

## **Frequently Asked Questions – Exhibitor Online Platform**

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### **Still Need Help?**

If you have further queries, or your questions were not fully addressed in the FAQs, please contact our Customer Service Hotline at (852) 1830668 or [hktdc@hktdc.org](mailto:hktdc@hktdc.org)

## 1. What is Exhibitor Online Platform (EOP)?

EOP is an easy-to-use and reliable online platform that aims to bring hassle-free convenience and efficiency to exhibitors, as well as giving exhibitors the ability to manage all their applications and participation details through the below key features:

### **What's in it for me?**

1. Submit booth application online and save postal time and cost;
2. Application arrives at HKTDC in no time – much faster than by traditional mail services;
3. Immediate acknowledgement of receipt of application form by HKTDC;
4. View and update your participation information anytime, anywhere with internet access;
5. Keep track of your application status anytime;
6. Receive reminders/notices from HKTDC project team; and *many more useful features...*

## 2. System requirements

### 2.1. What are the basic system requirements for accessing EOP?

Answer:

1. Internet Access
2. Internet Explorer 7.0 or 6.0
3. Resolution 1024 x 768

Remarks: Most computers with the above web browser and specifications enable exhibitors to use EOP. However, some exhibitors may not be able to view the full version of EOP because of certain default settings of their computer. Please refer to section 2.2

### 2.2 To ensure I can view all of the contents in EOP, do I need to modify some settings of my web browser?

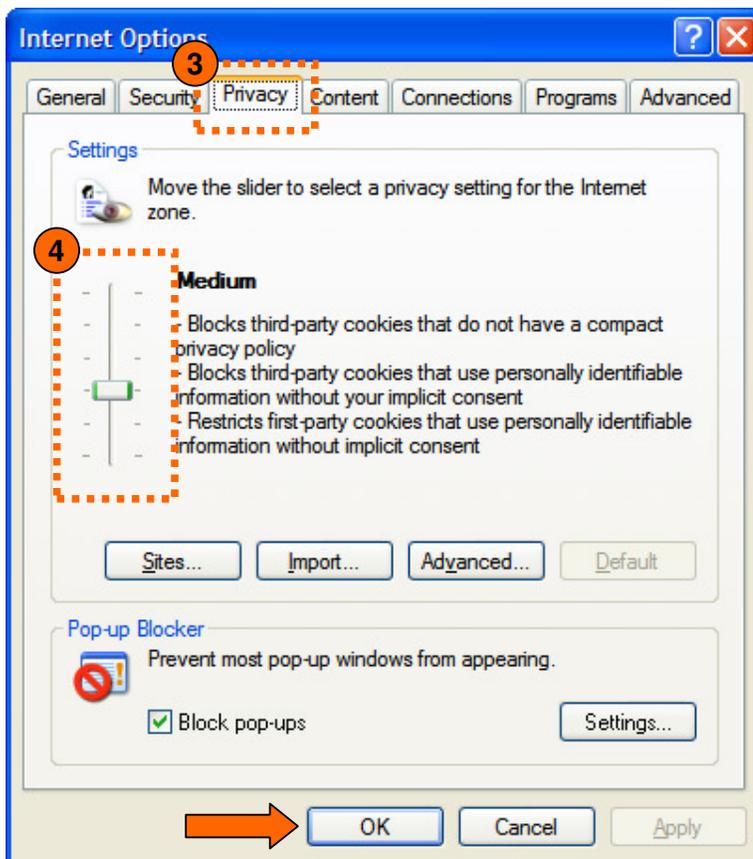
Answer:

Yes. Some exhibitors may need to modify the following settings in order to view the full version EOP.

