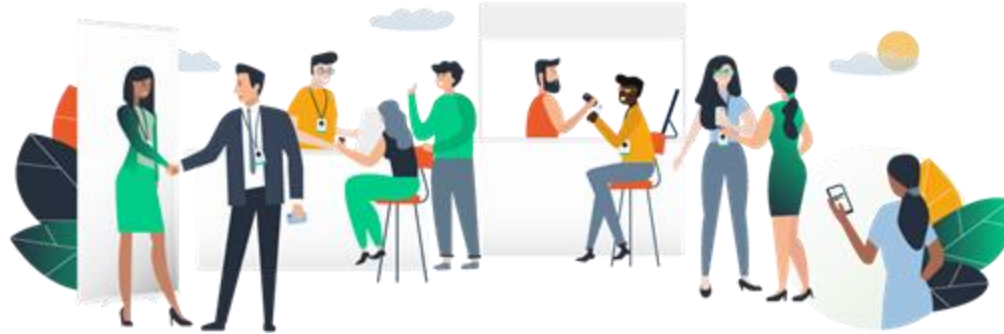


FINANCIAL INCLUSION WEEK

powered by Center for Financial Inclusion

How to Use Swapcard



Welcome to Financial Inclusion Week 2024

Financial Inclusion Week (FIW) 2024 will be hosted on the web-based event platform Swapcard. Once registered for the event on Swapcard, FIW participants will be able to access all events, live and on-demand, and engage with fellow participants throughout the week.

As a community-driven event, FIW relies on your active participation!

- We encourage you to contribute to the conversations on social media using the hashtags #FinclusionWeek and #FIW24. We invite you to make use of our [FIW Media Kit](#), to assist with promotions.
- We also ask that you share the [registration link](#) with your network and encourage your colleagues to attend.

We hope you benefit from the robust agenda and join us for many of the live and on-demand sessions throughout the week. Thank you for joining us!

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Logging In & Editing Your Profile

Logging In: First-time user

Once you have registered, you will receive an email that will redirect you to a login page.

A window will ask you to create a password for your account.



The screenshot shows a web interface for creating a password. At the top, there are four navigation icons: a home icon, a magnifying glass, a bell, and a person icon. Below the icons, the heading reads "Welcome, create a password". Underneath, a sub-heading says "In order to log in the next time that you want to use the web or mobile app." The main form is labeled "Password*" and contains a text input field with the placeholder text "Define new password". To the right of the input field is a green eye icon and a green arrow icon. Below the input field, there is a small note: "At least 6 characters".

You may also access the event from your phone by downloading the Swapcard app ([iOS/Android](#))

Notes: If you do not receive an email from Swapcard, please check your spam.



You're Registered for FIW 2024!

Hi Jane,

Your registration to **Financial Inclusion Week 2024** is confirmed.

Registration code: XVDDMDQ9

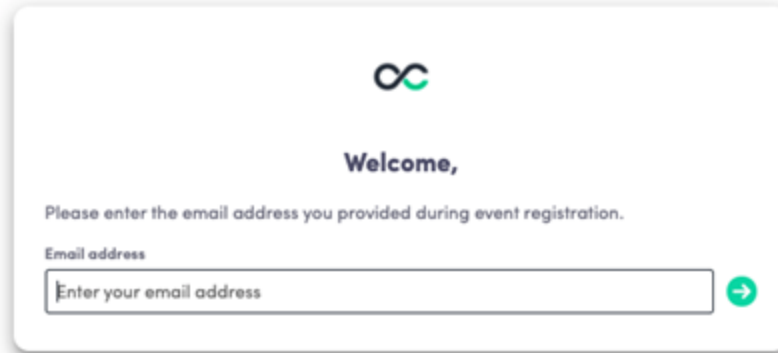
Registration date: Sun Sep 22 2024

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Logging In: When you already have an account

Access your account by going to login.swapcard.com
Enter your email and Swapcard password.
Click the arrow to connect.

A screenshot of the Swapcard login interface. At the top center is the Swapcard logo, an infinity symbol with a green dot. Below it, the text "Welcome," is displayed. Underneath is the instruction "Please enter the email address you provided during event registration." followed by the label "Email address". A text input field contains the placeholder text "Enter your email address". To the right of the input field is a green circular button with a white right-pointing arrow.

Note: If you have forgotten your password after entering your email, click on **send me a magic link.**

A Note on Settings



We strongly recommend using the latest version of **Google Chrome** and/or **Mozilla Firefox**.

You may experience some technical difficulties using **Internet Explorer**.

Please check to see if **Javascript** is enabled.



The minimum required bandwidth for live events is around 1 Mbps, but it is optimal with a **bandwidth of 3 Mbps**.

Test your connection speed, browser and operating system version, microphone & webcam [here](#).

