# mipim

# **CUSTOMER HUB**

**User Guide for Participants** 

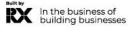
Housing Matters! 9 March
9-13 March 2026
Palais des Festivals, Cannes, France



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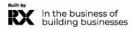


# **ADMIN DEFINITION**



- If you are a visitor, the administrator of your online account is the first registered person of your company.
- If you are an exhibitor, the administrator of your MIPIM online account is the **person you** have identified to our teams during your registration.

They can also **add secondary ADMINS** (unlimited) in your company hub online page to share their rights with other colleagues for account set up.



# **ACTIVATE YOUR ACCOUNT**



Upon registration, you will receive an email to activate your account like this:

It may end in SPAM folders, here's the sender's name to find it : no-reply@rxglobal.com

### Two options to activate your account:

- Use "Access" button
- Copy and paste the link at the bottom in a browser

You will be prompted to activate your account or use an existing account.

If you have access for multiple events and services, these will also be available.

Access

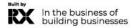
If you cannot see the button, you can either access the link below and copy and paste it into your browser 
https://api.rxweb-pre.com/v1/actions/getExternalTrackingUef7t-7d8ex5b58e854f39aa88903e35913bfa

This is an automated email. Please do not reply to this address

This email was sent to: regmipcom37@yopmail.com

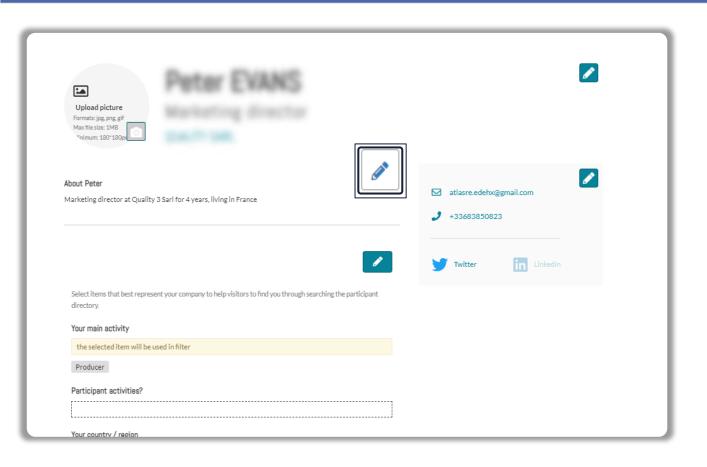
Reed Exhibitions, a division of RELX Inc 201 Merritt 7, Norwalk, Connecticut, 06851, United States 
insultry@ccedexpo.com

Privacy.



## **PARTICIPANT PROFILE**





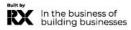
Click in top right menu under your name on "My Profile". Then update your personal profile by clicking on the pen icon button on each section

#### You should add:

- MANDATORY FOR YOUR BADGE: YOUR PHOTO (recommended size 180\*180px, max 1MB)
- Your job function and more details about your activity
- Links to your social media profiles (Twitter & LinkedIn)
- Your contact details are displayed by default. Click on the pen picture, then "Change" to hide your email & phone.

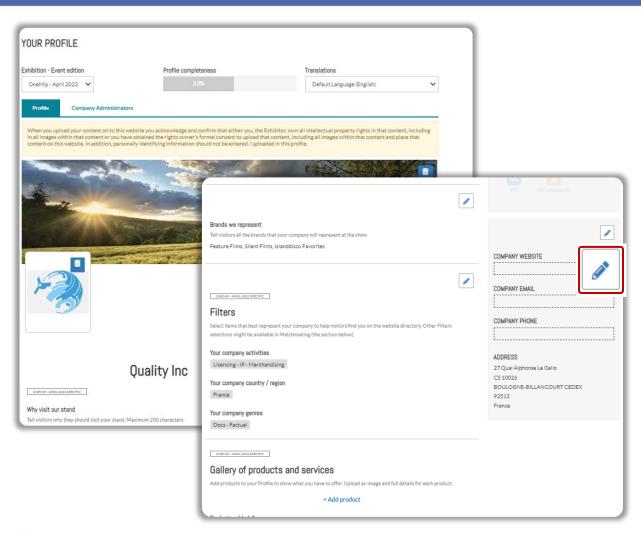
#### **IMPORTANT:**

Please be as comprehensive and accurate as possible when setting up your personal page so other participants can easily find you in our listings.



# **COMPANY PROFILE — only available for admins**





Click on "Edit my profile" in your "Company Hub" or in the top right menu "My Company".