## 2.2a Enabling cookies in the browser

### Enabling cookies for Microsoft Internet Explorer 6.0

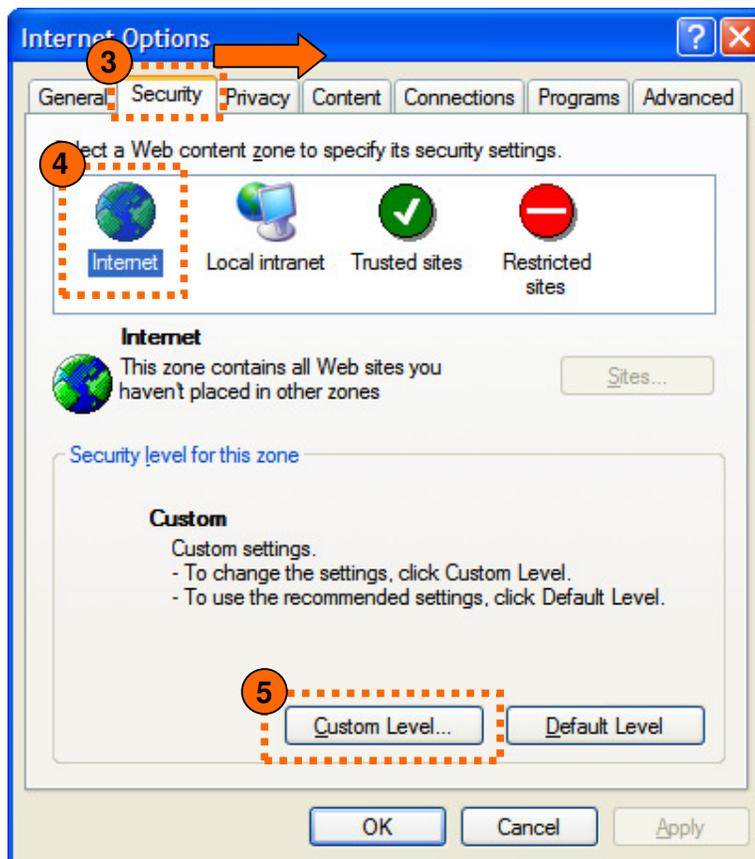
1. Click on [Tools] in the menu
2. Click on [Internet Options]
3. Click on [Privacy] tab
4. Choose levels [Medium]
5. Save and enable the change by clicking [OK]



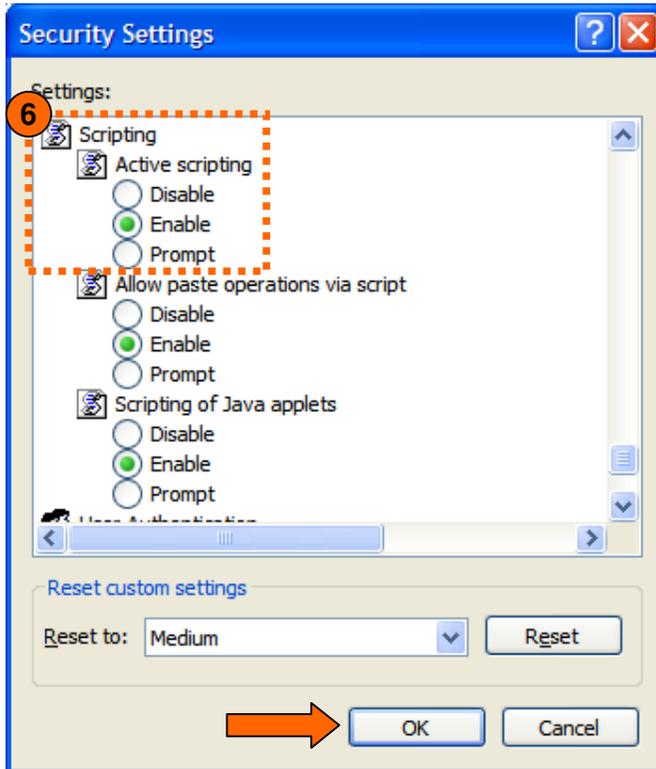
## 2.2b Enabling JavaScript in the browser

### Enabling JavaScript for Microsoft Internet Explorer 6.0

1. Click on [Tools] in the menu
2. Click on [Internet Options]
3. Click on [Security] tab
4. Choose [Internet]
5. Click on [Custom Level...]



