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1. **LOGIN:**

1.1 **How do I get my login information for the Exhibitor Shop?**

You will receive the **Login-data** by **email** on **10/19/2021** (please check **spam folder**).

After you confirm your stand proposal, you automatically receive an e-mail that contains an activation link, which is valid for 5 days. Use this link to go to the Exhibitor Shop, where you can create your password. Your user name is always your e-mail address. If this time period has elapsed, you can use the function “Forgot Your Password” to request a new, initial password at any time. The user name is the e-mail address to which this message was sent.

If you have not received the activation link, please refer to No. 1.3 in these FAQ.

1.2 **Why do I receive the e-mail “New Stand”, even I already have been an exhibitor?**

Regardless of whether you already have been an exhibitor (e.g. at another fair or a previous fair), you will receive an e-mail “New Stand” that contains an activation link. Use this link and your existing access information (e-mail address + password) to log into the Exhibitor Shop for digitalBAU.

1.3 **Why have I not received login information for the Exhibitor Shop?**

The **contact indicated** on the **registration form** is the **only person**, who receives an **activation link** for the **Exhibitor Shop** and can use that link to create a password for the account.

If a **different correspondence contact** has been **assigned** in the course of your **registration**, this **person also receives an e-mail and automatically a sub-account**.

If that contact, and therefore the person responsible for the Exhibitor Shop, has changed, please refer to No. 1.4.

1.4 **The contact person in our company has changed. How can I transfer the account to that person?**

Please send an e-mail with the contact information of the new contact person to projektleitung@digital-bau.com. Shortly thereafter, they will receive a new activation link and can create their own password at the Exhibitor Shop. The new contact person automatically has access to previously placed orders and can continue placing new ones.

1.5 **How can I change my password?**

- Click on the “Log In” button in the Exhibitor Shop (upper right).
- Click on “Forgot your password?”
- Enter your e-mail address (that you used to register)
- Click on “Submit”.
- Shortly thereafter, you will receive an e-mail telling you to create a new password.

Please note: If the activation link in the e-mail is no longer valid, please follow the steps for creating a new account described above.

2. HOW IS THE SHOP STRUCTURED?

You will receive the access data for the Messe München digitalBAU Exhibitor Shop. In this shop, you can access the Kölncongress shop and the shop of our media service provider NEUREUTER Fair Media GmbH via single sign-on.

2.1 Where can I find which services in the store?

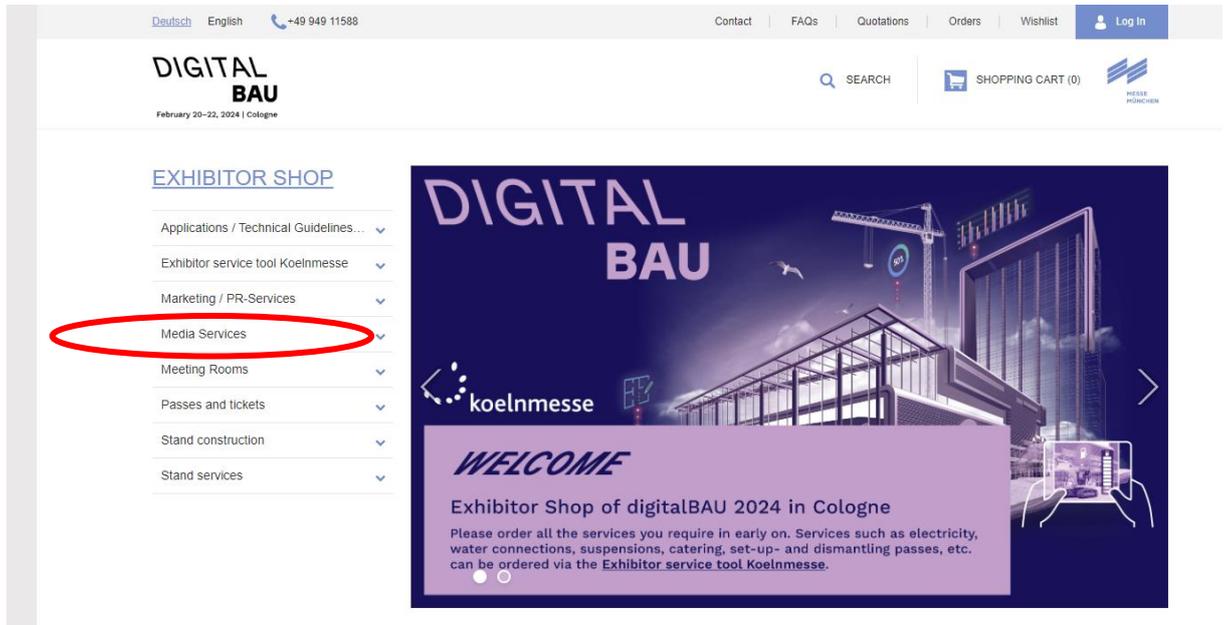
Exhibitor service tool Koelmesse

Technical services, and **stand accessories**, **catering** and **parking tickets** can be found in the Koelncongress order portal (red marking below).

