

Kyoto Virtual Design Fair in Kyoto

Online Business Matching

Matching Platform User's Guide

JETRO (Japan External Trade Organization)



eventhub

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STEP0

Before you start

- Check your browser.



Recommended Browsers



Google chrome



firefox



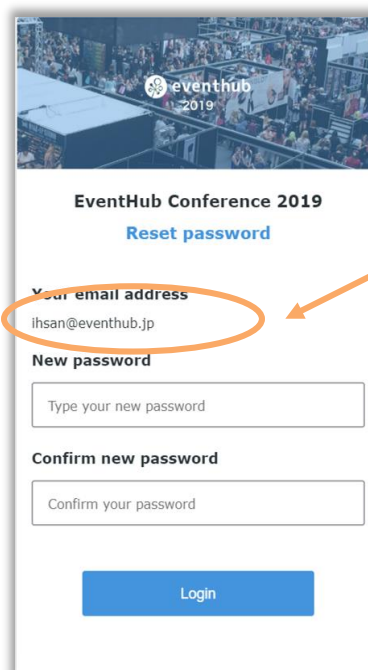
Safari

- Add “no-reply@eventhub.jp” in the safe senders to receive all notifications from the matching system.

STEP1

Create your account (1)

- Click a link attached to the email from: "JETRO Online Business Matching" < no-reply@eventhub.jp >
- Set up password and click "Login" to sign up for the online platform.
- The password you set up will be required when you log in to this system. Please keep the password in mind.



EventHub Conference 2019

[Reset password](#)

Your email address

lhsan@eventhub.jp

New password

Type your new password

Confirm new password

Confirm your password

Login

The ID is your email address.
You may change the email
address after logging in.

We recommend that you bookmark the
URL below for easy access to incoming
messages and meeting requests.

<https://client.eventhub.jp/login/I4wUnspZqK>

STEP1

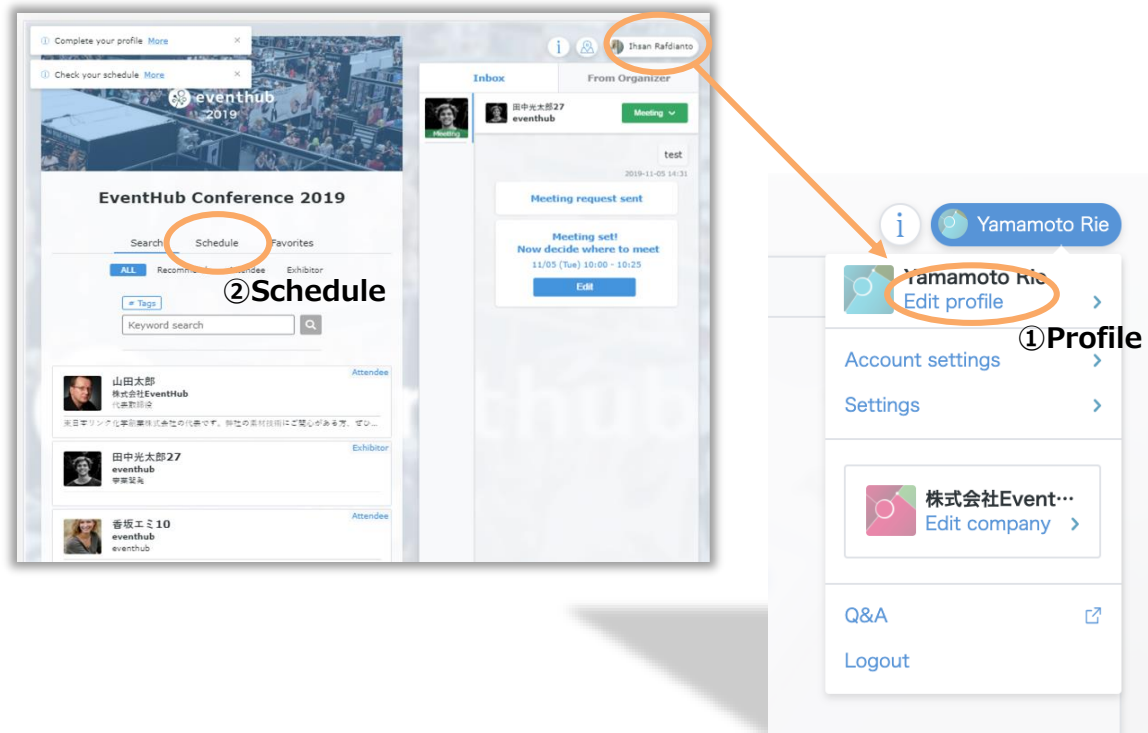
Create your account (2)

【IMPORTANT】 Setting your account

Make sure to edit the items below after logging in.