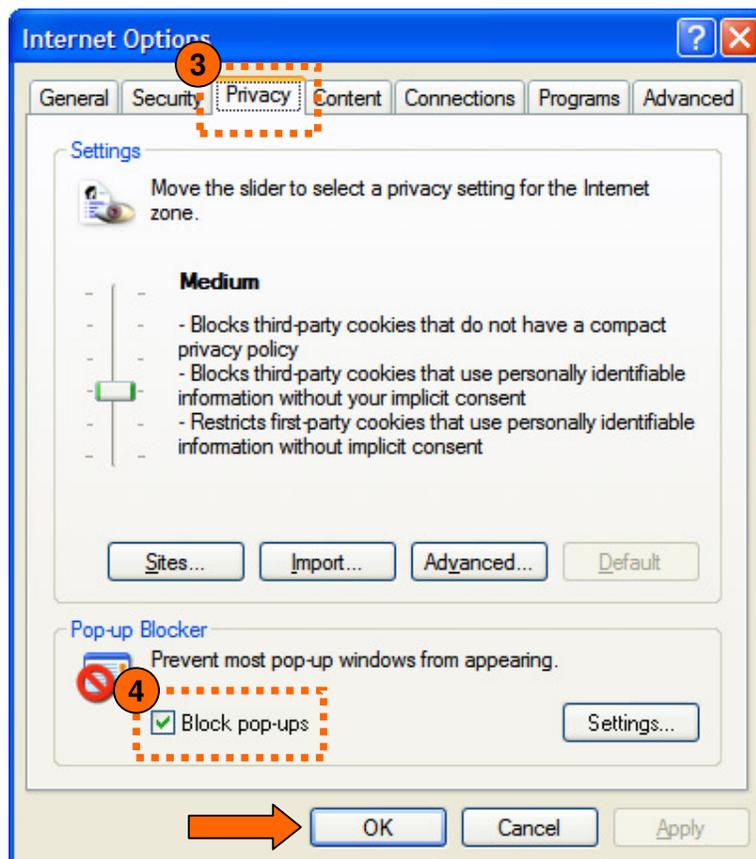
6. Scroll down to [Scripting], select [Enable] under [Active scripting]
7. Save and enable the change by clicking [OK]



## 2.2c Disabling pop-up blocker in the browser, including secondary browser bar like Yahoo!, Google Toolbar, or AOL etc.

### Disabling pop-up blocker for Microsoft Internet Explorer 6.0

1. Click on [Tools] in the menu
2. Click on [Internet Options]
3. Click on [Privacy] tab
4. Uncheck checkbox [Block pop-ups]
5. Save and enable the change by clicking [OK]



### **2.3 Remarks: New operating systems and browsers**

When a new operating system or browser is released to the public, HKTDC needs to conduct compatibility tests to ensure proper function of the online services on the new operating system or browser. When compatibility issues arise, HKTDC may need to modify the online services. The whole process of modification and testing may take a few months to complete.

### 3. Application procedures

#### 3.1. How do I submit my application via EOP?

**3.1a** Repeat exhibitors (i.e. Exhibitors who joined the last version of the same fair)

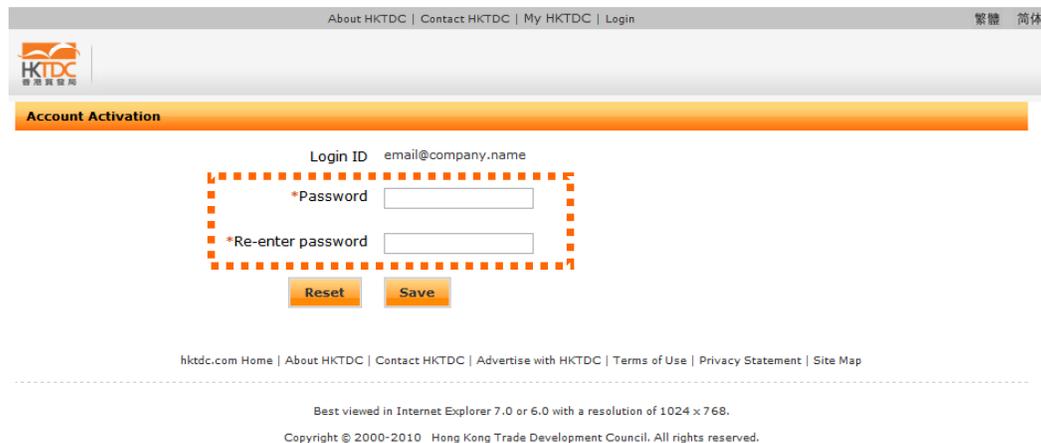
**3.1b** New exhibitors

**3.1a** An invitation email embedded with a hyperlink to EOP will be sent to repeat exhibitors.

Upon receipt of the email, applicants can access to EOP by logging in using their "HKTDC.com" account

→ Repeat exhibitors who do not have a "HKTDC.com" account have an account reserved for them by HKTDC. To **activate the reserved account**, please follow the steps listed below:

1. Upon receipt of the invitation email from HKTDC, click the link provided in the email to activate the reserved account.
2. Enter your desired password, then click [Save]. Please note that the login ID is the same as your email address.



