CPHI | MILAN

6-8 OCTOBER 2026. MILAN, ITALY.

Welcome to CPHI Milan

The Event Planner – Attendee Guide

Logging in to the Event Planner

Step 1. Access the Event Planner.

To do this either:

A. Click on the link sent to you in your Welcome email from **servicesnoreply@eventsbycphi.com**

B. Visit the Event Planner

C. Download the **Events by CPHI** from the Apple or Google Play store

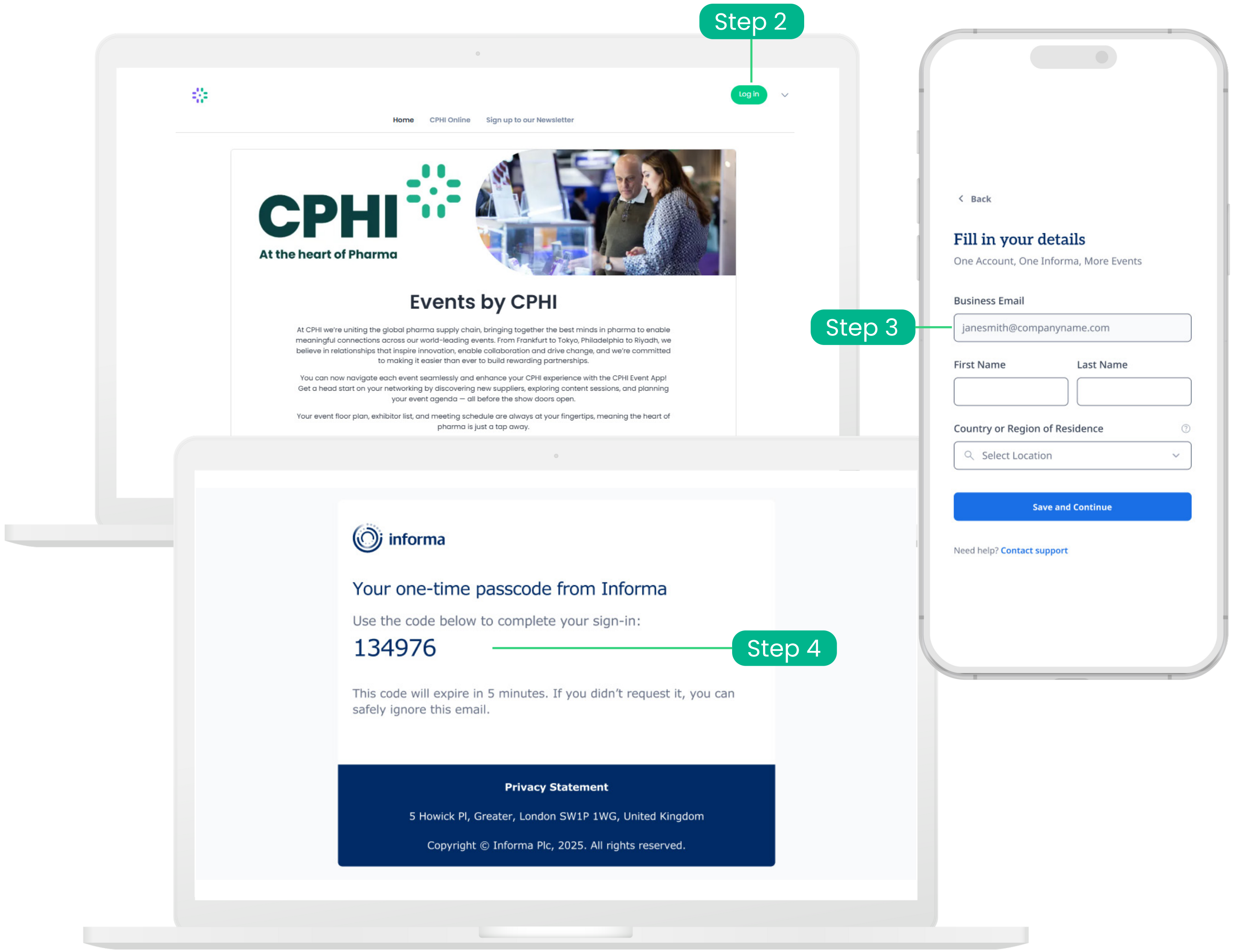
Step 2. Click **Log in**

Step 3. Enter the email you used to register for the event then click **'Next'.**

If this is your first time creating an account with us, you will be prompted to provide your first name, last name and country of residence and then provide regulatory consent.

Step 4. You will be sent a 6-digit **one-time code** to your email from noreply@informa.com. The code is active for five minutes.

Step 5. Enter this to access your account.



Update your Profile

Make a great first impression by taking a few minutes to set up your profile.

