

SUPPLIER JOINING INSTRUCTIONS

What do I need?

Before logging into the portal please ensure that you have **Google Chrome** or **Microsoft Edge** as your browser and that you are using a **desktop PC or laptop**.

Twilio is used to facilitate one-to-one video calls with suppliers so it is also important to ensure that Twilio is enabled on your network.

Vimeo, Cachefly and Vonage will also be used in some of the session delivery. If you have concerns as to whether they are available on your network please check with your IT department.







Event Check-in

Prior to the event you will be issued with joining instructions which will provide you with the link to access the portal.

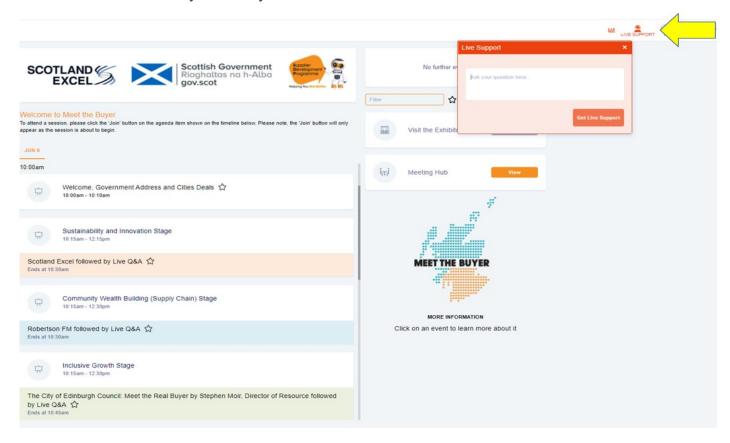
On arrival you can upload a photograph, include a short bio about yourself and details of any of your social media handles.

Once you have updated your profile you will simply click 'Update and Close' which will then take you to the main timeline.

Welcome to Meet the Buyer.	SCOTLAND	THE BUYER
About You Your contact details were provided as part of your registration	First Name Test	Last Name Test
	Organization Test	
	Email simon@tylerevents.co.uk	

Live Support

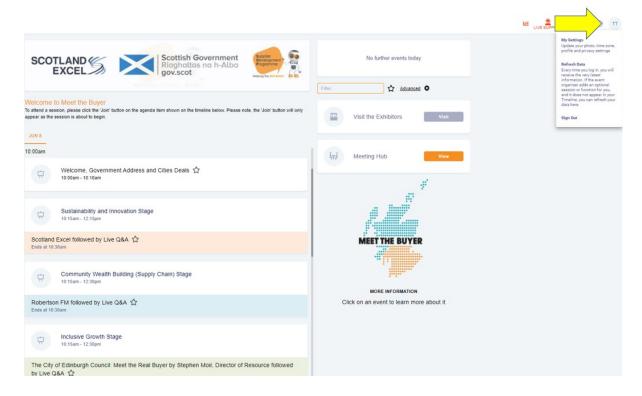
In the top right-hand corner of the portal you will see a small red person icon for 'Live Support' you will be able to click on this at any point during the event and have direct access to the support team who will be able to chat with you directly just enter your question and one of the team will come back to you shortly.



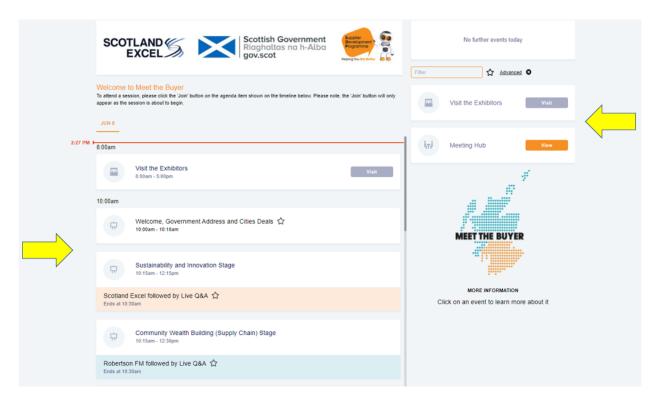
Timeline

You can update your profile at any point by clicking on the icon of yourself in the top right-hand corner of the timeline page this will open a drop-down menu where you will click on 'My Settings'.

You can then make any changes before clicking update once again.