Account Activation

Login ID email@company.name

\*Password

\*Re-enter password

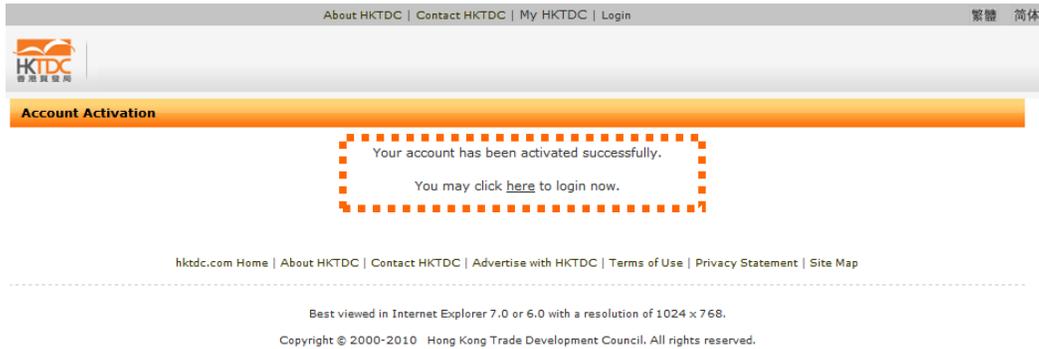
Reset Save

hktcd.com Home | About HKTDC | Contact HKTDC | Advertise with HKTDC | Terms of Use | Privacy Statement | Site Map

Best viewed in Internet Explorer 7.0 or 6.0 with a resolution of 1024 x 768.

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- The following screen will be shown upon a successful activation and you can login with your email with the login ID and the password you just entered.



- After login, the system will redirect you to the EOP to submit application for the fair.

→ For repeat exhibitors who **already have a "HKTDC.com" account**, please follow the steps listed below:

1. Upon receipt of the invitation email from HKTDC, click the link provided in the invitation email to enter EOP

Simply click [here](#) to login and complete your application online now! You can then receive immediate acknowledgement of application from us and keep track of your application status anytime.

2. The fair application page below will be shown. Click [Login to Apply Booth].



**HKTDC**  
香港貿易發展局

**Hong Kong Electronics Fair (Autumn Edition)**  
香港秋季電子產品展

**Ufi**  
Approved Event

繁體 | 簡體

**Apply Booth**

**HKTDC Hong Kong Electronics Fair (Autumn Edition) 2010**  
13 - 16 October 2010  
Hong Kong Convention and Exhibition Centre

Already registered with **hktdc.com**

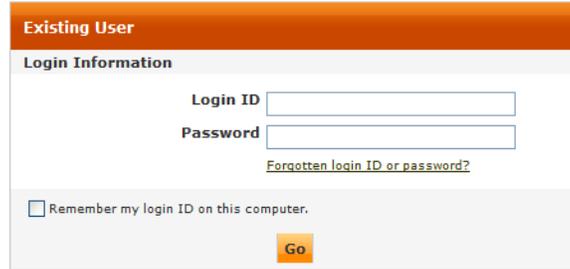
- ✓ For **hktdc.com registered users**, please login to retrieve the application form with your pre-filled contact details.  
**Login to Apply Booth**
- ✓ For **non-registered users of hktdc.com**, please select the below to proceed your fair application and register for hktdc.com.  
**Hong Kong company**   **Non Hong Kong company**

**Apply the Fair Online to Win a FREE BOOTH!**  
Apply the fair online on or before 15 April 2010 to enter a lucky draw and win a free standard booth participation.  
\*All matters and disputes are subject to the final decision of the Hong Kong Trade Development Council.  
Trade Promotion Competition Licence No.: 33398

Organisers:      Sponsors:

Internet

3. Login to the platform by entering your [Login ID] and [Password].



4. The platform will guide you through the application process.

### 3.2. Will HKTDC acknowledge receipt of my application?

Answer: You will receive an acknowledgement email after successfully submitting an application via EOP.