How to Edit Your Profile (1/2)

The screenshot shows the Swapcard interface for the Financial Inclusion Week 2024 event. At the top, the navigation bar includes 'Home', 'Live & Up Next', 'Live Agenda', 'Sponsors', 'On-Demand Showcase', 'On-Demand Library', 'Speakers', 'Attendees', 'My Event', 'Discussion', and 'FAQ'. Below this, there are links for 'Live support', 'Unfinished On-demands', and 'Newsfeed'. The main content area features a large banner for 'FINANCING THE FUTURE SHAPING THE NEXT DECADE OF INCLUSIVE FINANCE' with the dates 'OCTOBER 15-18, 2024'. To the left of the banner is a profile card for Abi Birrell, Event Manager at the Center for Financial Inclusion. The profile card includes a photo, name, title, and organization, with an 'Edit' button next to the photo. Below the profile card is a section for editing company information. To the right of the banner are four buttons: 'Live & Up Next', 'Live Agenda', 'Sponsors', and 'On-Demand Showcase'. Further right is a 'DIAMOND SPONSOR' section for Citi Foundation, featuring the Citi logo and a photo of people. A red arrow points from the 'My profile' option in the top navigation bar to the 'Edit' button on the profile card.

There are two ways to **access your profile:**

1

From the drop-down on the upper-right corner of your screen, click **My profile**.

2

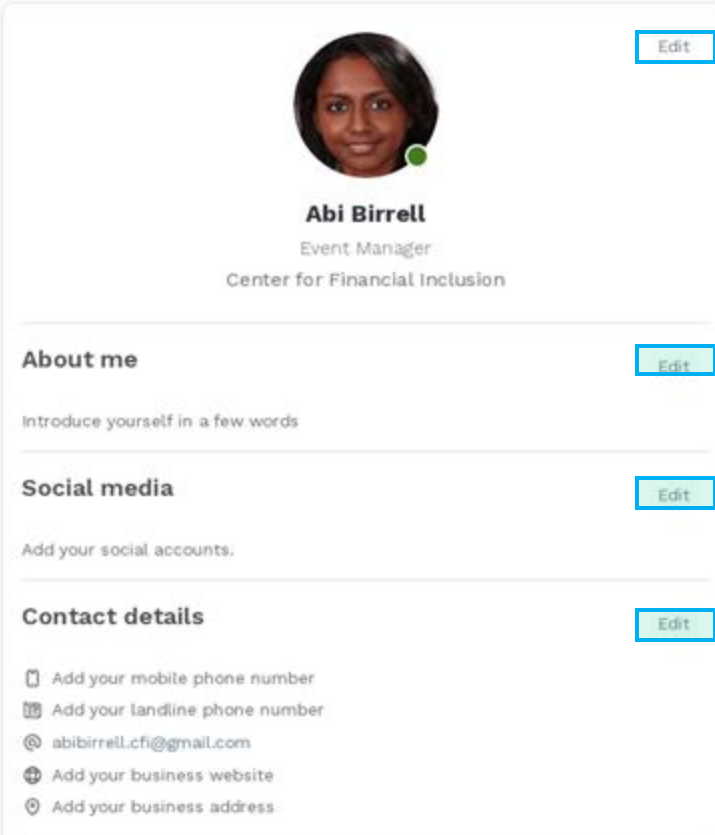
On the left side of your screen next to your photo, click **Edit**.

You'll be redirected to your profile where you can edit your information.

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How to Edit Your Profile (2/2)



The screenshot shows a user profile for Abi Birrell, an Event Manager at the Center for Financial Inclusion. The profile is divided into three main sections, each with an 'Edit' button:

- About me:** Includes a profile picture and a bio field with the placeholder text 'Introduce yourself in a few words'.
- Social media:** Includes a field for adding social accounts with the placeholder text 'Add your social accounts.'.
- Contact details:** Includes fields for adding a mobile phone number, a landline phone number, a business website, and a business address.

To edit your profile, click **Edit** or **Add** next to the information section.

Here is the information you can edit:

- Name, Title, Organization
- About me (biography)
- Social media accounts
- Contact details