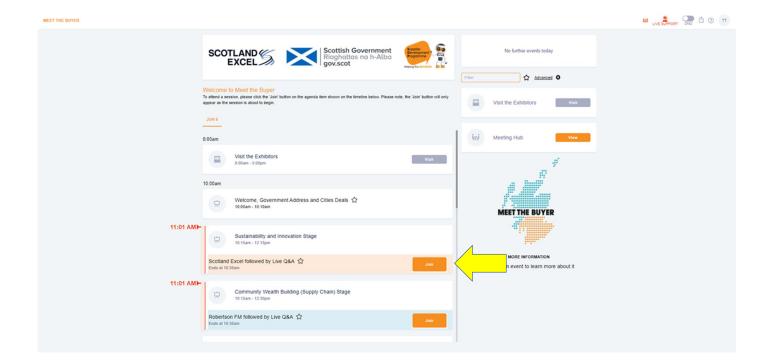


On the home page in the centre you will see the timeline showing the sessions taking place during the day. To the right of the agenda items, you will see the access to 'Visit the Exhibitors', the 'Meeting Hub' and the 'Countdown Clock' showing the start of each session.



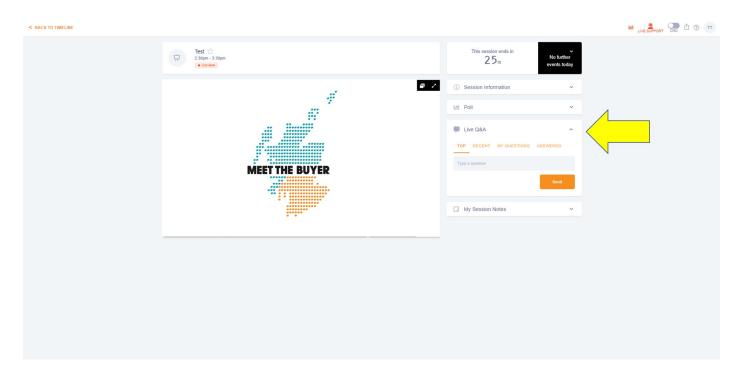
When a session is about to start the preview button in the agenda item will change to 'Join' you simply need to click on the button which will take you to that session.

There are multiple stages available during the programme and you have the option to attend the session of your choice. Sessions will be recorded and available for replay after the event.

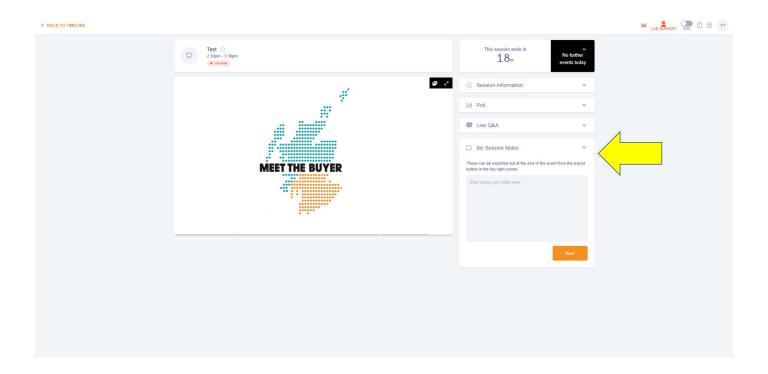


Sessions

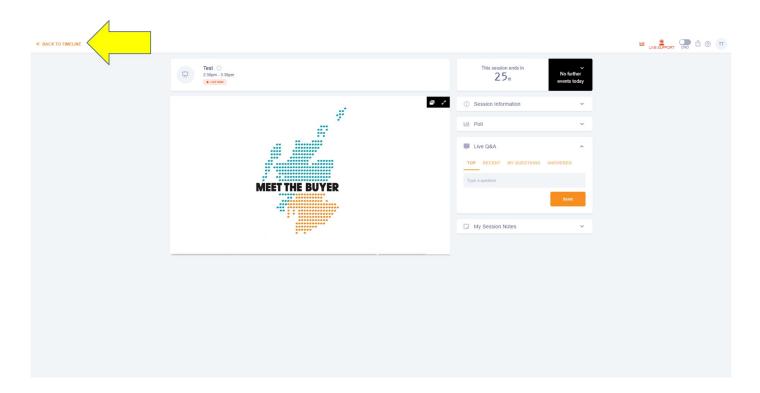
When the session starts the video window will open in the centre of the screen to the right of the video panel is a live Q&A option where you can type in questions and hit send to submit them.



With all the sessions there will also be the option to take notes within my session notes section also located on the right-hand side of the video panel - here you can type anything you want during the session.