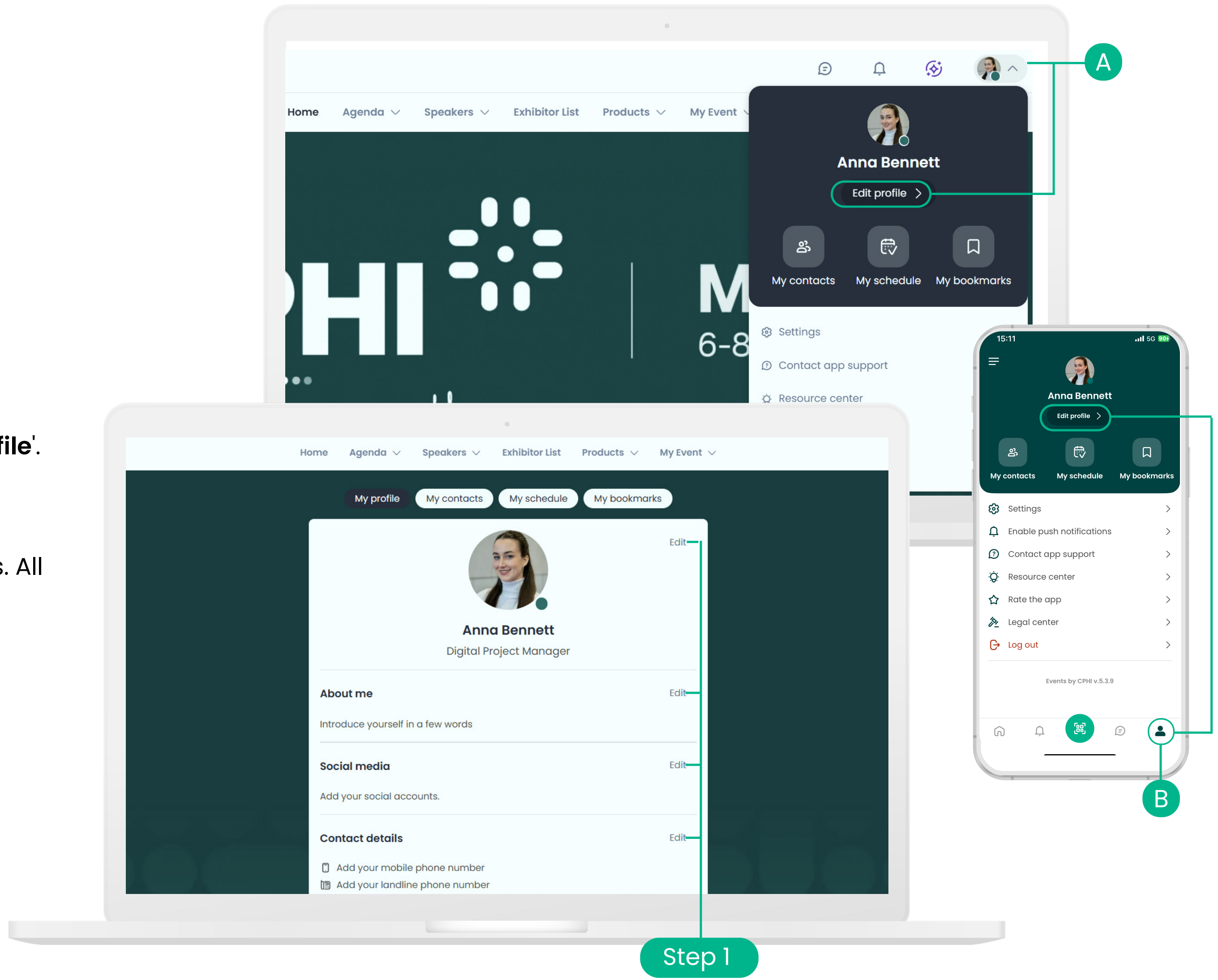
Access your Profile

A. On the web, click your picture in the top right corner, then click '**Edit profile**'.
B. On the app, click the profile icon on the bottom right menu, then click '**Edit profile**'.

Edit your Profile

Step 1. Once inside your profile, click '**Edit**' to make relevant changes and updates. All changes are saved automatically.

We recommend completing all sections.
Fuller profiles will help you to get matched with the most relevant exhibitors.



Browse Sessions, Exhibitors and Products

Discover the event community at your fingertips on the agenda, exhibitor and product lists. Increase your event efficiency by filtering and bookmarking anything you would like to see onsite.

