

## FREQUENTLY ASKED QUESTIONS

### WHAT IS BRAINDATE, AND WHY SHOULD I USE IT?

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Braindate helps you tap into the experiences and expertise of your fellow participants at events. It's an easy way to connect and learn from each other through conversations about things of interest to you. Share your knowledge and book one-on-one or group conversations called braindates with other participants on the Braindate platform, then meet in person for (awesome) conversations!

#### Why is Braindate™ different from networking?

Getting to know people at virtual events can be difficult: time is limited, and traditional networking opportunities are not available. Braindate gives you a platform to explore and share specific knowledge and experiences, so that you can have more authentic conversations with new people who share common interests. It gives you direct access to the collective genius of your fellow participants!

#### How does Braindate work?

Post a braindate topic about something that you're interested in discussing into the Topic Market. Participants who want to dive into your topic with you can then send you an invitation to meet! Explore topics that interest you with the Search, Sort and Filter functions, then send invitations for one-on-one braindates or join group braindates directly.

Just before your braindate is set to begin, a pop-up banner will appear on the Braindate platform with a link to your topic, where you can join your virtual braindate. If you add your phone number to your profile Preferences, we'll send you an SMS (text) reminder before your Braindate with a direct link to join your call.

#### Why should I Braindate?

1. The best way to learn is to take advantage of the collective knowledge of like-minded peers.
2. Connecting with others based on shared interests and experiences can help you meet your goals.
3. To engage in meaningful conversations about issues that are on your mind and in your heart.
4. Use braindates to get granular about what you want to tackle by engaging with other event participants directly.
5. It's an immediate and straightforward way to gather diverse perspectives from others in the form of group braindates.
6. To use the opportunity to troubleshoot a problem or challenge you're facing at home and/or work with other attendees.
7. You never know, a good conversation can be the start of a long-lasting relationship!
8. Make it self-directed: pick and choose the meetings you will have by identifying who has the answers to questions you are looking for.
9. Use your own experience for good: position yourself as a thought-leader and/or reliable source of information.

## GETTING STARTED

### **Do I have to be an expert to post a braindate topic?**

No! Everyone has valuable knowledge and experiences to share – and we guarantee that someone will be excited to learn from you. Don't hold back!

Need some inspiration for topics? Think about: what have you been reading up on in your spare time these days? How do you achieve work-life balance? What are your secrets to nailing nerves before public speaking? What work challenges are keeping you up at night? What changes have you made to accommodate to the “new normal?”

### **I'm not sure I'm ready for a one-on-one. How can I test this out?**

Booking a spot in a group braindate is a great way to start! These group discussions are a good way to experience a diversity of perspectives around a given topic.

To find upcoming group braindates: Head to the market, tap Filter and select Upcoming and Group Braindate, and find a group that starts at a convenient time for you.

### **Where can I find the topics that I've favorited?**

When you tap the heart icon on a topic in the Market, we'll save that topic your favorites so that you can come back to it later. You can tap Filter and select Favorites to access your saved topics at any time.

### **I'm looking for a specific person on the Braindate platform, How do I find them?**

Try searching for their full name in the search bar in the Market. If you can't find them, it means that they haven't had the opportunity to create a topic yet and they won't appear on Braindate until they make themselves available to meet by posting a topic or group discussion.

## SENDING INVITATIONS AND RESCHEDULING

### **How do I know when my braindate is confirmed?**

Whenever there's new activity in your Braindate invitations, (like a confirmed braindate, an alternative time proposal, or a new message), a green dot will appear beside the bell icon in the navigation bar. We'll also send you an email or SMS (text) reminder if you've opted in to receive these reminders. To opt in, simply go to the preferences in your Profile.

### **I accidentally declined a braindate, but I actually wanted to meet or reschedule.**

The person who originally sent the invitation must resend it to re-initiate a chat. We recommend you speak with one of our Virtual Learning Concierges (real humans waiting to help you!) for support by clicking on the chat icon on the Braindate platform. They can help you reconnect with that person.

### **I received an invitation, but I'm not sure what times they proposed.**

To review proposed times for a braindate, navigate to the bell icon and open your Pending tab. Click on the unread conversation (look for the little green dot!) and scroll up until you find proposed times to choose from.

If you can't find the conversation in your invitations, try opening the Confirmed tab to see your upcoming braindates and reschedule as needed!

### **No one has booked my braindate topic. What should I do?**

Sometimes there's just not enough time to book all the braindates we would like – don't take it personally! Instead, try joining a group discussion on a similar subject. Pro tip: The more topics you create, the better your chances of meeting people will be. Try creating more topics or adding more precise tags to your topic!

## **GETTING READY FOR A CONFIRMED BRAINDATE**

### **What do I need to do to prepare for my Virtual Braindate?**

- Make sure you are connected to a high-speed internet connection
- Make sure your device and browser are supported by the platform
- When you arrive to your Virtual braindate, authorize your browser to have access to your camera and microphone.

### **Is my device compatible with Virtual Braindate?**

We recommend that you use a desktop computer and avoid mobile devices to enjoy your Virtual Braindate experience to the fullest. Devices running up-to-date versions of Android, Linux, macOS, and Windows are compatible with the Virtual Braindate Platform.

### **Is my browser compatible with Virtual Braindate?**

On your compatible device, you may enjoy Virtual Braindate with the following browsers: Chrome, Firefox, and Safari. You can test your audio and video capabilities in your preferences, which you can access by clicking on the gear icon in the top right corner or your profile screen.

### **I can't turn off my camera or microphone!**

Refreshing your browser will stop the broadcasting of your microphone and camera.

### **I can't see or hear the person I am braindating with!**

- Make sure your device and browser are compatible with Virtual Braindates
- Try refreshing your browser
- Revoke, then reinstate your browser's access to your camera and microphone by selecting the lock symbol to the left of the URL of the webpage
- If the issue persists, get in touch with your Virtual Learning Concierge through the chat.

### **Where do I join my virtual braindate?**

Just before your braindate, a pop-up banner will appear on the Braindate platform with a link to your topic. Use this link to join the virtual braindate. If you add your phone number in your profile Preferences, we'll send you an SMS (text) reminder before the braindate with a link to join your call!

### **How should I host and facilitate my braindate?**

Make sure everyone introduces themselves and contributes to the discussion. Ask the participant(s) what interested them about the topic.

Be transparent and honest about your own experience related to the topic: You don't need to be an expert to lead a braintdate.

Don't forget that everyone has something interesting they can add to the conversation: Adopt a beginner's mindset.

Don't forget to share contact information. Many great relationships started with a simple conversation.

**How do I ask for support about Braintdate?**

There are Learning Concierges that are ready to help on the platform itself. When the event is live, real humans will be there to help you troubleshoot, create topics, and just chat! You can use the chat option to send a message requesting support when the event is offline and a Learning Concierge will get back to you as soon as possible.