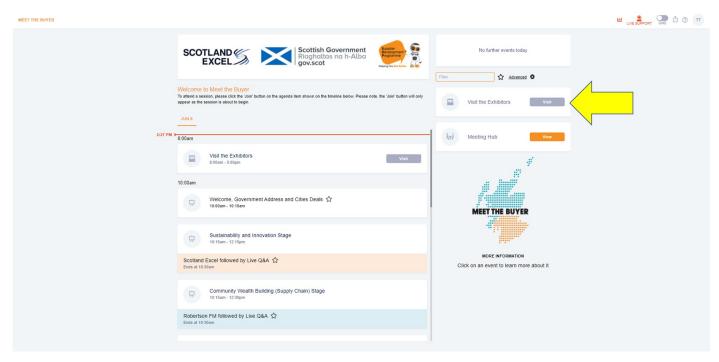


When the session ends you will be asked to click on 'Back to the Timeline' located in the top left of the screen.



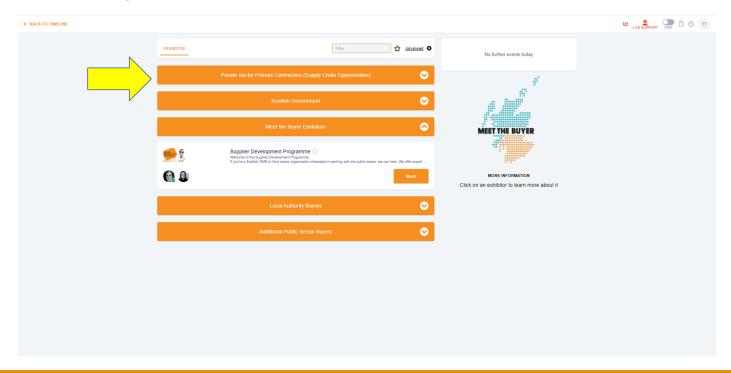
Exhibition

From the timeline you can 'Visit the Exhibitors' by selecting 'Visit'.



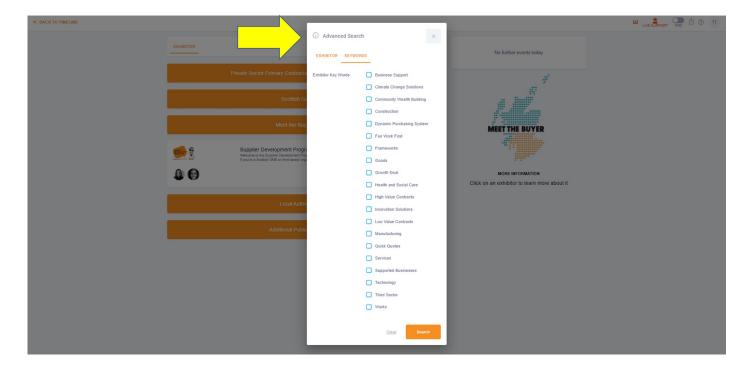
This will take you to a list of the exhibitors. Exhibitors are organised into clear categories which will include:

- Additional Public Sector Buyers
- Business Support
- Local Authority Buyers
- Private Sector Primary Contractors (Supply Chain Opportunities)
- Scottish Government



You can also click the 'Advanced' button to filter the list of exhibitors according to keywords.

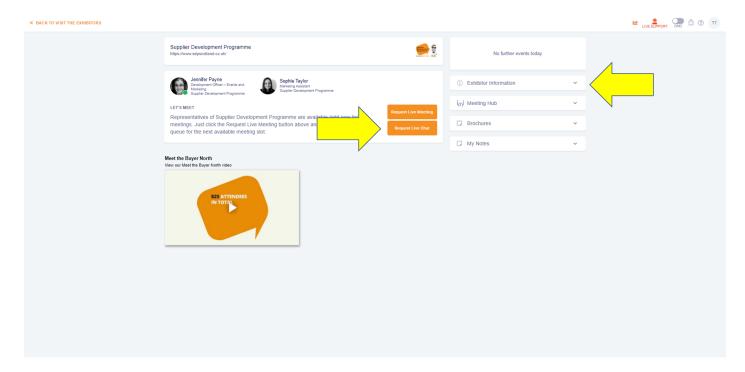
Click the 'view' button on the exhibitor you wish to connect with which will show you all the information relating to that exhibitor and their stand.



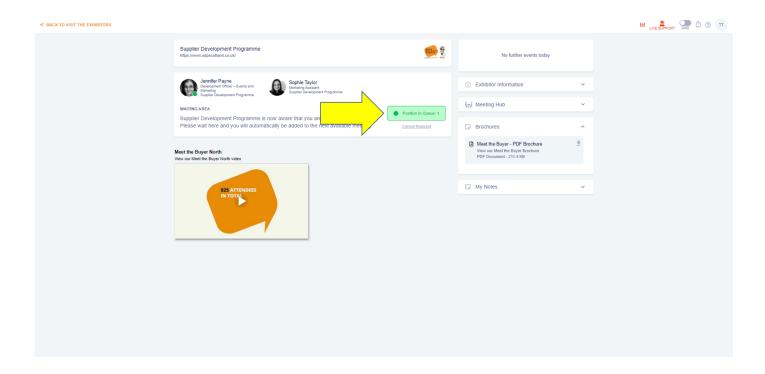
Visiting a Stand

On the right hand side you will see 'Exhibitor Information' where you can view a short profile, 'Meeting Hub' to connect and exchange contacts, 'Brochures' which allows you to view relevant pdfs and URL's relating to the organisation and 'Notes'.