Items to edit:

- ① Profile (refer to page 6 for details)
- ② Schedule (refer to page 7 for details)



STEP1

Create your account (3)

① Edit your schedule

Items to edit:

- Website (JP or EN)
- Remarks (JP or EN)
- Languages
- Product categories you are interested in purchasing
 ※Please select the product categories you are interested in purchasing so that Japanese suppliers that meet your needs can easily find and contact you. (refer to page 9 for details)

Please provide your information in **English or in Japanese** so that Japanese suppliers can understand.

Kitchenware (キッチン用品)	Fashion and Accessories (ファッション雑貨)
Home Decorative Accessories (インテリア用品)	Stationary (文具)
Beauty and Healthcare (美容・ヘルスケア)	Cross-category/Others (複数カテゴリ/その他)

【ATTENTION !】

Please **DO NOT** click "Invite Colleagues to start matching" on the profile page. (Special charge will be incurred for this option.)



出展社
 ジェトロ富山 JETRO TOYAMA
 ジェトロ富山 JETRO TOYAMA
 富山貿易情報センター/TOYAMA Office -

同僚をこのサイトに招待したい場合はこちら



Exhibitor
 Yamamoto Rie
 株式会社EventHub
 Co-Founder and CEO



Invite colleagues to start matching

Invite

PRIVATE PUBLIC

STEP1

Create your account (4)

② Customize schedule

- You can arrange online meetings with Japanese suppliers **from February 1st to 19th**. Please customize the schedule according to your availability.
- Please note that **the time schedule shows based on Japan Standard Time (JST; UCT+9)**. (For the time difference between Japan and your time zone, refer to the "tips" on page 10.)

※JETRO will arrange interpreters for the meetings set.
Interpreter availability is currently being adjusted.

1 Select a date.

2 Click the blue box if you want to block certain time slot.

3 The slot reversed to grey and deactivated.

デザイン・日用品・伝産品分野 オンライン商談会 in関西／北陸

探す 企業一覧 スケジュール

09/14 (Mon) 09/15 (Tue) 09/16 (Wed) 09/18 (Fri) 09/19 (Sat)

全ての時間帯 ☐

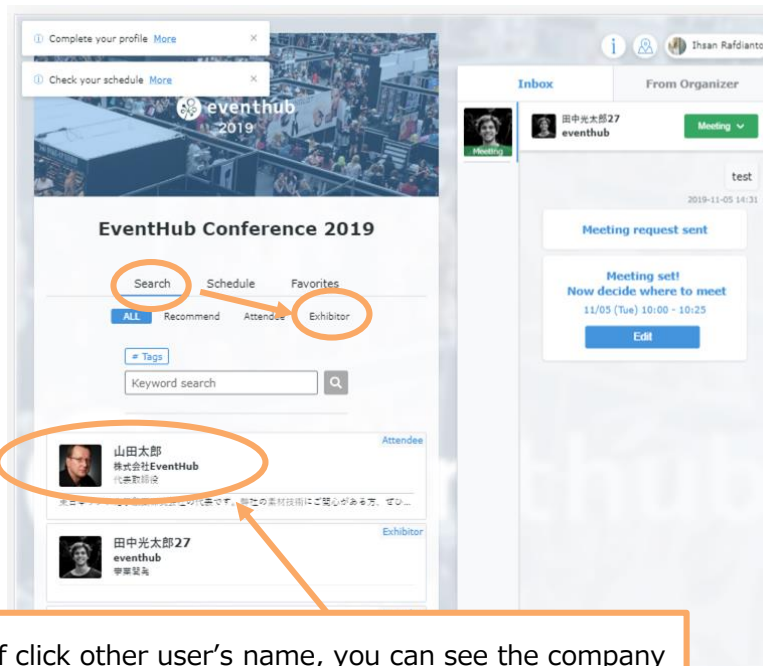
Time Slot	Availability
10AM~ 10:00 - 10:45	Available (Blue box)
11AM~ 11:00 - 11:45	Available (Blue box)
12PM~ 12:00 - 12:45	Reversed to grey and deactivated (Grey box)
1PM~ 13:00 - 13:45	Available (Blue box)
2PM~ 14:00 - 14:45	Available (Blue box)
3PM~ 15:00 - 15:45	Available (Blue box)
4PM~ 16:00 - 16:45	Available (Blue box)
5PM~ 17:00 - 17:45	Available (Blue box)

STEP2

Arrange individual meetings (1)

① How to search for Japanese suppliers

- Click “Companies” to check the list of Japanese suppliers.
- Click “Search” and “Exhibitor” to search for Japanese suppliers.
- If you click “Tags,” you can narrow the search result by product categories.