Find content

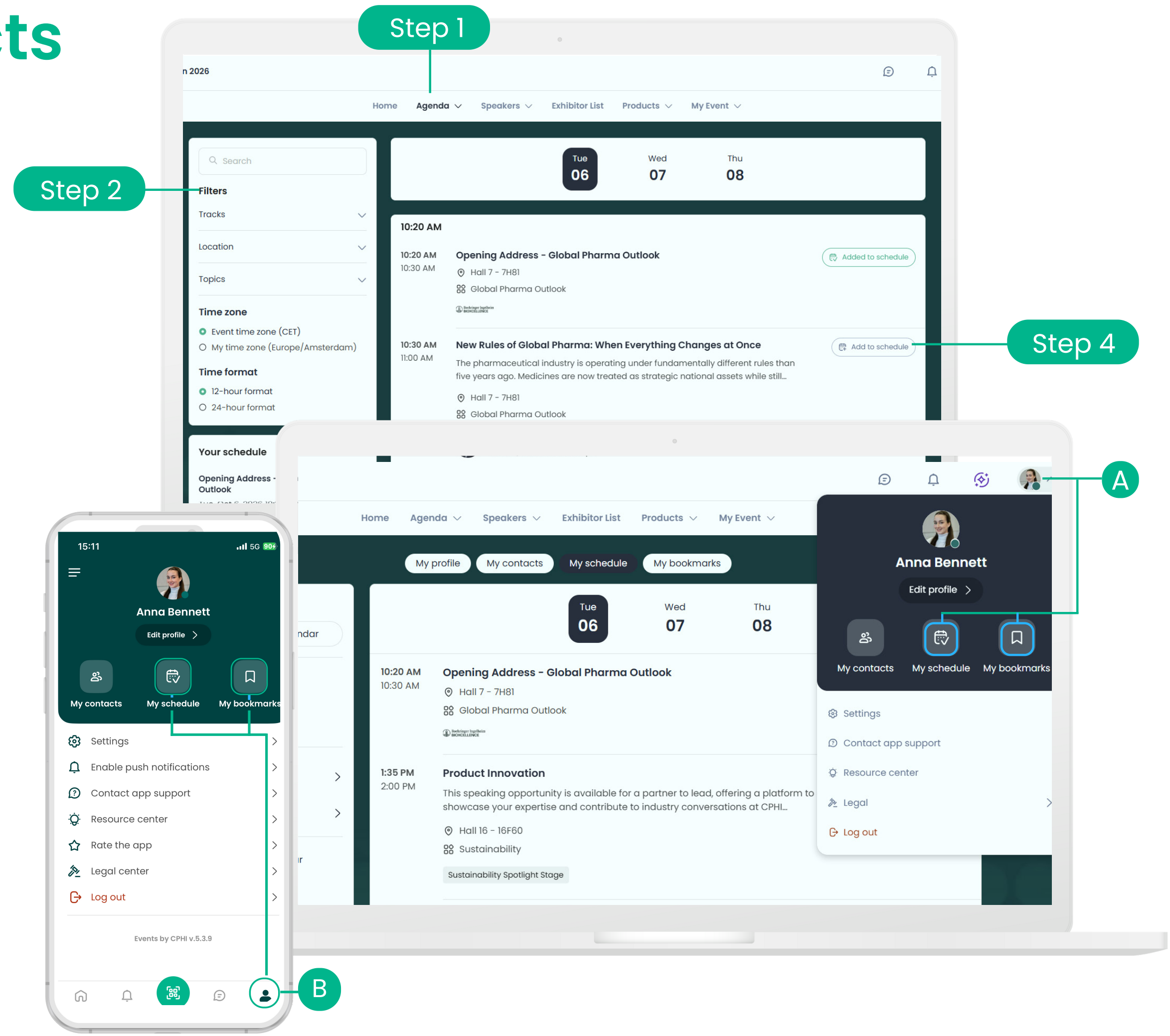
Step 1. Click '**Agenda**', '**Exhibitor List**' or 'Products' from the top navigation menu or app menu.
Step 2. Browse the lists using the search bar or filters.
Step 3. To find out more about a session, exhibitor or product, click on it.
Step 4. Click the bookmark icon to save a session, exhibitor or product that captures your attention.

View your content

A. On the web, click your picture in the top right corner, then '**My schedule**' or '**My bookmarks**'.
B. On the app, click the profile icon on the bottom right menu, then '**My schedule**' or '**My bookmarks**'.

Here you can also manage your meetings. To reschedule or cancel a meeting, click on the meeting.

Step 5. Export your full schedule of sessions and meetings by clicking '**Export to my calendar**'.



Access the full Attendee List

Available for Premium Pass holders and in-app attendee list add-on holders

Connect with every registered attendee and exhibitor before, during, and after the event. Unlock unlimited networking opportunities and build a strong pipeline of valuable contacts.