To start a conversation click on 'Request Live Chat' to message the representative or 'Request Live Meeting to connect via video call.

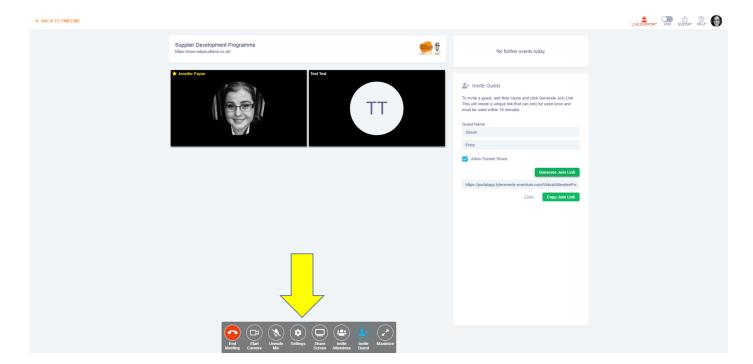


Once selected you will see your place in the queue please be aware that **if you leave the queue at any time you will unfortunately lose your place** therefore please remain on the exhibitors page in order to meet with them.

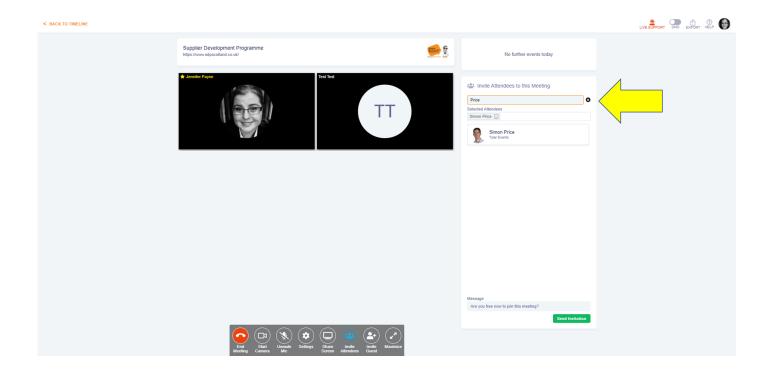


If your request for a 'Live Meeting' is accepted your video windows will open for your conversation. During the meeting you have the option to 'Start or Stop your Camera', 'Mute', 'Share Screen', 'Invite an Attendee at the Conference to the join your meeting' or Invite an outside guest using a hyperlink located on the right hand panel. You also have the option to maximise the video window.

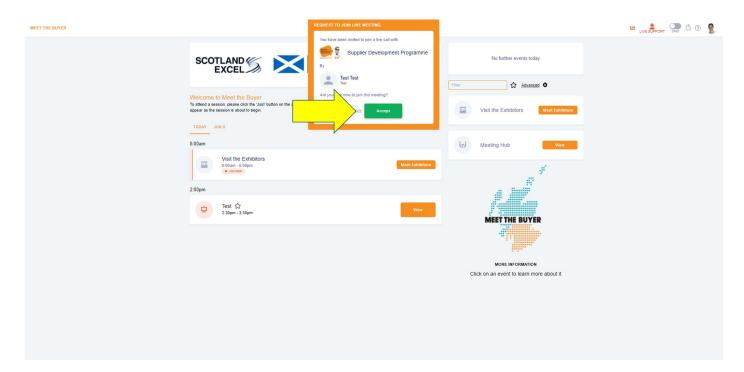
During the call to invite an attendee outside of the conference select 'Invite Guest' place their details in the fields provided, confirm if you would like to 'Allow Screen Share' and click 'Generate Join Link'. Once generated the link can be copied using the 'Copy Join Link' button and sent to the individual by email.



To invite another attendee into your meeting simply select 'Invite Attendees' search for their name and 'Send Invitation'.



The attendee receives a request to join the live chat and can simply click 'Accept' to join your meeting.