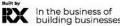
Then update your company profile by clicking on the pen icon button on each section

#### You can add:

- Your logo (recommended size 180x180px , max. 1MB)
- Your banner (recommended size 600x150px, max 1MB)
- Your company description and contact info
- Your company content genre
- Documents (PDF format, max size 5 MB per file)

#### **IMPORTANT:**

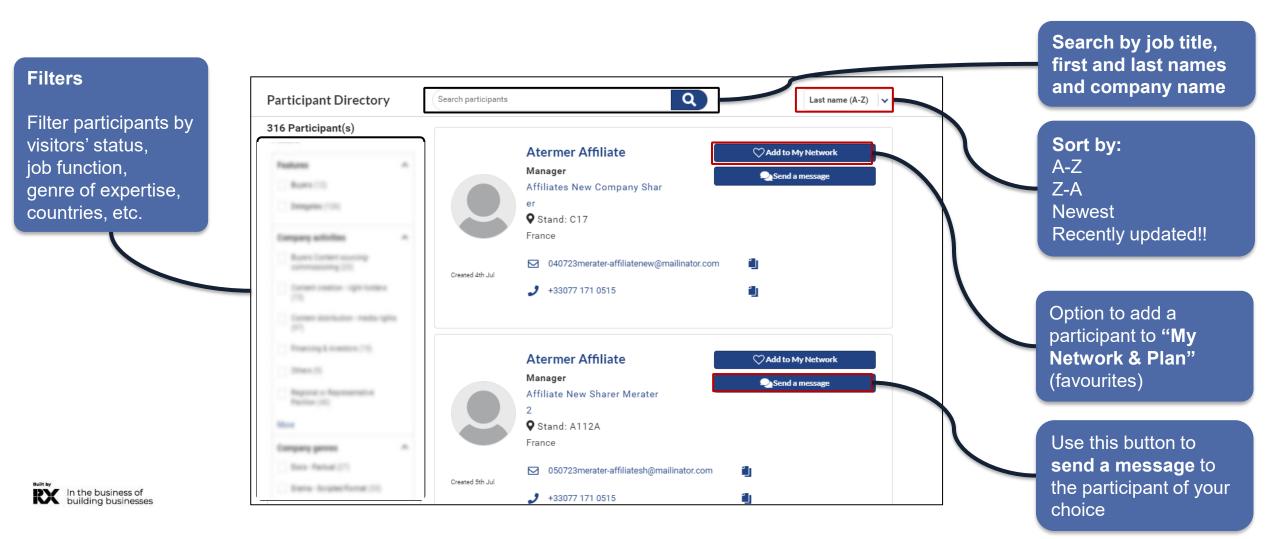
Please be as comprehensive and accurate as possible when setting up your company details so participants can easily find you in our listings.