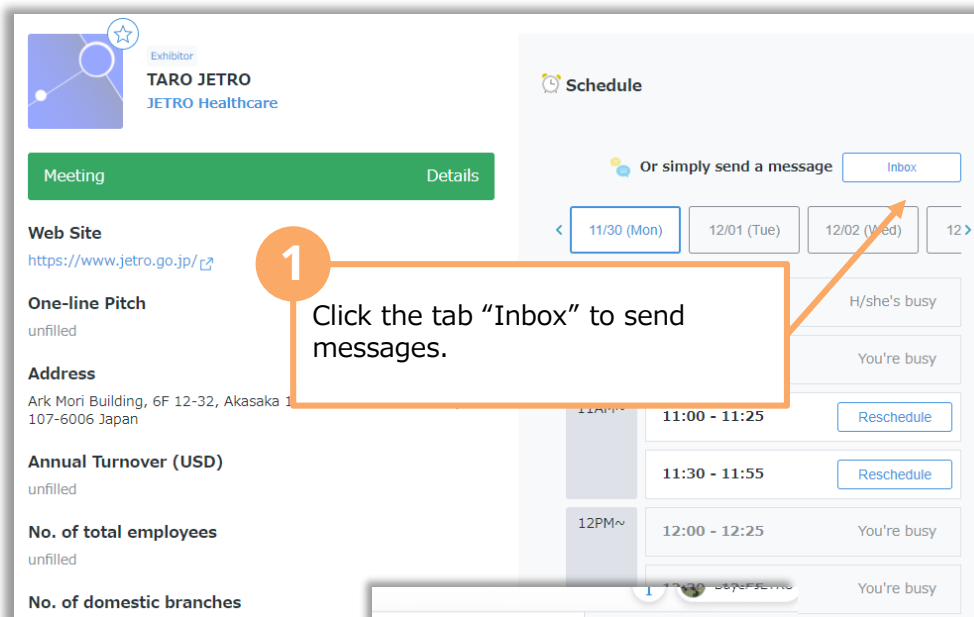


② Send messages to suppliers

- Open profile page of Japanese companies that you have an interest, and you can send messages to them.

STEP2

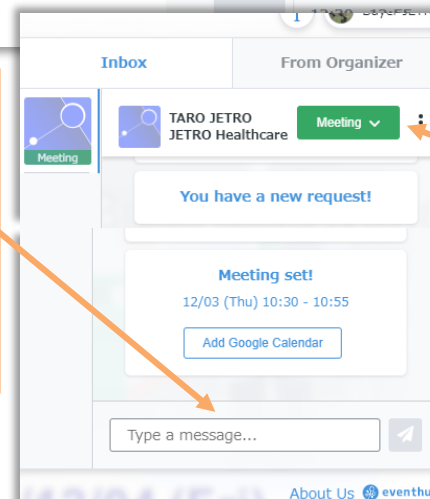
Arrange individual meetings (2)



2

Type a message and click the icon of paper plane to send.

※Please write in Japanese or in English so that Japanese suppliers can understand.



3

If you want to arrange an online meeting, click "Meet" to sent a meeting request (refer to page 10 for details)

STEP2

Arrange individual meetings (3)

③ Request for a meeting

- Send a meeting request by clicking an available time slot.
- Please make sure to have **8~12 meetings between February 1st to 19th.**

※JETRO will arrange interpreters for the meetings set. Interpreter availability is currently being adjusted.

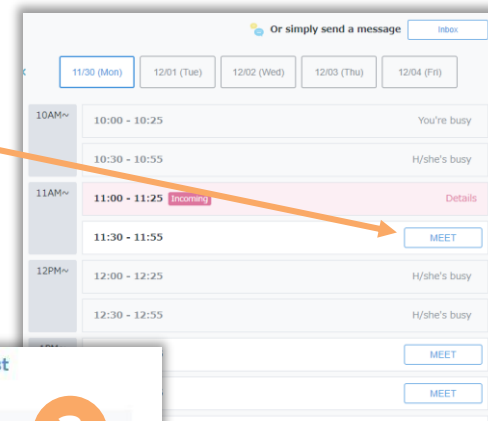
1 Click “MEET” of an open time slot to request a meeting.

※Please note that the time schedule shows based on Japan Standard Time (JST; UCT+9).
For the time difference between Japan and your time zone, refer to the “tips” on this page.

2

Write a short message to specify your interest or the reason why you’d like to have a meeting with that supplier.