Scottish Government Exhibitions

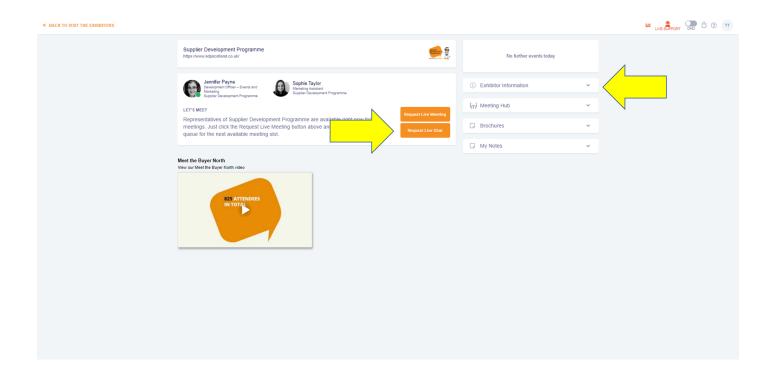
Due to cyber security requirements, there is an additional step for suppliers to take to connect with Scottish Government stand representatives during Meet the Buyer. An exhibition stand notification will state that it is not possible to connect using the live one-to-one video button 'Request Live Meeting'.

The exhibitions that require this additional step include:

- Scottish Government Public Contracts Scotland (PCS)
- Scottish Government Procurement: Collaborative Procurement Division
- Scottish Government Procurement: Information and Support for Suppliers
- Scottish Government: Procurement Services Division
- Social Security Scotland Procurement & Commercial Team
- Transport Scotland

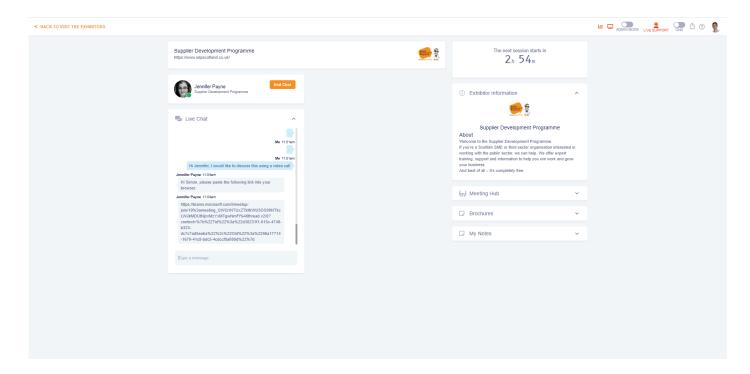
The Supplier Development Programme understands that this extra step may be burdensome; however, in this virtual world we are doing our utmost to ensure participation of buyers and decision makers whilst balancing cyber resilience.

Suppliers should message stand staff representatives through the chat function to ask if they would like to participate in a video call.



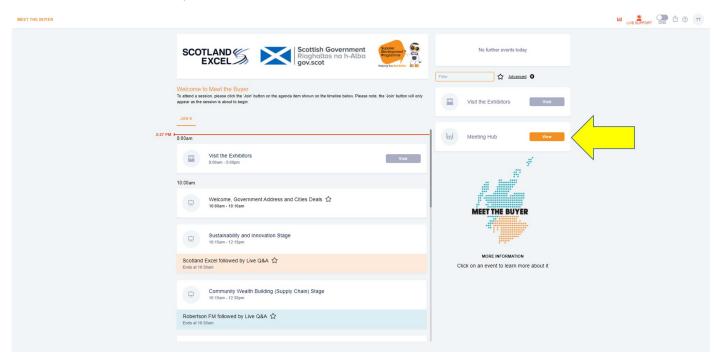
After a short conversation, suppliers will be given a URL link to a Teams meeting.

The supplier must copy and paste the link into a new browser window to connect for a face-to-face virtual meeting with Scottish Government.