### 3.3. Can I change my login ID?

Answer: Yes, you can change your login ID at [My HKTDC] → [Account Administration] → [Manage account information].

### 3.4. How do I change my password?

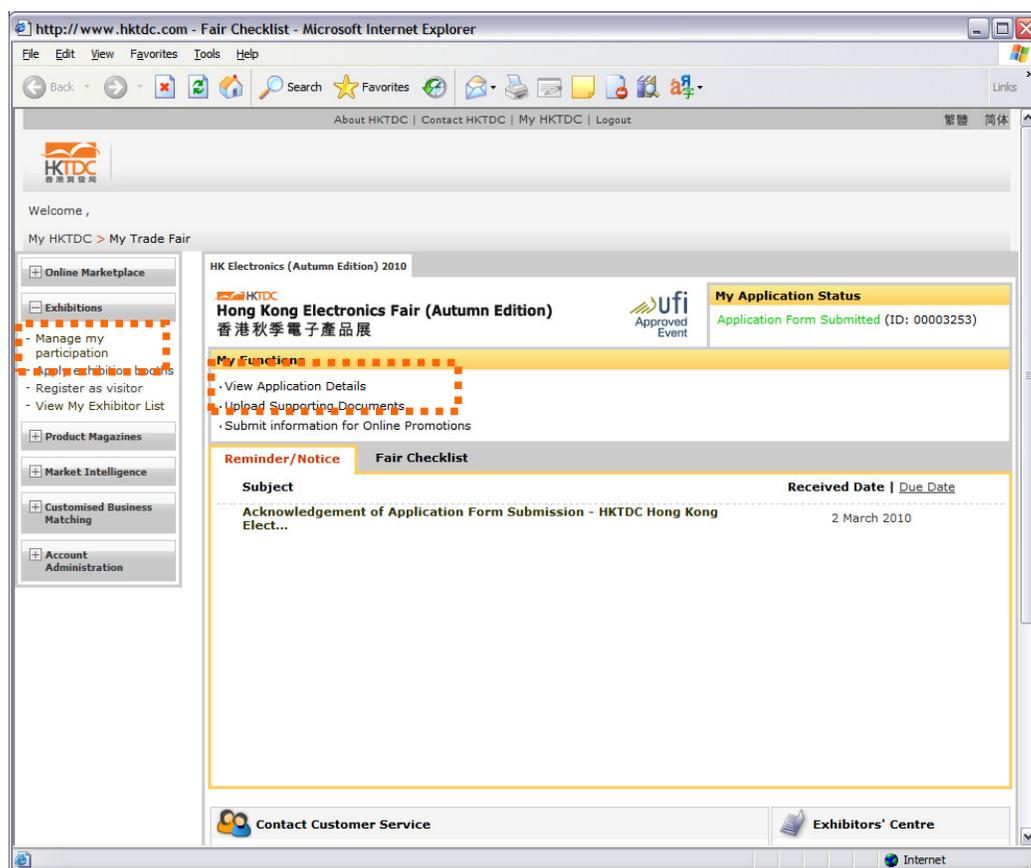
Answer: You can change your password at [My HKTDC] → [Account Administration] → [Manage account information].

### 3.5. If I relocate my office, how do I update my new address for the specific fair via EOP? Can I also update my company's contact information for the specific fair via EOP?

Answer: Exhibitors can update their contact information via EOP by the following procedures. (Note: Please note that these modifications are only applicable to the specific fair. If you also wish to update your company's contact information in the HKTDC database, please specify)

Steps:

1. Login to the "My HKTDC" with your HKTDC.com account
2. Choose the specific fair you want to update, select [Manage my participation], click on [View Application Details]