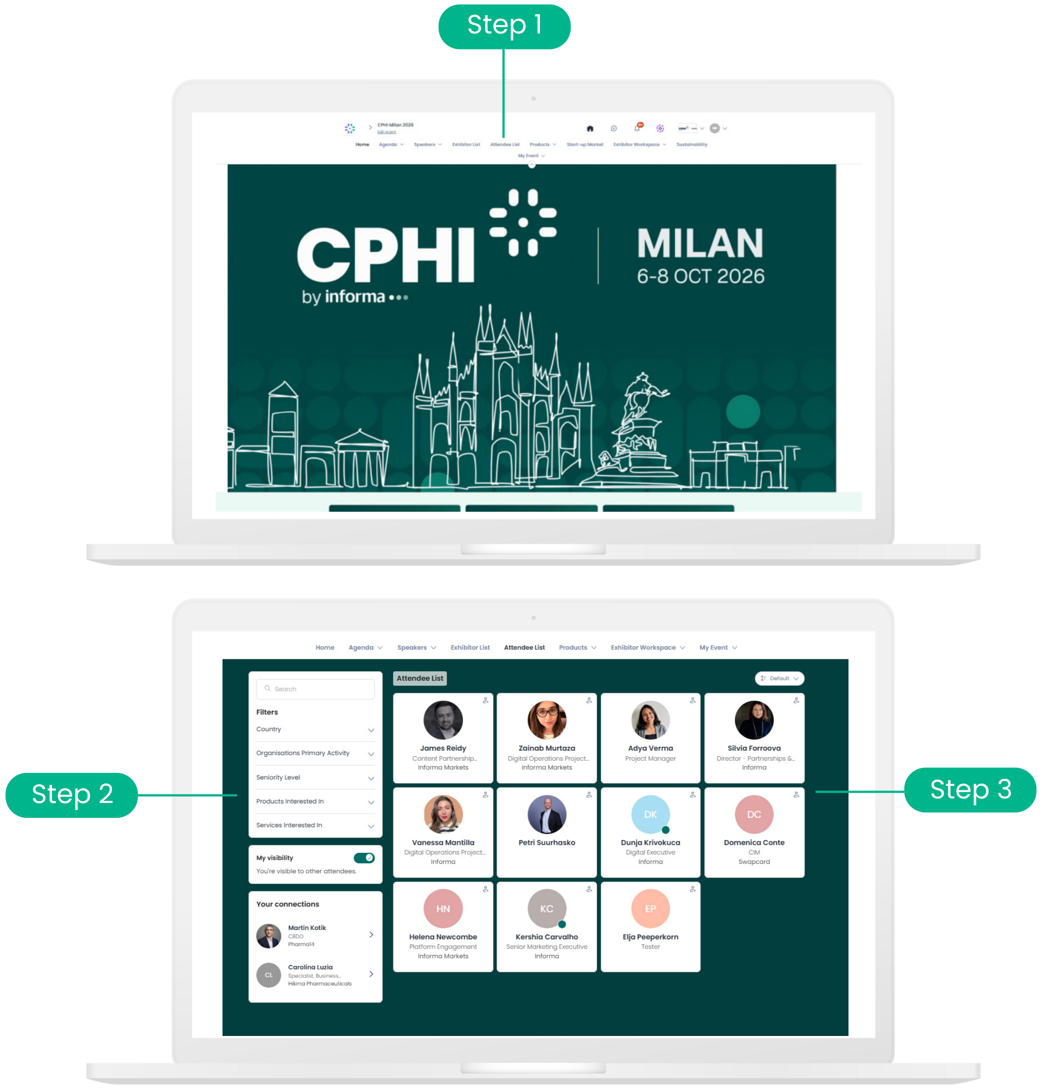
Step 1. From the main event page, click on “Attendee List” in the navigation bar of the homepage

Step 2. Search the list for attendees that align with your goals using the filters on the left-hand side of the screen

Step 3. Click on a profile to find out more about them and start networking by sending a connection request or booking a virtual meeting

Tip: if you don't see the Attendee List tab, it means your pass doesn't include this feature

Buy now >



Send a connection request

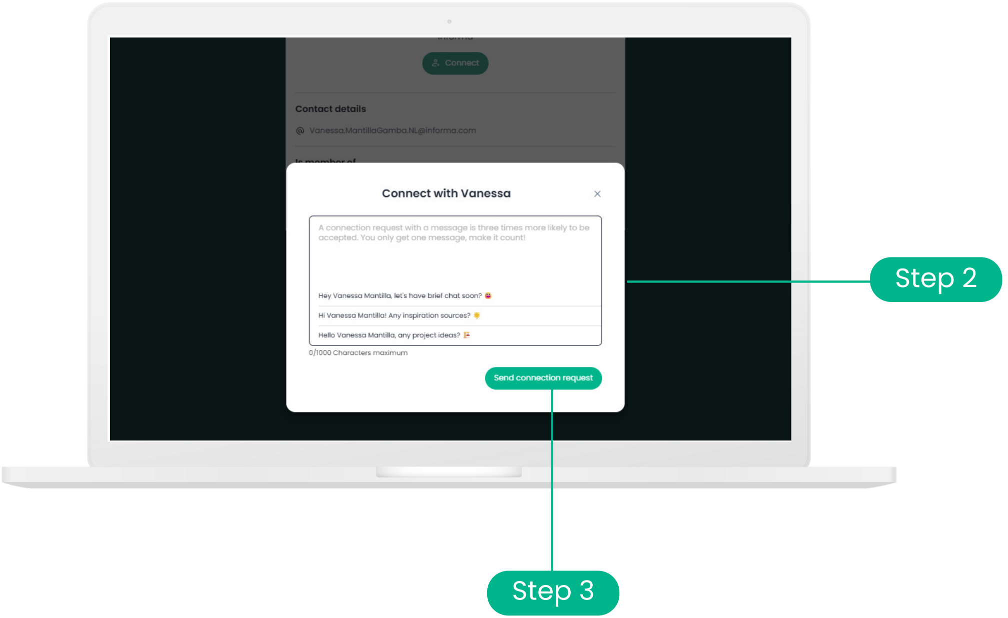
You can send a connection request to an exhibitor team member, speaker or sponsor. Once someone has accepted your request, you will be able to exchange messages on the platform.