※Please write in Japanese or in English so that Japanese suppliers can understand.



3

Please click “Next” to send a request.

【TIPS】 Time difference

https://www5.jetro.go.jp/newsletter/toy/2020/design/time_difference.xlsx

STEP2

Arrange individual meetings (4)

④ Approval of a meeting request

- When the supplier accept your meeting request, you will be notified on the event page and via email.
- You can join online meeting by clicking the tab “WebMTG.” (refer to page 15 for details) If you want to reschedule the meeting, click “Edit” and suggest another time slot.

1 The tab changes into “Meeting” when the supplier accept your request.

2 You can send messages before the meeting.
※Please write in Japanese or in English so that Japanese suppliers can understand.

3 When it’s time for the appointment, please click “WebMTG” to join the meeting.

STEP2

Arrange individual meetings (5)

★ When you receive a meeting request...

- When you receive a meeting request, you will be notified on the event page and via email.
- Check the request by clicking "Incoming," and you can select "Accept," "Suggest new time" or "Decline" to reply.
- Click "Accept request" if you would like to approve the request. (refer to page 11 to see the following procedures)

1 If you want to approve the request, click "Incoming" and "Accept request."

2 The tab changes into "Meeting." (refer to page 11 to see the following procedures)

STEP2

Arrange individual meetings (6)

★ Reschedule a meeting

- If you wish to reschedule a meeting, you can suggest another time slot for the meeting.
- Click “Suggest new time” and so can see the supplier’s schedule. Select a time slot convenient for you and send a meeting request. (refer to page 10-11 to see the following procedures)

1

If you want to reschedule, click “Incoming” and “Suggest new time.”

2

Select a time slot convenient for you from the schedule of the supplier and send a meeting request.

STEP2

Arrange individual meetings (7)

★ Decline a meeting request

- If you would like to decline a meeting request, click "Decline request."
- You can send a message when notifying the supplier that you'd like decline the offer. It would be highly appreciated if you could **explain the reasons** why you declined the offer or **give suggestions for improvement**.

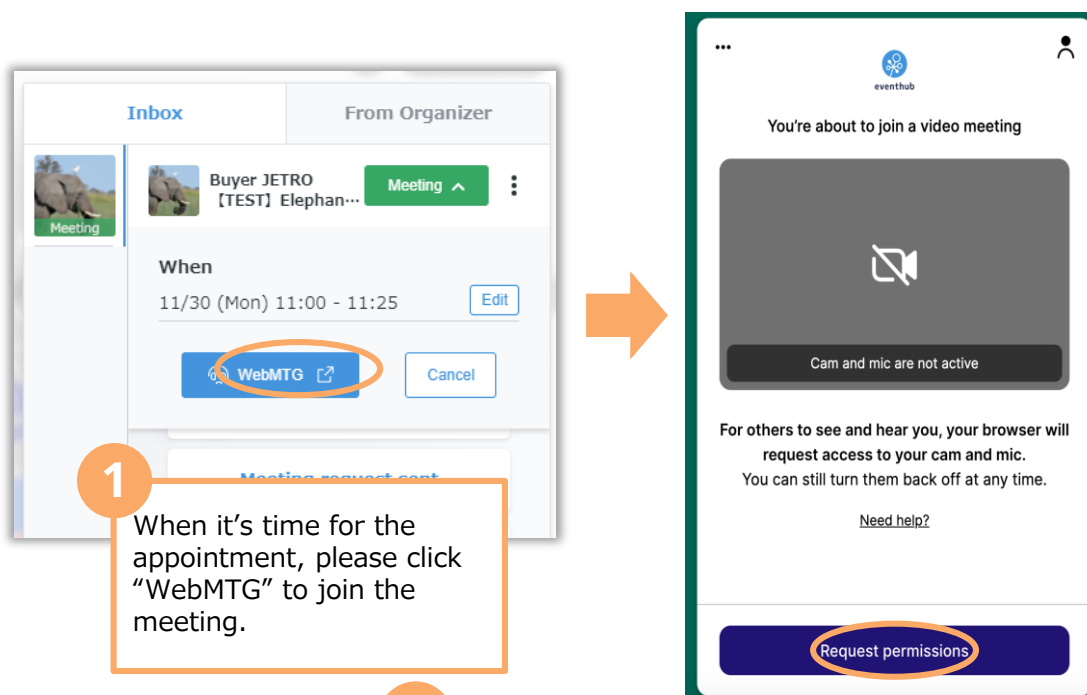
1 If you would like to decline a meeting request, click "Decline request."

2 You can send a message when notifying the supplier that you'd like decline the offer. Please explain the reason for declining / give suggestions for improvement.
 ※Please write in Japanese or in English so that Japanese suppliers can understand.