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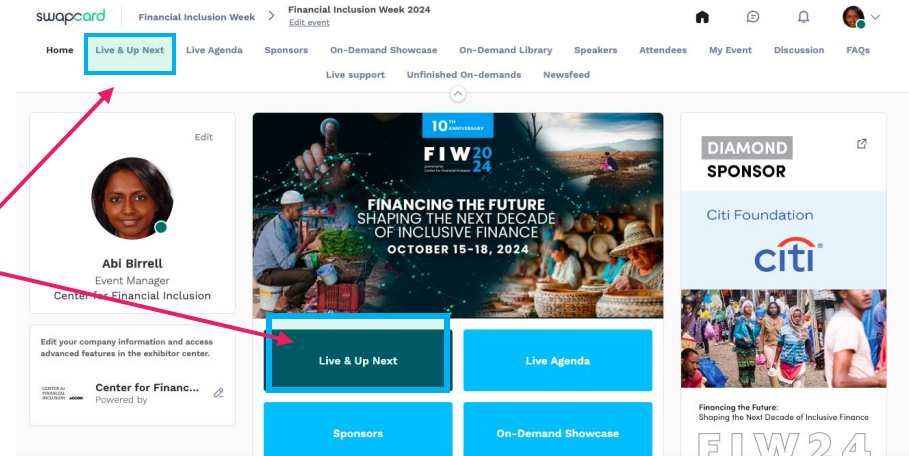
Accessing Live & On-Demand Content

How to Access the Current Live Session

There are several ways of accessing an ongoing live session.

From your **Event Home**, click the **Live and up next** button. You will be directed to the ongoing live session.

Alternatively, you can access the session by clicking on the **Agenda** button and finding the session you wish to attend. As soon as the session begins, the video will be displayed at the top of the session page and will start automatically. If it does not start immediately, refresh the page.

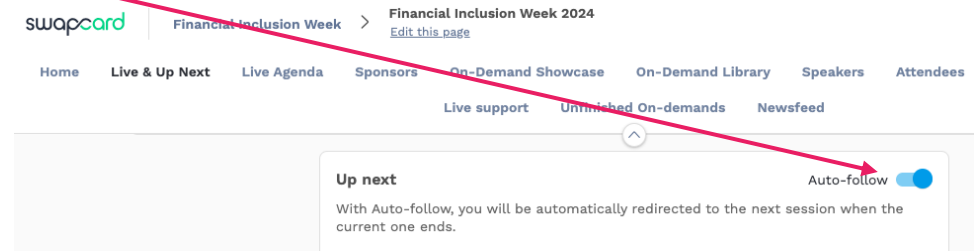


What is Auto-Follow?

If you are in the **Live and up next** tab, the **auto-follow feature** allows a seamless experience when watching live sessions by automatically playing the next live session when one finishes.

The auto-follow feature is activated by default when you click on the **Live and up next** button.

To deactivate it, simply toggle it off on the upper left side of your screen.



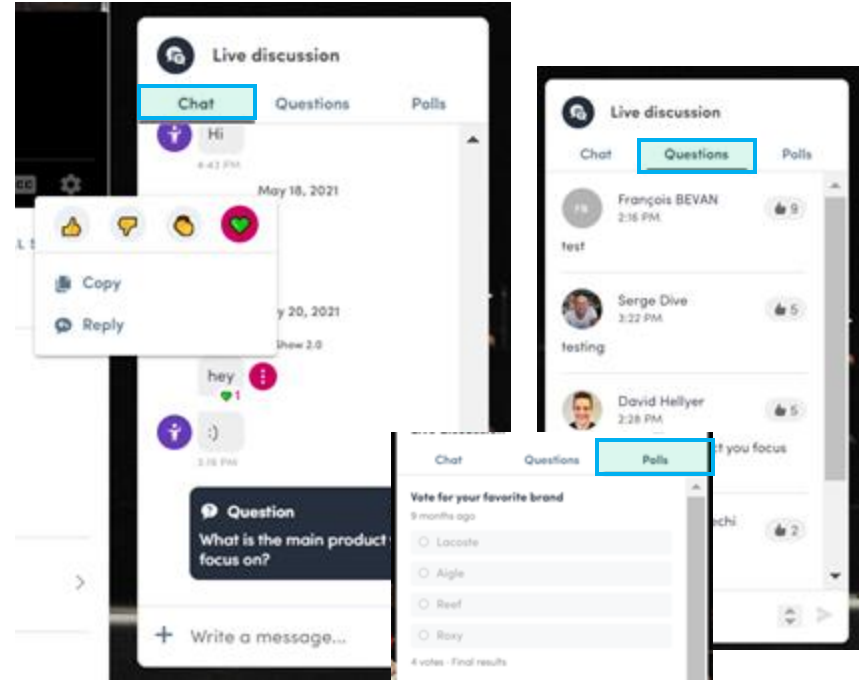
How to Interact During a Live Session

Using the **Live discussion**, you may **chat** with other attendees, ask **questions** to the speakers, and answer **polls** created by the speakers.

You can react and answer to other people's messages or delete your message by clicking on the three dots next to it.

Questions will be sorted by upvotes and the most liked questions will rise to the top.

The live discussion should open when sessions are ongoing. If you do not see it, click on the bubble on the bottom right to open it.



How to Watch On-Demand Sessions

Due to the overwhelming number of session submissions this year, there will be a large number of pre-recorded sessions available to watch on-demand.