The screenshot displays the digitalBAU Exhibitor Shop interface. At the top, there is a navigation bar with language options (Deutsch, English), a phone number (+49 949 11588), and links for Contact, FAQs, Quotations, Orders, and Wishlist. A 'Log In' button is also present. Below the navigation bar, the 'DIGITAL BAU' logo and event details (February 20–22, 2024 | Cologne) are shown. A search bar and a shopping cart icon (0 items) are also visible. The main content area is titled 'EXHIBITOR SHOP' and contains a list of service categories: Applications / Technical Guidelines..., Exhibitor service tool Koelmesse (circled in red), Marketing / PR-Services, Media Services, Meeting Rooms, Passes and tickets, Stand construction, and Stand services. To the right, a large banner features the 'DIGITAL BAU' logo, a 'koelnmesse' logo, and a 'WELCOME' message. The banner text reads: 'Exhibitor Shop of digitalBAU 2024 in Cologne. Please order all the services you require in early on. Services such as electricity, water connections, suspensions, catering, set-up- and dismantling passes, etc. can be ordered via the Exhibitor service tool Koelmesse.'

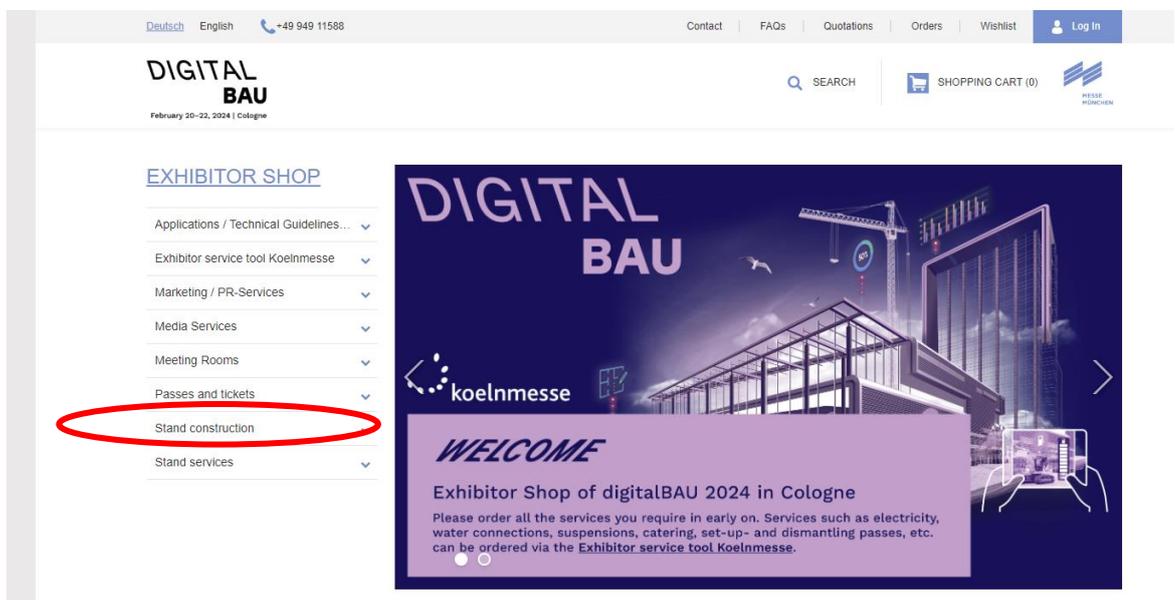
Media Services

Media entries as well as advertising space on site can be booked through our media partner NEUREUTER Fair Media via „Media-Services“.



Stand Constuction

If you would like to order your **stand construction** from **MEPLAN**, you are welcome to do so in the marked tab "**Stand construction**".

