What to do if my video is not working?

- If your video is not working, try to close and open your browser again. If that does not work try another browser/incognito browser. If you still have the same issues, you can often switch to a different video conferencing tool in your MeetToMatch Profile. Or contact the other person to propose an alternative.