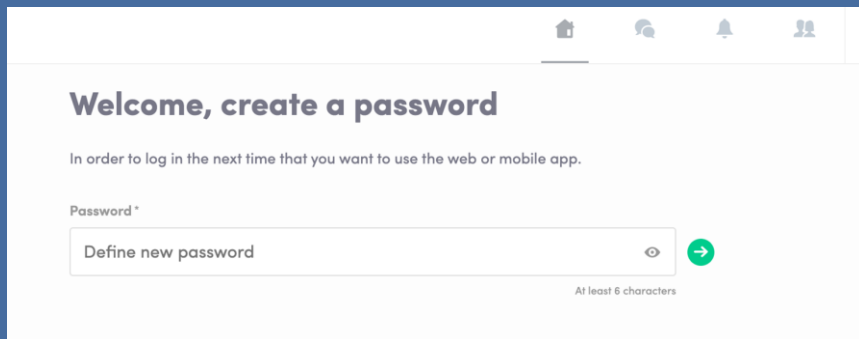


# How to log in for the first time?

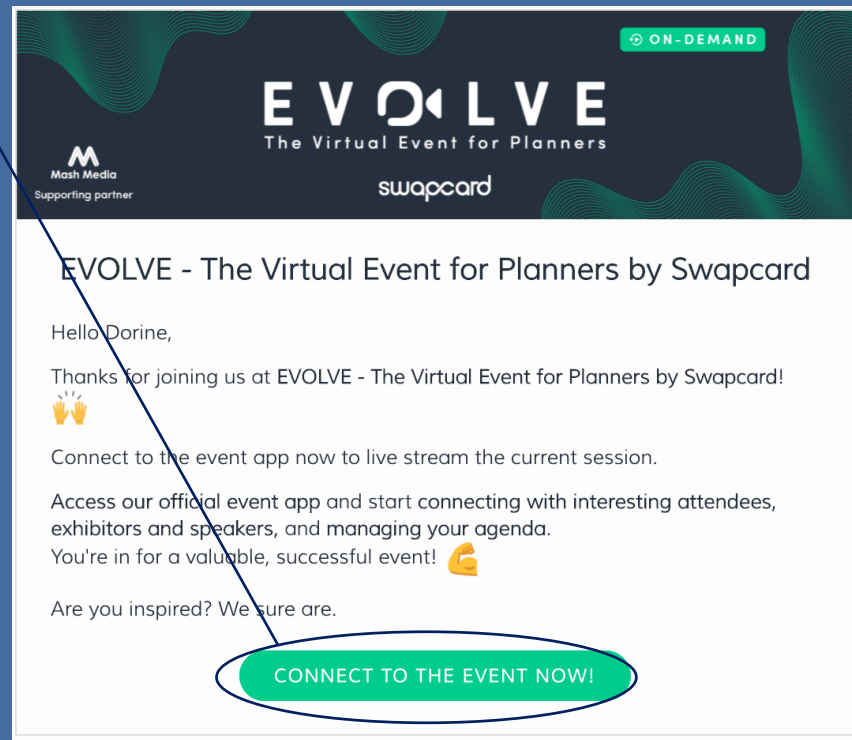
You will receive an email similar to the below with a button redirecting to a login page. Your account is automatically pre-created by the event organizer.

A window will then suggest that you create a password for your account.



The screenshot shows a web interface for creating a password. At the top, there are navigation icons for home, chat, notifications, and profile. The main heading is "Welcome, create a password". Below it, a message states: "In order to log in the next time that you want to use the web or mobile app." There is a "Password\*" label above a text input field containing "Define new password". To the right of the input field is an eye icon and a green arrow icon. Below the input field, it says "At least 6 characters".

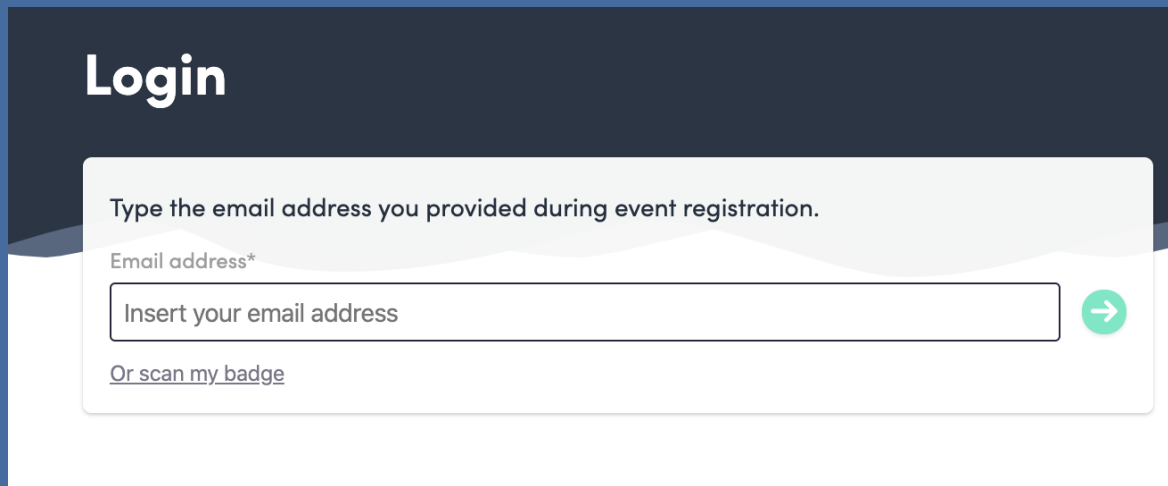
**Note :** If you don't see this email in your mailbox, please check your spam.



# How to login when I have an account?

Access your account on [login.swapcard.com](https://login.swapcard.com)

Enter the email you used to register to your event and the password you've created before. Then, click on the green arrow to connect.

A screenshot of a login page with a dark blue header. The word 'Login' is written in white. Below it is a white form box with a light gray background. Inside the form, there is a text prompt: 'Type the email address you provided during event registration.' Below this is the label 'Email address\*' and a text input field containing the placeholder text 'Insert your email address'. To the right of the input field is a green circular button with a white right-pointing arrow. Below the input field is a link that says 'Or scan my badge'.

**Note :** if you have forgotten your password after entering your email, click on **send me a magic link**. You'll receive in your mailbox an email to reset your password. If you need any help, please contact [support@swapcard.com](mailto:support@swapcard.com)