



## Information on Ticketregistration

Complimentary tickets and eTickets

Heart of the digital world

CeBIT

cebit.com

HANNOVER  
6.-10. MÄRZ 2012

Have you received a complimentary admission ticket for CeBIT - either in the form of a printed ticket or an eTicket code included in an e-mail?

To assist you with registration, we have compiled the following information for you:

- Complimentary tickets need to be registered before you can gain admission to the show. Please register your complimentary ticket in advance on the internet at [www.cebit.de/ticketregistrierung?ticketcode](http://www.cebit.de/ticketregistrierung?ticketcode).
- Your ticket registration also entitles you to access exclusive online services at the CeBIT website.
- Each CeBIT visitor is allowed to register a maximum of five complimentary tickets (one ticket for each day of the fair).
- Complimentary tickets are personalized during the registration are therefore nontransferable. This is why you cannot use your user account to register tickets for other people.
- All tickets are valid as passes for public transportation during the day of your visit at the fair (only 2nd class) in the greater Hannover travel zone (GVH). But only, if the day of your visit is marked on the ticket.

## Ticketregistration – Here's how it works: Paper tickets and eTickets

### A) Did you receive a paper ticket from an exhibitor?

1. Click on "Ticket registration" in the right-hand column of the homepage.
2. You will be taken to a screen with input fields. Enter either the 14-digit ticket code (beginning with a "P"). You will find the ticket code on the reverse side of your paper ticket.
3. Log in using your existing user account (or create one first, if necessary). Be sure to remember your user access information.
4. Click on „Activate ticket". Your ticket is now registered.

You can subsequently review or modify your ticket registration information at any time. Kindly bring your ticket with you to the event.

### B) Were you given a link with an eTicket code by an exhibitor?

1. You have received a code for an eTicket (the ticket code starts with an "R"). Please click on the link you have received in order to register your ticket. You will automatically be taken to "Ticket registration" on the CeBIT website.

Action codes have five digits and are also sent by e-mail.

2. - 4. Please follow steps 2 to 4 in section (A) above.
5. Your ticket is now registered. You will receive a confirmation e-mail by Deutsche Messe upon successfully registering an eTicket. This e-mail has attached your personalized eTicket in the form of a PDF file. Please print out the eTicket and bring it along with you to your visit at the tradeshow.

You can subsequently review or modify your ticket registration information at any time. Kindly bring your ticket with you to the event.

## Answers to frequently asked questions during the registration

### **1. "Why do I need access data and a user account on the CeBIT website for the ticket registration?"**

The online registration of complimentary tickets is only possible within a closed area of the website, which only you may enter using your personal access data. This is why we create a user account including access data for you during the registration process. Consequently, you are able to check and understand the ticket registration at all times. You are of course obliged to access, change or delete your account (at myCeBIT) at all times. These actions have no influence on already registered tickets.

### **2. "I did not receive a confirmation e-mail after registering my ticket. Is my complimentary ticket registered anyway?"**

You will not receive a separate confirmation e-mail when registering a paper ticket (the ticket code starts with "P"). You will be informed on the website if your registration has been successful. You may also check the status of your registrations within your personal profile (myCeBIT at [www.cebit.de](http://www.cebit.de)).

### **3. "I lost the PDF file containing my eTicket. What can I do?"**

You may request the re-sending of a successfully registered eTicket. Please log in with your access data on the CeBIT website and go to the „myCeBIT (at [www.cebit.de](http://www.cebit.de)). You may find an overview of your registered tickets on the page "Ticket Registration". There, you may request the sending of your ticket again in case of an eTicket (by clicking on the button "Send ticket again").

### **4. "I received an e-mail with my ticket code, but the link to register my eTicket does not work."**

Please copy and paste the link into the address bar of your browser if you are not taken directly taken to the CeBIT website (e.g. [www.cebit.de/ticketregistrierung?Rxxxxxxxxxxxxx](http://www.cebit.de/ticketregistrierung?Rxxxxxxxxxxxxx)). You will now be directed to the relevant area on the CeBIT website and the code will be entered automatically into the relevant form fields.

### **5. "Why can't I register more than 5 tickets online?"**

Complimentary tickets are personalized during the registration are therefore nontransferable. Every CeBIT visitor may register a maximum of five tickets (one ticket for each day of the trade show).

## myCeBIT - Exclusive Website Services

### My Contacts — Match & Meet

- Identify potential business partners either before or after the show. You can identify providers and suppliers on the basis of their own profiles, before contacting them.
- It's so easy - identify all products and solutions that are relevant for you with just one click. Locate promising exhibitors and let others locate you.
- Preliminary contact with exhibitors will help you to use your time at the exhibition more efficiently and avoid unnecessary conversations. Cultivate existing and potential business leads and plan your visit more effectively.
- Use the Match & Meet Service for your follow-up business and initiate business contacts once the show is over.

### My Fair Planner

Gain a complete overview of the products and solution on display in advance of CeBIT 2012. The exhibitor and product search engine remains online throughout the year. Use the Fair Planner to save and organize the results of your database queries:

- In the searching results, you can select all or some of the items listed for saving to your Stored Items.
- Prioritize exhibitors and append your own appointments or notes to them.
- Generate a custom map of the grounds showing where you need to go in order to see everything you've selected in a convenient order.
- The Fair Planner also lets you print or download data.
- Submit questions directly to the exhibitors on your list.
- Stored Items will be saved throughout the year, so you do not need to search a new.

### My Info Center

You can use our bookmarks feature to save your favorite pages on our website for fast future reference.

### Newsletter Service

To keep you updated with the latest news, we offer you a free newsletter filled with reports of the most interesting and exciting happenings in the run-up to CeBIT as well as information on all kinds of available services.



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