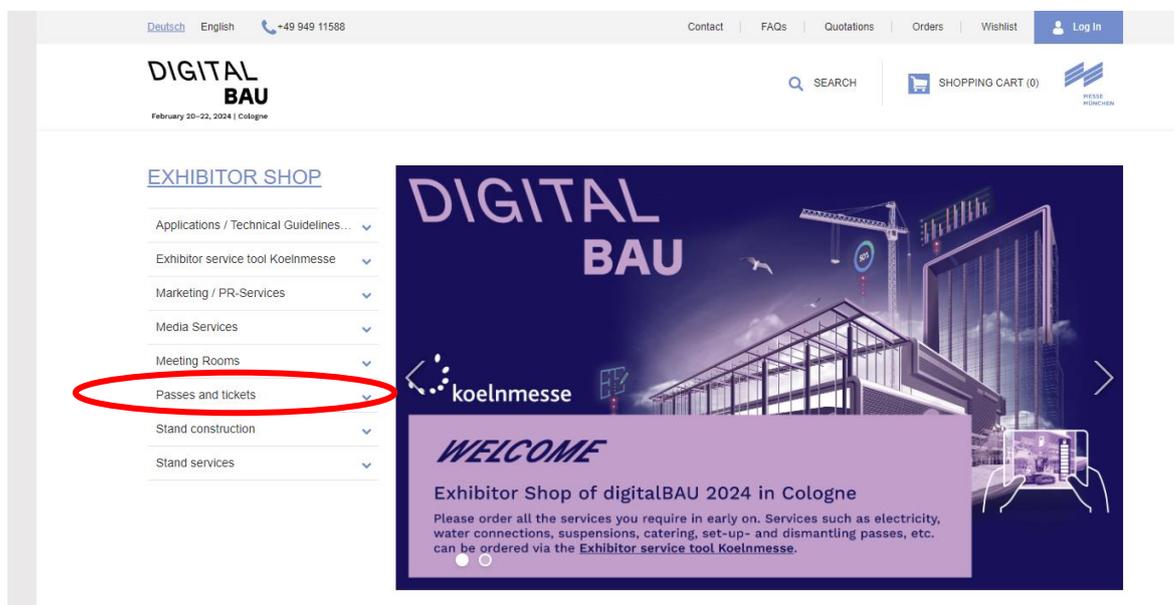


Passes and tickets

In the "Badges and Tickets" section you can order your exhibitor passes and online vouchers to invite visitors.

Please note that exhibitor passes must be personalized and that each employee at the stand needs his or her own pass.

Also during set-up and dismantling, everyone entering the fairground must be able to identify themselves. Therefore, please always carry your exhibitor pass with you. You can order **work passes free of charge** for your stand constructor or other persons who need access to the grounds during construction and dismantling at the "Koelnmesse order portal".



Other products

For all other services, such as marketing services, slots in the Exhibitor Forum, etc., please feel free to click through our Messe München Shop.

3. WHO HAS WHICH ORDERING RIGHTS?

3.1 When I log in, why don't I see all of the items that are available for order?

The Exhibitor Shop distinguishes between main exhibitors and co-exhibitors. **Co-exhibitors do not have the same authorizations and may only order certain products.**

Co-exhibitors also do not have access to the Koelncongress Shop.

3.2 Once I have logged into my account, can I place orders for multiple stands?

If you have booked multiple stands, the system will ask you which stand you wish to place an order for. Select the stand in the corresponding dialog box and confirm with “Continue”. You will be taken to the main page of the shop catalog. If you only have one stand at the fair, the system skips this stand inquiry and takes you directly to the main page after you log in. If you switch to another stand, please keep in mind that everything you order will go to the currently selected stand/customer. Please be sure to always close your order before switching to another stand/customer. The contents of your shopping car will not be deleted when you switch to another stand.

3.3 Do co-exhibitors get their own account?

Yes. The contact person indicated on the registration form for co-exhibitors receives an activation link for the Exhibitor Shop and can use it to create a password for their own account.

However, co-exhibitors do not have all the same authorizations and can only order certain products.

3.4 What is a subaccount?

Subaccounts are additional accounts within you own account. You can use them to give employees the ability to place orders themselves.

3.4.1 How can I create a subaccount?

- Click on “My Account”.
- Select “Manage subaccounts”
- Create a new subaccount and issue the authorizations.
- The subaccount user will receive an activation link for his/her account.

3.4.2 How can I delete a subaccount?

Generally speaking, accounts in the Exhibitor Shop cannot be deleted. However, you can cancel all the subaccount user's authorizations by deactivating them under “Manage subaccounts”.

4. QUESTIONS AROUND THE ORDER:

4.1 Is there a order deadline?

All dates and deadlines of digitalBAU can be found here:
[Tips, Dates & Deadlines | digitalBAU \(digital-bau.com\)](https://digital-bau.com)

4.2 What shipping address is currently listed for ordered items that require delivery?

The delivery address is identical to the exhibitor's address indicated on the registration form.

4.3 Can I change the shipping address in the Exhibitor Shop?

The shipping address is taken from the Messe München database. For some items, the detailed description includes instructions to enter a different shipping address in the Comments box on the Product Details page. In most cases, however, the Exhibitor Shop does not allow you to make subsequent changes to the shipping address.

Therefore, if you have any questions, please contact us:

Tel.: +49 89 949-11588

E-Mail: shop@digital-bau.com

4.4 Are the orders that I place still visible after finish placing my order?

You can view all your orders in the customer menu (which you can reach via “My user account”) under “My orders” in the menu. The link “View order” will take you to the order details, where you can review everything about the order in question.

4.5 Who can I contact, if I need support?

If you have any questions, please contact us:

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E-Mail: shop@digital-bau.com