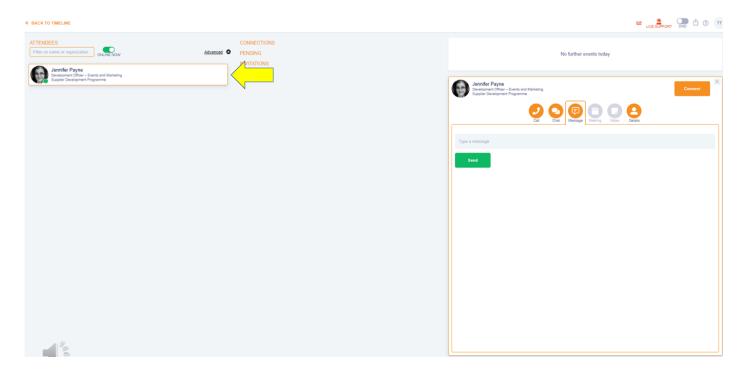


Meeting Hub

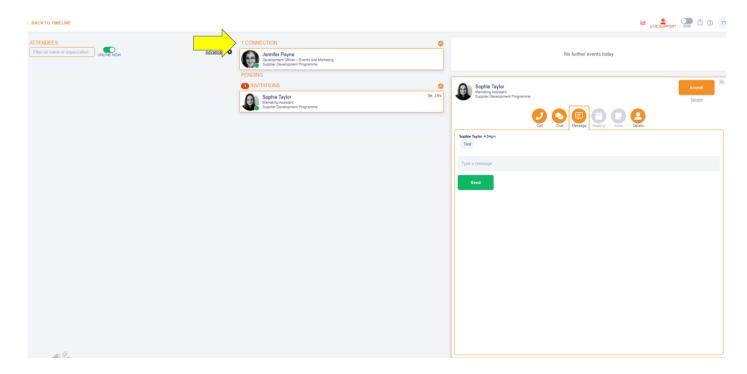
Another way to meet with specific attendees is through the 'Meeting hub' which can be accessed from the timeline of the portal.



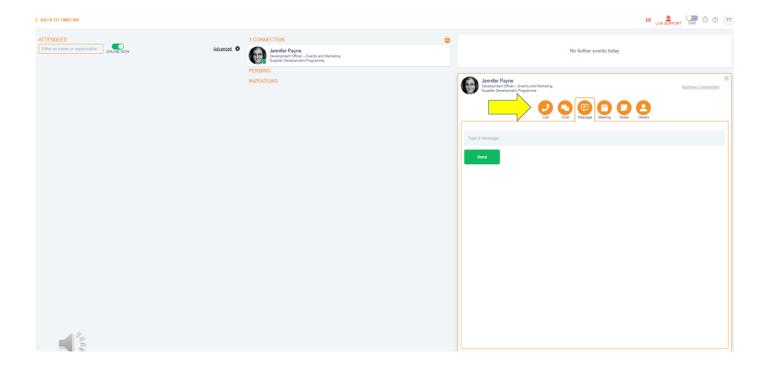
Once you've clicked into the meeting hub you will see a list of all the attendees of the event. This can be filtered to just show those who are 'Online' using the toggle at the top of the attendee list. You are able to go through the list send invitations to 'Connect'. The individual will be able to see when they visit the 'Meeting Hub'. Connections are a great way to network and keep a record of people you have spoken with throughout the event. All connections can be exported from the system at the end of the event using the export function located in the top right hand corner.



An initial connection request shows as a 'Pending Invitation' with a note of the time the connection has been waiting. Any accepted Connections appear at the top of the screen.

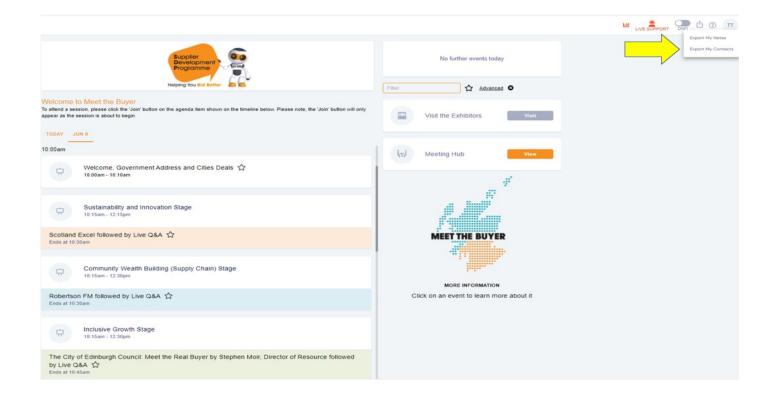


Once you have a connection accepted you will be able to have a live chat, arrange a video call, schedule in a specific meeting time (which will appear in your personalized agenda on the timeline), or just message them for a later time – they will see this message when they log back in.



Exporting Contacts and Notes

At the end of the event you will be able to export all the details of the contacts you have exchanged details with along with any notes made during one to one meetings and sessions notes by clicking on the export icon in the top right hand corner of the portal.



Frequently Asked Questions

Which browser should I use?

Use the most up to date version of Google Chrome or Microsoft Edge.

Can I view the Conference on my phone or tablet?

Live sessions cannot be viewed on phones or tablets. For optimal experience, we suggest using a desktop computer or laptop.

Can I use a personal device?

If you have concerns about your organisations firewalls and restrictions personal devices should be used.

Can I use multiple devices?

No. For security reasons you can only use one device at a time.

How can I join on the day?

Simply follow the link provided in your joining instructions to join the platform. Please allow sufficient time to update your profile details and become familiar with the features provided.