Step 1. Click on an exhibitor profile from the exhibitor list, speaker list, or the members under a company profile

Step 2. Add an introductory message about yourself, your company and reason to connect

Step 3. Click "Send connection request"

Note: You will be able to find all the people you have been in contact with from **"My contacts"** tab under your profile picture, or in the **"My Event"** button under My Networking tab.



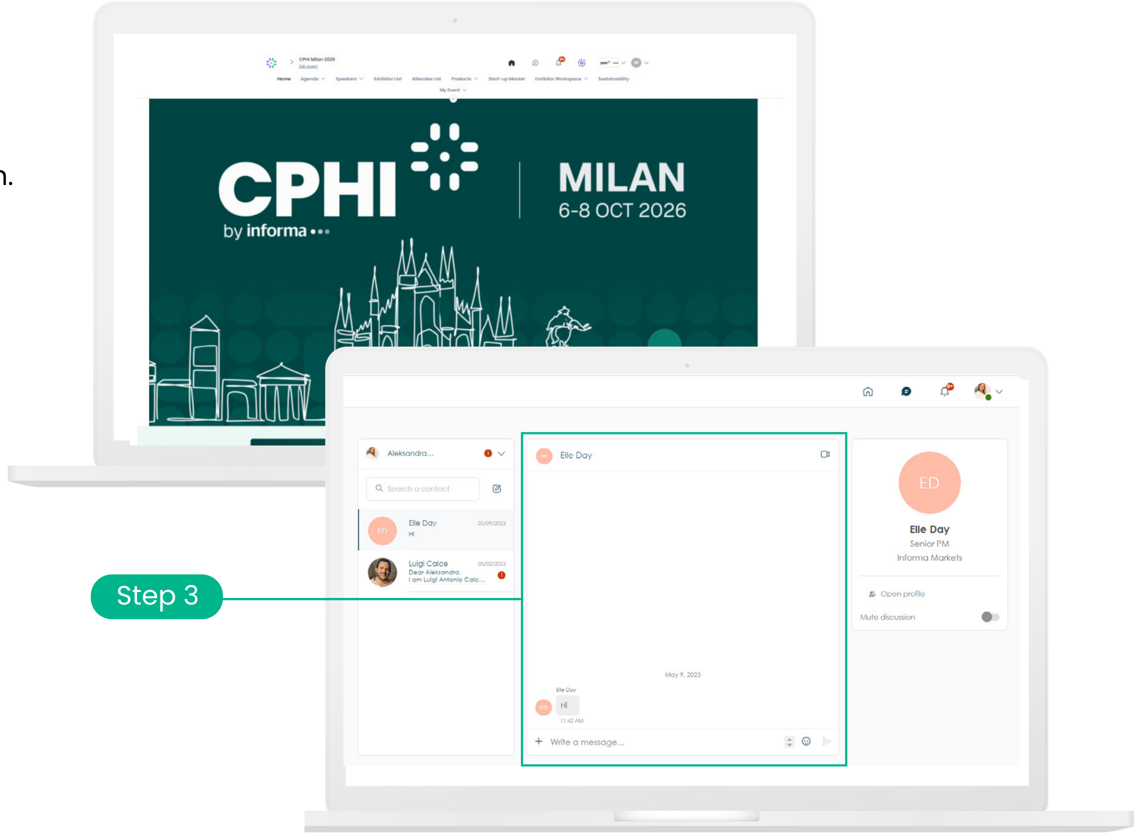
Send a message

Engage with existing contacts and potential new business partners with the messaging feature. It's a great way to check-in during the event and pick up the conversation you've met in-person.

At previous events, attendees who used the messaging feature left with

490%

more saved connections.