STEP3

Join an online meeting (1)

- When a meeting is set, you will be notified on the event page and via email.
- You can join online meeting by clicking the tab “WebMTG.” (refer to page 11 for details)
- For online meetings, a web app called “Whereby” will be launched (Installation not needed.)



1

When it's time for the appointment, please click "WebMTG" to join the meeting.

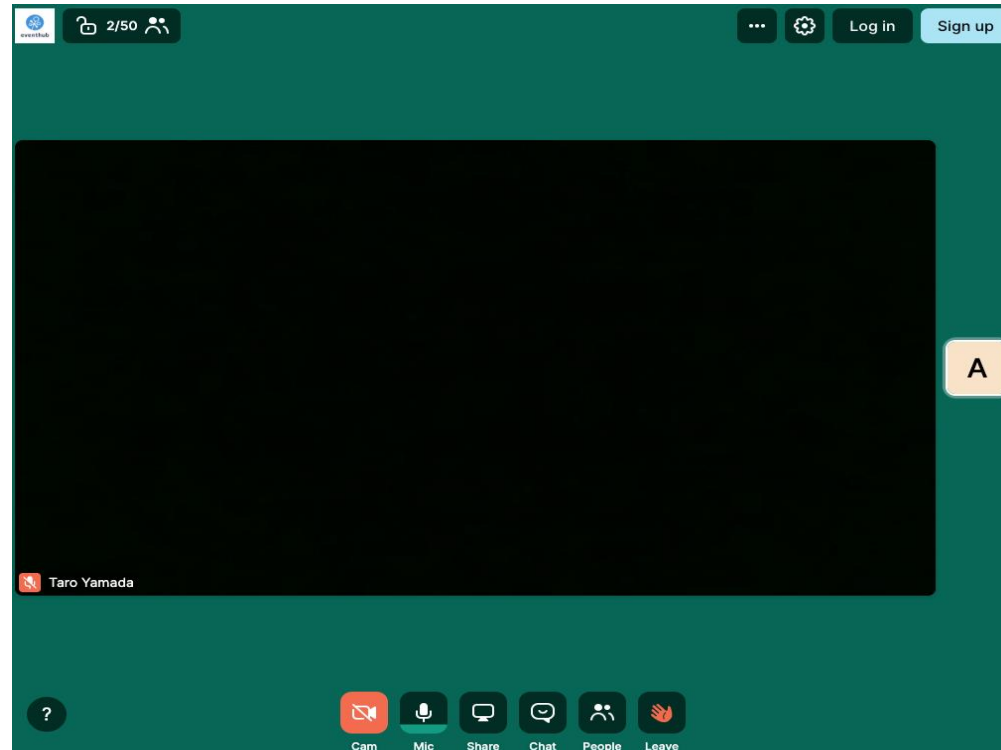
2

Click "Request permissions" and join the meeting.
※When launching the app for the first time, you may enter your name or need to approve access to the camera and microphone of your device.
※Please note that Internet Explorer is not supported.

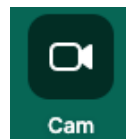
STEP3

Join an online meeting (2)

★ Web conferencing system



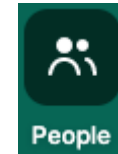
※Recording is not available on this system



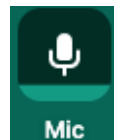
Cam
Turn the camera on/off



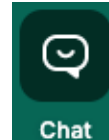
Share
Share your screen with other participants



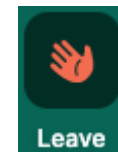
People
Check who else is participating



Mic
Mute/Unmute your microphone



Chat
Send messages to other participants



Leave
Leave the meeting

FAQs

Q : Which devices and browsers do you support?

A: EventHub is basically a web service, so it can be used on any computer, smartphone or tablet. No app download required.

Available on web browsers, mobile phones, PCs, tablets

Supported version: Android version 5+, iOS version 11+

Supported browsers: Chrome, Firefox, Safari, Internet Explorer, Microsoft Edge latest version

Support mailer system: Mailer conforming to HTML standard

Q: I haven't received my invitation email.

A: Please check if your registered address is correct. If so, make sure the email from EventHub is not in your spam or junk email folders. If it is in the folder, please add the domain permission of emails sent from "@eventhub.jp".

Q: I cannot use the web conferencing feature

A: Depending on the security requirements of your network environment, you may not be able to use the web conferencing feature. Some functions may be restricted depending on the browser. Please try different browsers or devices.

<https://whereby.helpscoutdocs.com/article/415-supported-devices>