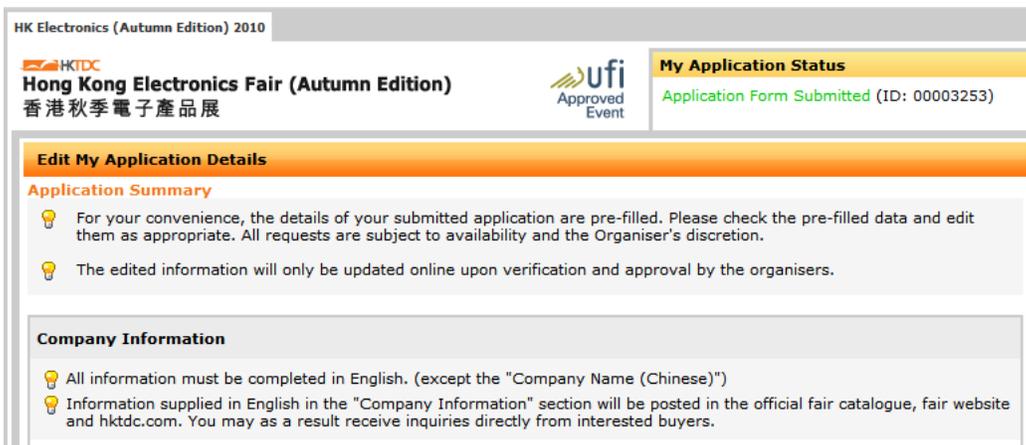


3. Click [Edit] on the following screen



The screenshot shows the top section of the application portal. On the left, it displays the HKTDC logo and the event title: "Hong Kong Electronics Fair (Autumn Edition) 香港秋季電子產品展". In the center is the "Ufi Approved Event" logo. On the right, a yellow box titled "My Application Status" shows "Application Form Submitted (ID: 00003253)". Below this, a section titled "My Application Details" contains a sub-section "Company Information" and a button labeled "Edit" which is highlighted with a dashed orange border.

4. Update your information as desired, then click [Submit]



The screenshot shows the "Edit My Application Details" page. It features the same header as the previous screenshot. The main content area is titled "Edit My Application Details" and includes an "Application Summary" section with two lightbulb icons and explanatory text. Below this is a "Company Information" section with two lightbulb icons and instructions regarding the language of the information and its potential use in the fair catalogue and website.

5. A notification email will be sent to you and HKTDC will process your request accordingly.

## 4. Problems in using EOP

### 4.1. What should I do if I forgot my login ID or password?

Answer: You can reset the password by the following steps:

1. In the login page, click [Forgotten login ID or password?].

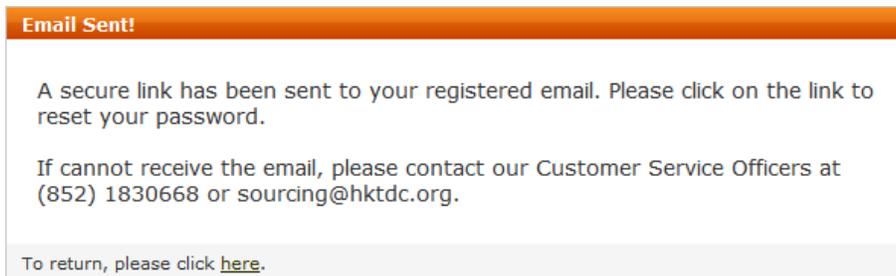


2. Enter your "Login ID" or "Email", and the code shown on the screen, click [Submit] button.  
(Remarks: the code is randomly generated every time)



If you have forgotten your registered email or login ID, please contact our Customer Service Officers at (852) 1830668 or [sourcing@hktdc.org](mailto:sourcing@hktdc.org)

3. The following message will appear, and an email will be sent to your registered email address shortly. You may then reset your password via the security link embedded in the email.



#### 4.2. Why didn't I receive emails from HKTDC?

Answer:

Please check the following if you did not receive an email regarding your application.

- Make sure the registered email of your "HKTDC.com" account is valid and accessible.
- Check the Spam folder to see if the emails are being treated as spam.
- Check if you have ever blocked email sent by HKTDC e.g. "@hktdc.org" or "@tdc.org.hk".

#### 4.3. Why is the EOP system not responding when I click the “Click here to apply” hyperlink embedded on the invitation letter?

Answer:

It usually occurs when exhibitors are accessing EOP via a browser that can only display plain text website. (E.g. Mobilephone)

All emails sent by the EOP server are in HTML format, which enables exhibitors clicking on different URL links. Please ensure that your mailbox can receive emails in HTML format.

- Use emailing software that supports HTML format e.g. MS Outlook.
- Turn on HTML options to allow HTML content with URL links.