Step 1. Head to the profile of the exhibitor you wish to message

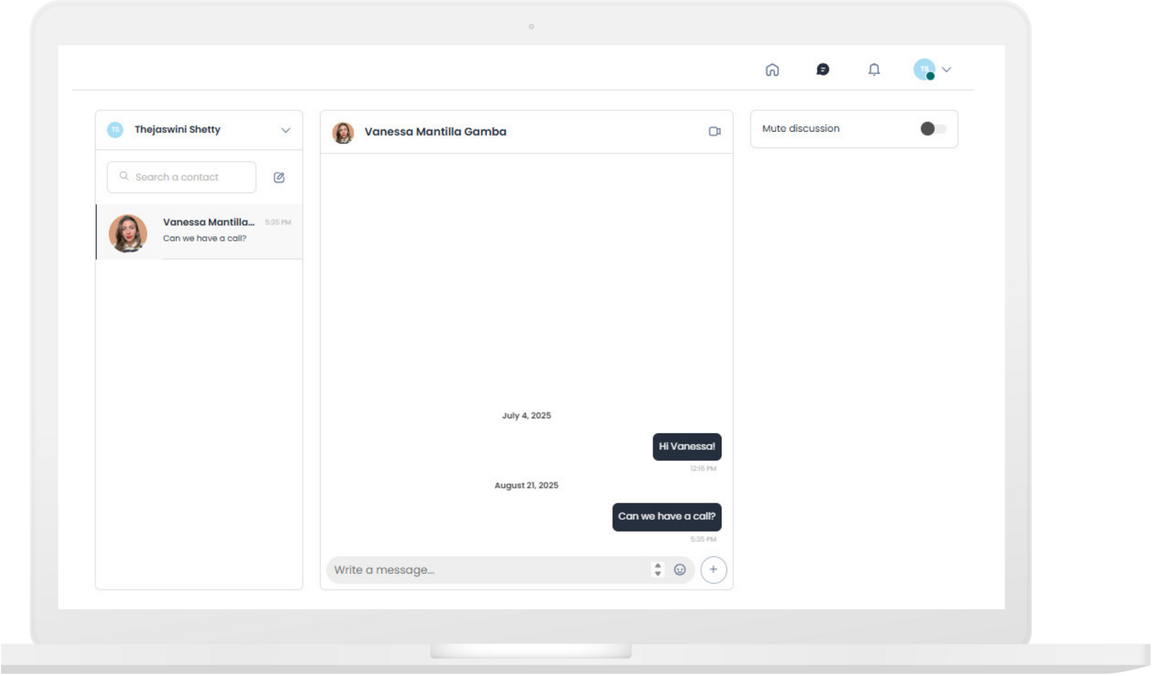
Step 2. On the right-hand side of their profile, you will find a chat box. Type your message here and click the send icon

Manage your messages

Step 1. When you receive a new message, a red circle will appear over the chat bubble icon along the top of the screen

Step 2. Click the chat bubble icon to view your inbox

Step 3. Click on a message to view it and respond



Request a meeting

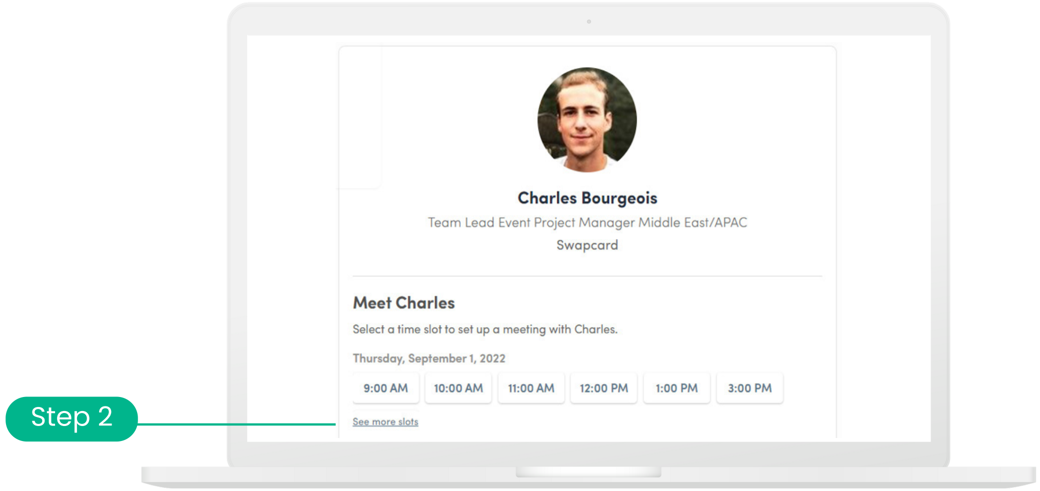
Arrange meetings with your contacts to move your business relationship further and make time for those important face-to-face discussions. Meetings can be held online or in-person at the show.