You can access these sessions through the schedule by clicking the **On-Demand Library** button.

Each day we will be selecting a handful of on-demand sessions to showcase. On this day – these sessions will receive extra promotions and we hope this helps audience members to navigate the wealth of content while supporting session organisers with increased viewers.

The screenshot shows the Swapcard event page for "Financial Inclusion Week 2024". The page features a navigation bar with options like Home, Live & Up Next, Live Agenda, Sponsors, On-Demand Showcase, On-Demand Library, Speakers, Attendees, My Event, Discussion, and FAQs. A central grid of buttons includes Live & Up Next, Live Agenda, Sponsors, On-Demand Showcase, On-Demand Library, and Speakers. The "On-Demand Library" button is highlighted with a red box and a red arrow pointing to it from the text on the left. The page also displays a profile for Abi Birrell, Event Manager at the Center for Financial Inclusion, and a "POWERED BY" section for the Center for Financial Inclusion and ACCION.

Manage Your Event

The schedule/agenda button gives you an overview of the sessions of the event.

You can find sessions by using the search bar and filters located on the left side of the screen, and use the bookmark icon to save sessions to your personal agenda.

The screenshot shows the Swapcard event management interface for Financial Inclusion Week 2024. The top navigation bar includes the Swapcard logo, the event name "Financial Inclusion Week", and a link to "Edit this page". Below this is a secondary navigation bar with links for Home, Live & Up Next, Live Agenda, Sponsors, On-Demand Showcase, On-Demand Library, Speakers, and Attendees. A third navigation bar includes Live support, Unfinished On-demands, and Newsfeed. The main content area shows a calendar view for Tuesday 15, Wednesday 16, Thursday 17, and Friday 18. On the left side, there is a search bar and filter section. The search bar is highlighted with a blue border. The filter section includes "Filters", "Track", and "Type", each with a dropdown arrow. Below the filters is a "Time preferences" section with two options: "Dates are displayed in your time zone (Europe/London) Switch to event time zone" and "Time is displayed in 12-hour format Switch to 24-hour format". The main content area displays a session card for 1:30 PM on Thursday 17. The session is titled "Using the DFS Standards to Address the Crisis of Customer Harm from Digital Finance" and is a live session. The card features a photo of Wayne Hennessy-Barrett and a bookmark icon. Below the title, the session details are listed: "Oct 17, 2024 1:30 PM to 2:00 PM", "Wayne Hennessy-Barrett · 4G...", and "Amelia Greenberg · Cerise+SPTF". A "See more" link is also present. The session card is highlighted with a blue border.

Manage Your Event

The **My Event** tab allows you to see your own schedule. Here you can find the **sessions** you bookmarked, your confirmed **meetings**, etc.

You can **export your schedule** by clicking “Export to my calendar” or “Download PDF.”

Note that exporting to calendar is linked to your device’s calendar and not necessarily the calendar you use daily.

The screenshot displays the 'My Event' interface for 'Financial Inclusion Week 2024'. The top navigation bar includes 'Home', 'Live & Up Next', 'Live Agenda', 'Sponsors', 'On-Demand Showcase', 'On-Demand Library', 'Speakers', 'Attendees', 'My Event', 'Discussion', and 'FAQs'. Below this, there are sub-sections for 'Live support', 'Unfinished On-demands', and 'Newsfeed'. The main content area is titled 'Thursday, October 17, 2024' and features a session titled 'Using the DFS Standards to Address the Crisis of Customer Harm from Digital Finance.' with a time slot of 1:30 PM to 2:00 PM. The session description states: 'This is an era of great opportunity and risk in the financial inclusion sector. Technology has enabled broader outreach and innovation, y...'. Below the title, it indicates 'Global Live' and lists five speakers: Wayne Hennessy-Barrett (4G Capital), Alan Muñoz (Banco Fihogar), William Blackmon (Innovations for Poverty...), Amelia Greenberg (Cerise+SPTF), and Sheila Senfuma (Consumers International). At the bottom of the session card, there are tags for 'Consumer Protection' and 'Digital Financial Services'. On the left sidebar, there are links for 'My schedule', 'My meetings', 'My networking', 'My bookmarked companies', and 'My wish list'. Below these is a 'Time preferences' section with options to switch to event time zone, 12-hour format, or 24-hour format. On the right sidebar, there is an 'Export' section with the text 'Add your upcoming sessions and meetings to your calendar application.' and a button 'Export to my calendar'. Below that is a 'Print your schedule' section with the text 'Export your sessions, meetings and bookmarks in a single printable PDF file.' and a button 'Download PDF'.

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**Welcome to
Financial Inclusion Week 2024!**

If you have any questions, contact center@accion.org