## PARTICIPANTS DIRECTORY

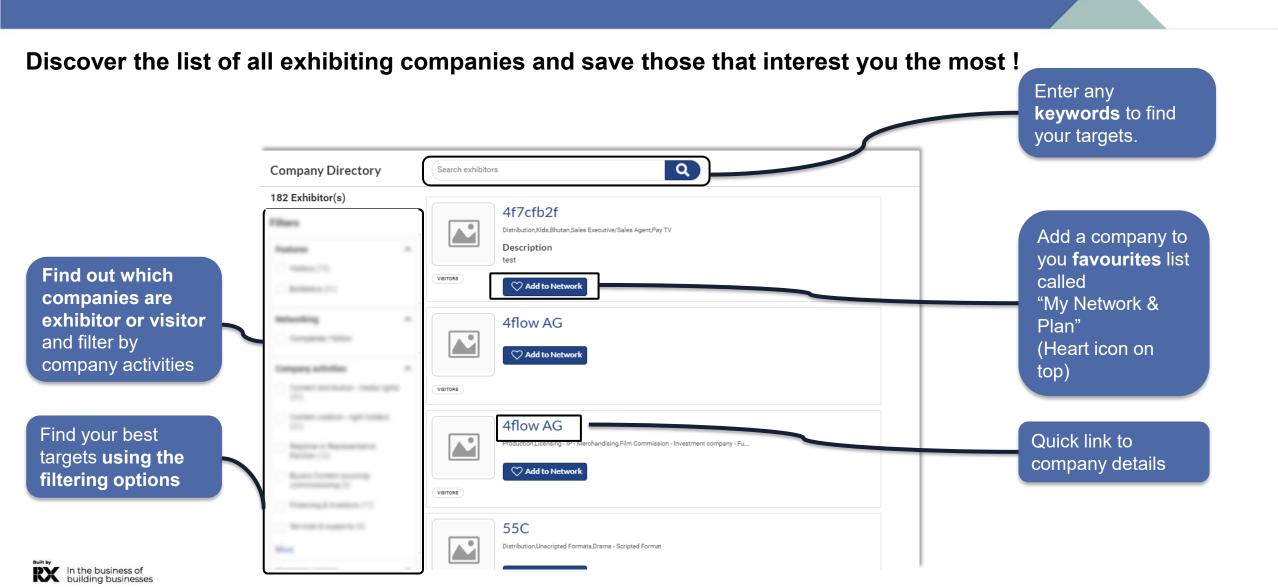


### Browse the list of all participants and get in touch with the people of your choice!



# **COMPANY DIRECTORY**

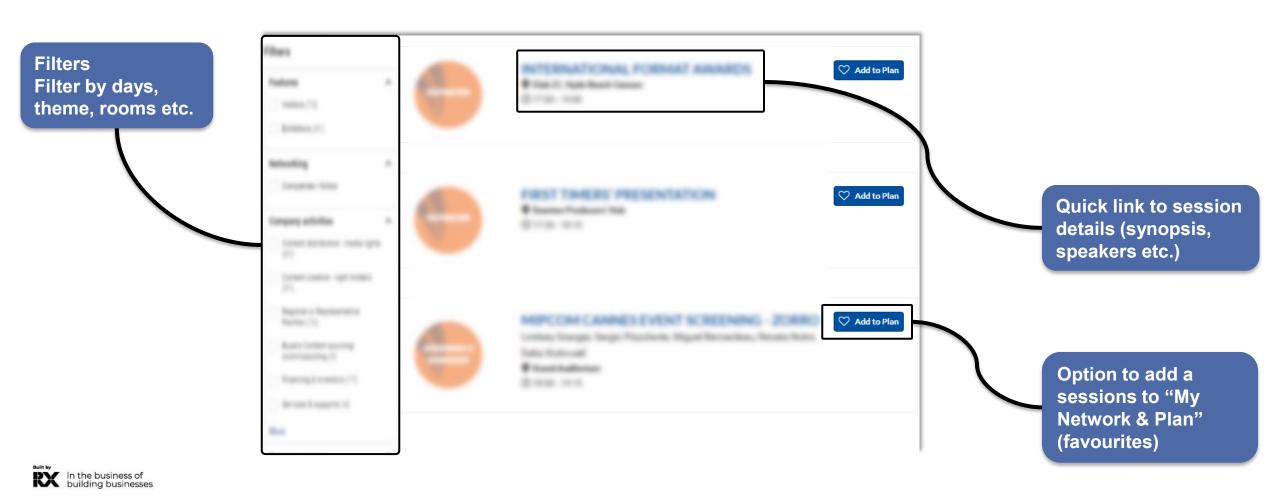




# **SESSION DIRECTORY**



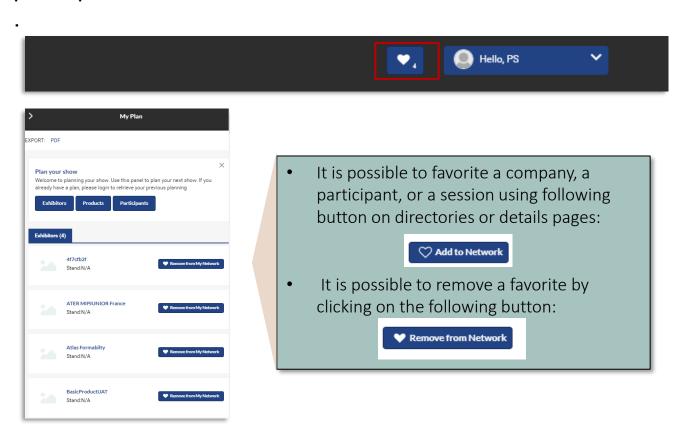
Explore the list of events offered during the market and plan your visit by selecting the ones you prefer!



# **MY NETWORK & PLAN**



This functionality is used to **add favorites and save some records** in case it should be accessed quickly later by participants



 My Network & Plan is always available through the option in platform's header by clicking on the heart icon

#### **WARNING**

PDF extract does only contain companies and sessions.

Neither products not participants.



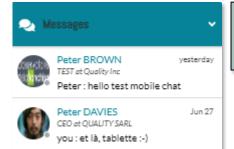
# **MESSAGES**

# mipim

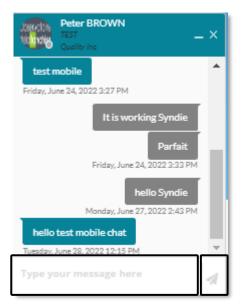


- Chat module is always available in the bottom right of the platform
- It can be minimized or displayed using the small arrow



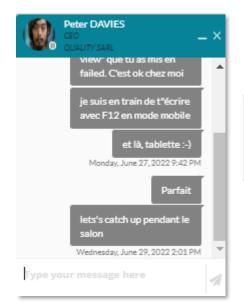


To start a discussion, click on "Send a message" on a participant details page



New posts can be filled in a chat window. Click send to post the message.
URL will displayed as links.

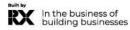




User's availability is displayed next to the picture.

**Green**: participant is connected

Grey: participant is offline



# **NEED ANY ASSISTANCE?**



We invite you to explore our <u>FAQ section</u> for quick answers to common questions.

If you require further assistance, please feel free to contact our Helpdesk:

- By phone: (+33) 1 47 56 64 10
   available Monday to Friday, from 9 AM to 6 PM CET
- Or by completing our <u>online form</u>