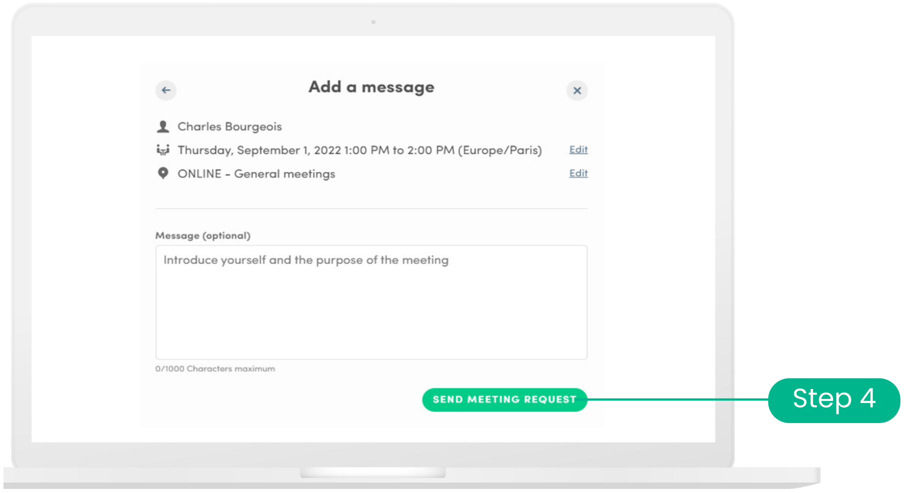
Step 1. Visit an exhibitor profile from the exhibitor's list, speaker list, or an attendee's profile

Step 2. Select one of the suggested time slots or click "see more slots" for all available times

Step 3. Select a meeting location, and add participants if required

Step 4. Add a message and send your meeting request





Note for Networking Leader pass holders:
If you hold a Networking Leader pass, you can book a meeting at one of the tables in the Networking Leader Lounge. To do this, simply choose one of the Networking Leader Lounge locations where you would like the meeting to take place, and then select one of the available tables at that location.

Lead capture

Building your list of leads has never been easier. Utilise the platform & app to ensure that every interaction you have online and on the showfloor is saved as a lead.

What counts as a lead?

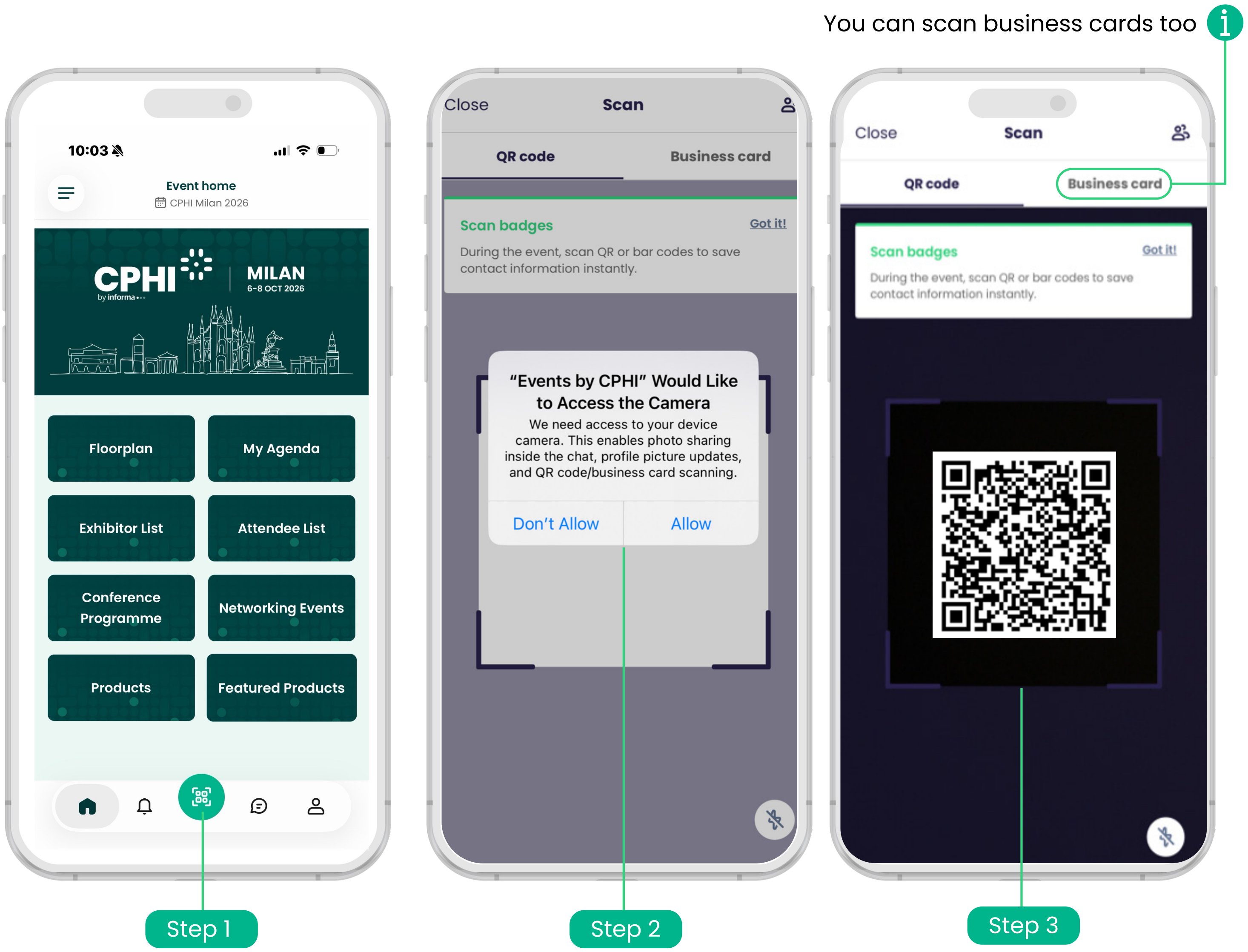
Anyone who:

- Accepted connection requests
- Accepted meetings
- Messages exchanged
- Badges scanned onsite

For Recommended Leads to be captured, you should connect with them first.