Can I update my profile?

Absolutely, you can update your profile when you first join or throughout the conference by clicking the profile button to the top right of the screen. Here you can replace your photo, edit your biography, change your camera or microphone, set your time-zone and privacy options.

Can I view the Conference sessions?

Yes, you can view the session content during the conference from the main timeline. Simply click 'join' at the time shown. These can be expanded to full-screen for optimum viewing.

Do I need to have a webcam and mic for the event?

Yes. You are encouraged to use your webcam and mic during the event to allow for a virtual face -to-face experience with buyers and attendees.

Can I view full screen?

Yes, and we highly recommend that you do. Please click on the expanding arrow image at the bottom right hand side of the video screen. This will automatically make your view full screen. To exit full-screen mode, simply hit the "Esc" button on your computer keyboard.

How do I ask a question?

In each sessions, you will see the Q&A function on the right-hand side of the screen. Type your question into the Q&A box and click Send. We recommend using your full name so that any unanswered questions can be followed up after the event, however, you can choose to submit your question anonymously if you prefer.

What happens to unanswered questions?

Please ensure you submit the question with your full name and this will be passed to the organisers so they can contact you following their session.

Frequently Asked Questions

What should I do if I can't see or hear the stream?

A button appears to the bottom of the session window stating 'Audio/Video Issues'. Once selected you can opt to change to a backup stream. If you continue to experience problems please log out, clear you browser history and revisit the site using your original link.

How does the queue function work?

Once you select to have a live chat or meeting you are placed in a queue for one of your stand representatives to activate. If you leave the exhibition stand you will unfortunately lose your place.

Can I take notes in sessions?

Yes. In each session in the portal, there is a note box on the right-hand side of your screen. Notes save automatically (there is no save button). You can export your notes at any time by clicking the Export notes' button at the top right-hand corner of the screen. This will export into a Word document.

Will the event be recorded?

Yes. All sessions will be recorded and available to view on-demand following the completion of the session.

Exhibitors

Category	Organisation	First Name	Last Name	Position
Local Authority Buyers	Aberdeenshire Council	Euan	Aitken	Category Manager, Commercial & Procurement Shared Services (C&PSS)
Additional Public Sector Buyers	Advanced Procurement for Universities and Colleges	Anne	Martin	Head of Category - General Professional Services and HR
Local Authority Buyers	Argyll and Bute Council	Liz	Munro	Procurement Analyst
Private Sector Primary Contractors (Supply Chain Opportunities)	BIP Solutions	Laura	Aitkenhead	Events Manager
Local Authority Buyers	Clackmannanshire Council	Derek	Barr	Procurement Manager
Additional Public Sector Buyers	Crown Commercial Service	Paula	Woollam	Events Manager
Local Authority Buyers	Doing Business with Stirling Council	Simon	Payne	Category Manager
Local Authority Buyers	Dumfries and Galloway Council	Shelley	Bell	Economic Development Officer
Local Authority Buyers	Dundee City Council	Karen	Lawson	Corporate Procurement Manager
Local Authority Buyers	East Dunbartonshire Council	Kirsty	Chisholm	Corporate Procurement Manager
Local Authority Buyers	East Lothian Council	Mikel	Vallejo	Senior Procurement Officer
Local Authority Buyers	East Renfrewshire Council	Vanessa	Fordyce	Procurement Category Manager ICT & City Deal
Local Authority Buyers	Falkirk Council - Procurement and Commissioning	Merle	Stevenson	Procurement Coordinator
Local Authority Buyers	Fife Council	Smith	Dot	Economic Adviser (Market & Trade Development)
Local Authority Buyers	Fife Council - Procurement	Derek	Hamilton	Category Manager (Environment and Fleet)
Local Authority Buyers	Glasgow City Council - Corporate Procurement Unit	Keith	Houston	Assistant Development Officer
Local Authority Buyers	Glasgow City Region City Deal	Anita Jane	Smith	Legacy Officer
Additional Public Sector Buyers	Historic Environment Scotland	Fiona	Fretwell	Procurement Manager
Additional Public Sector Buyers	hub South West Scotland Ltd	Margaret	Milton	Skills Academy
Local Authority Buyers	Inverclyde Council	Kirsty	Munro	Procurement Team Leader
Business Support	Living Wage Scotland	Anna	Hirvonen	Accreditation Officer
Local Authority Buyers	Midlothian Council	Hayley	Bell	Lead Procurement & Contracts Officer
Local Authority Buyers	Moray Council	Janis	Hepburn	Assistant Procurement Manager
Private Sector Primary Contractors (Supply Chain Opportunities)	Morrison Construction	Caitlin	Quinn	Communities and Social Impact Manager
Private Sector Primary Contractors (Supply Chain Opportunities)	Multiplex Construction	Kieran	Ronnie	Social Value & Community Manager
Local Authority Buyers	North Ayrshire Council	Chris	Watson	Business Growth Manager
Local Authority Buyers	North Lanarkshire Council	Audrey	Telfer	Corporate Procurement Team
Additional Public Sector Buyers	Northern Lighthouse Board	Angela	Cahill	Procurement Specialist
Local Authority Buyers	Perth & Kinross Council	Lynzi	Stewart	Senior Procurement Officer
Private Sector Primary Contractors (Supply Chain Opportunities)	PfH Scotland	Lucinda	Wood	Head of Marketing
Additional Public Sector Buyers	Police Scotland	Stephen	Watson	Procurement Assistant
Additional Public Sector Buyers	Registers of Scotland	David	Benzie	Corporate Procurement Manager
Local Authority Buyers	Renfrewshire Council	Bridget	Lambert	Strategic Procurement Manager
Private Sector Primary Contractors (Supply Chain Opportunities)	RJ McLeod	Christina	McKitrick	CSR Manager
Private Sector Primary Contractors (Supply Chain Opportunities)	Robertson Facilities Management	Shona	Dunsmore	Business Development Director
Additional Public Sector Buyers	Scotland Excel	Sarah	Morrison	Project and Account Manager
Local Authority Buyers	Scottish Borders Council - Procurement Team	Ewan	Forest	Procurement Business Partner
Additional Public Sector Buyers	Scottish Council for Development and Industry	Eleonora	Vanello	Director of Policy and Public Affairs
Additional Public Sector Buyers	Scottish Courts and Tribunals Service	Wesley	de Koning	Senior Procurement Specialist
Additional Public Sector Buyers	Scottish Enterprise	Joanne	Napier	Procurement Advisor