#### **4.4. Why is there a message stating that my account already exists after I click the “Account Activation Link” on the invitation letter?**

Answer:

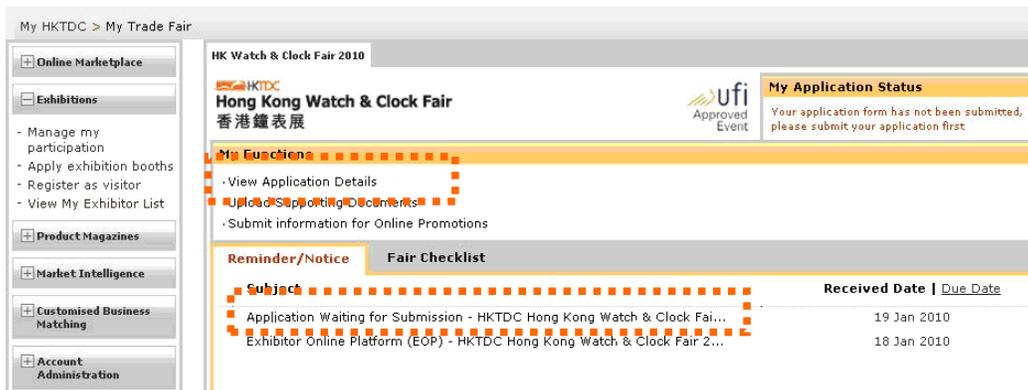
This usually occurs when you had already created or activated an account at "HKTDC.com" with the same email address as login ID before we sent you the invitation letter.

- Before receiving our invitation letter via email, you may have already created an account for your company by submitting the online application form. You can try to login with your company's login id and bypass the activation steps mentioned in the invitation letter.

#### 4.5. How do I retrieve the application after clicking "Save as Draft"?

Answer:

The "Save as Draft" function lets you save the data entered and submit it later. Once you are ready to submit the application, please follow the steps below to submit your application.



Subject	Received Date	Due Date
Application Waiting for Submission - HKTDC Hong Kong Watch & Clock Fair...	19 Jan 2010	
Exhibitor Online Platform (EOP) - HKTDC Hong Kong Watch & Clock Fair 2...	18 Jan 2010	

- Login to your "HKTDC.com" account, and then click "Exhibitions" in the left navigation menu.
  - Click "View Application Details" and the system will redirect you to the landing page of EOP. Click "Login to Apply Booth" button to continue.
- OR -
- Click the reminder "Application Waiting for Submission ...", you will see a reminder with a link "Please Click Here". The link will redirect you to the landing page of EOP. Click the "Login to Apply Booth" button to continue.

#### 4.6. Why does the EOP system not seem to be responding?

Answer:

EOP requires browsers that allow pop-up windows. If your browser blocks pop-up windows, or you have installed secondary toolbars (e.g. Yahoo!), the EOP may not function properly.

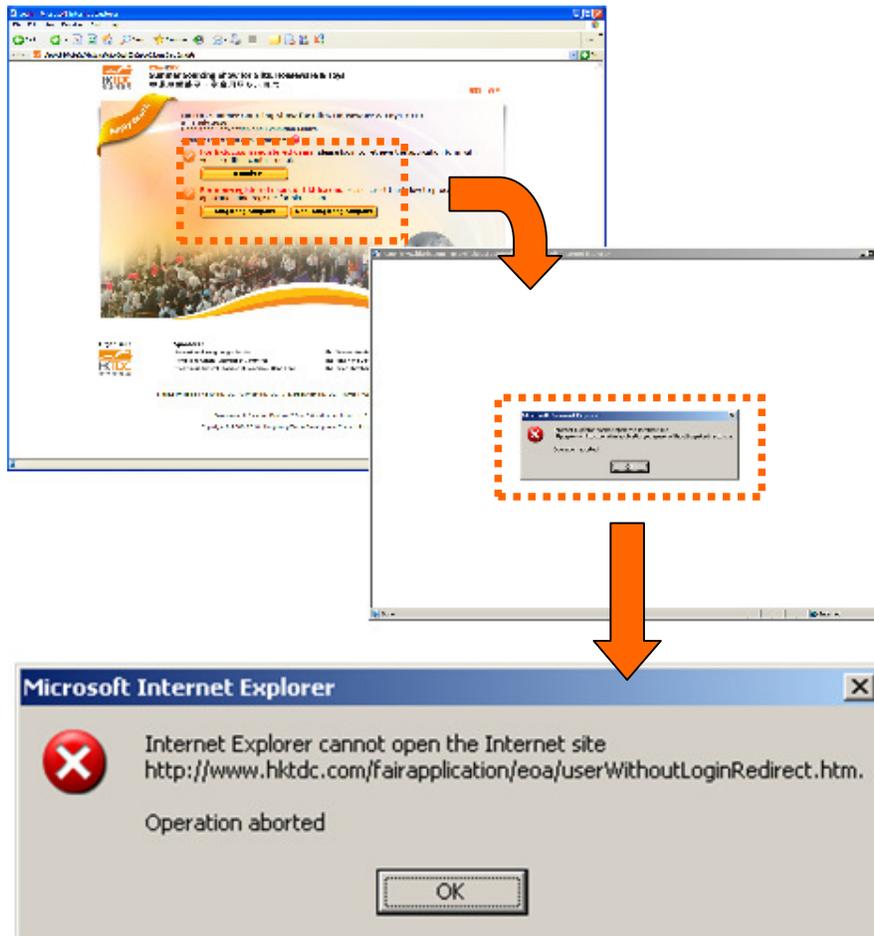
You can turn off Pop-Up Blocker in Yahoo! toolbar by the following steps:

1. Click the [Pop-Up Blocker] menu
2. Un-check [Enable Pop-Up Blocker]
3. Save changes by clicking [OK]

*Note: Because of the wide variety of programs that may be blocking the pop-up window, it's impossible to list them all here. Please look for some indication on your system when the window is being blocked, such as an icon or sound, to determine what's blocking the pop-up window from appearing.*

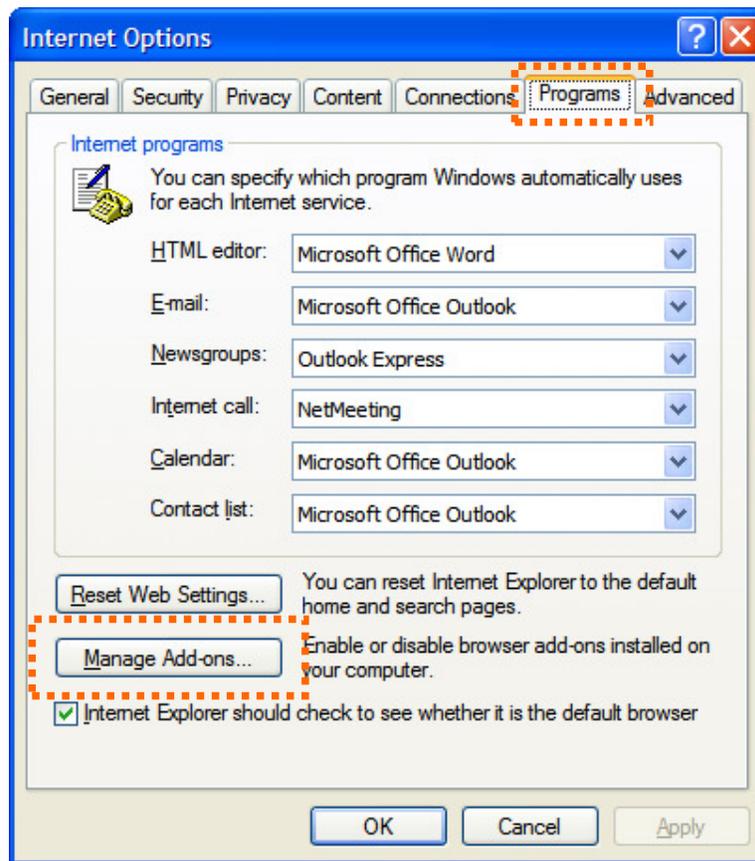
#### 4.7. Why does an “Operation Aborted” alert appear after I click “HK Company” (or “Non-HK Company”) on the EOP landing page?

Ans: Some add-ons of your browser may cause this problem (Eg. Skype version 3.8). You are therefore recommended to disable these add-ons temporarily in order to proceed with your online application.



You can disable Skype 3.8 Plug-in for Internet Explorer by the following steps:

1. Close all IE windows, and open a new IE window
2. Click on [Tools] in the menu
3. Choose [Programs] tab, and click on [Manage Add-ons...]



4. In the list of "Add-ons that have been used by Internet Explorer", select [Skype] and choose [Disable]
5. Save changes by clicking [OK]

~ END ~