Scanning badges

To start scanning badges onsite, **download the app.**
Step 1. Within the app, click the **QR code** icon in the bottom centre.
Step 2. Allow access to the camera.
Step 3. Scan the badge.
And you have successfully captured your lead's details!

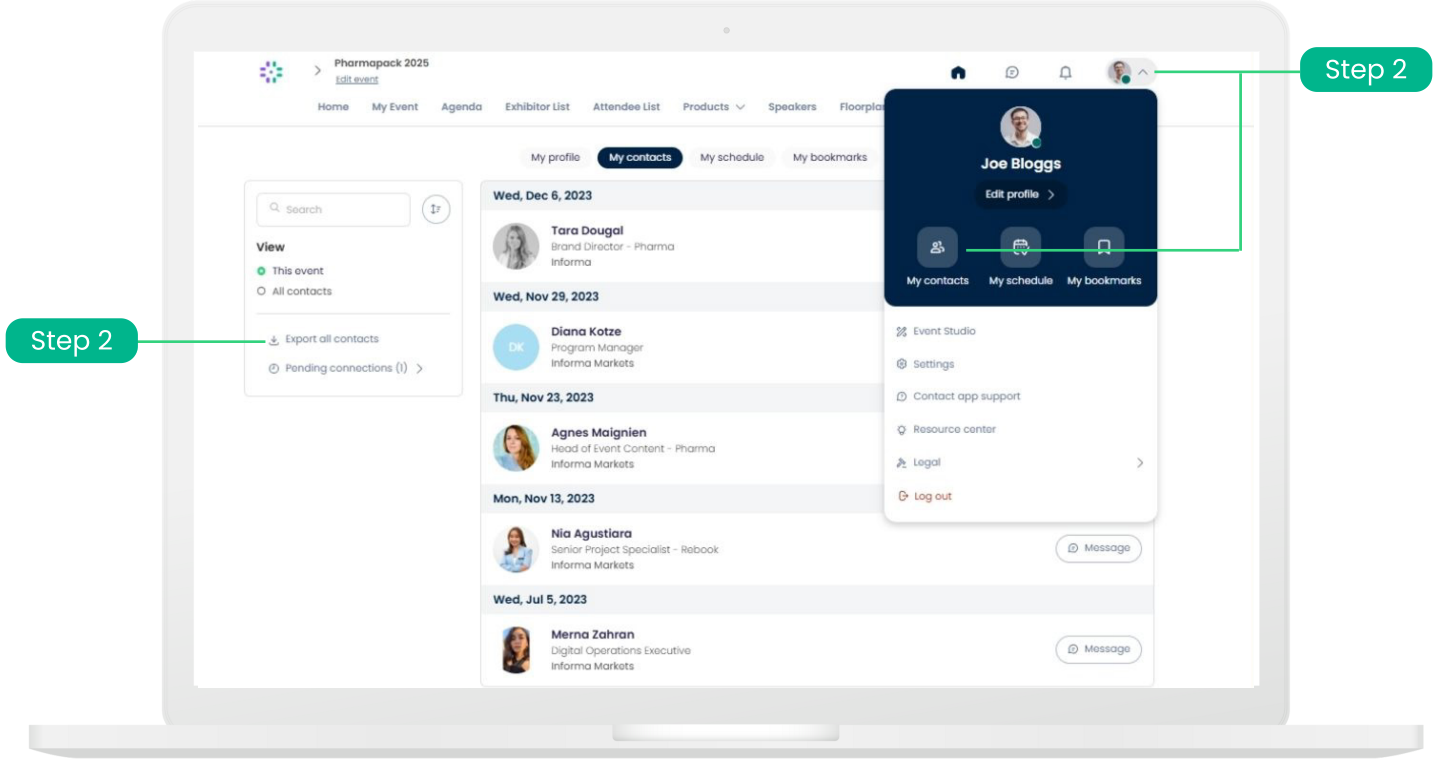


Download your connections

You will be able to export the details of any participant you have connected with.

Step 1. Click your picture in the top right corner, then click **'My Contacts'** from the drop-down menu.

Step 2. Click '**Export all contacts**', to download your connections to a single Excel file.



What counts as a connection? Accepted a connection request | Accepted a meeting request | Exchanged messages with you | Badges scanned