Category	Organisation	First Name	Last Name	Position
Additional Public Sector Buyers	Scottish Fire and Rescue Service Fleet, PPE, Corporate	Ashley	Gould	Category Lead
Additional Public Sector Buyers	Scottish Fire and Rescue Service ICT, Operational ERquipment, Corporate	Himani	Rikhari	Category Lead
Scottish Government	Scottish Government - Public Contracts Scotland (PCS)	Barry	Dalziel	Senior e-Commerce Specialist
Scottish Government	Scottish Government Procurement: Collaborative Procurement Division	Lisa	Pittman	Senior Portfolio Specialist ICT Services
Scottish Government	Scottish Government Procurement: Information and Support for Suppliers	Paula	Naughton	Supplier Journey - Senior Procurement Best Practice Specialist
Scottish Government	Scottish Government: Procurement Services Division	Sandra	McLaughlin	FMS Portfolio Manager
Additional Public Sector Buyers	Scottish Parliament	Avril	Gordon	Purchasing Officer
Additional Public Sector Buyers	Scottish Procurement Alliance	Corinne	Kemp	Marketing and Communications Officer
Scottish Government	Social Security Scotland Procurement & Commercial Team	Norma	Mackenzie	Supplier Relationship Manager
Local Authority Buyers	South Ayrshire Council	Zoe	Fance	Service Lead - Procurement
Local Authority Buyers	South Lanarkshire Council	David	Anderson	Procurement Advisor
Business Support	Space Solutions - Post COVID Workplace	Victoria	Walker	Business Development Director
Business Support	Supplier Development Programme	Elizabeth	Bailey	Programme Assistant
Local Authority Buyers	The City of Edinburgh Council	Paula	Deegan	Category Delivery Lead
Business Support	The Open University	Suzanne	McQuade	Business Relationships Manager (Scotland)
Additional Public Sector Buyers	Transport Scotland	Shane	Grinsell	Procurement Governance Officer
Local Authority Buyers	West Dunbartonshire Council	Alison	Wood	Business Partner (Procurement Developments)
Local Authority Buyers	West Lothian Council	Catriona	Peden	Senior Procurement Officer
Additional Public Sector Buyer	Zero Waste Scotland	Michelle	Mitchell	Event Manager

Evaluation

Your feedback is essential to evaluating how well we did, and what we can do better. You will be sent a link to an evaluation after the Meet the Buyer event and you are encouraged to return it by the closing date. After you have completed it, you will be able to access the files uploaded by exhibitors during the event.

Support

Support is available throughout the day using a number of channels:



Contact the Live Support desk using the red icon to the top right-hand corner within the platform



Contact technical support by email mtbsuppliersupport@sdpscotland.co.uk



Contact the Supplier Development Programme Team info@sdpscotland.co.uk

