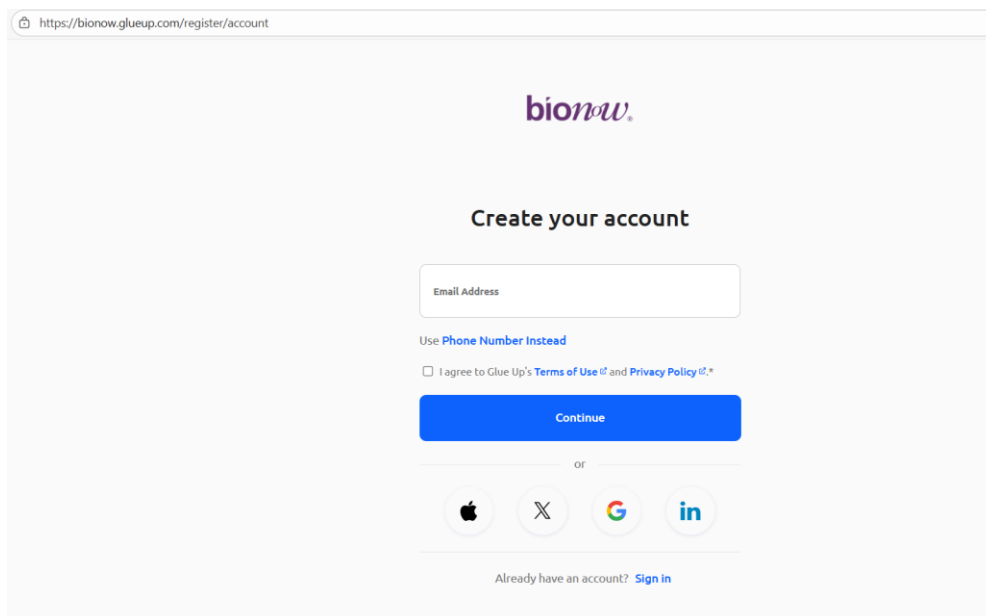![bionow logo]

Bionow has moved to Glue Up in September 2025! Your login details prior to this change are no longer in use.

- If you have not accessed your Bionow member page from Glue Up before, you must first create a Glue Up account to allow you to access your membership benefits, including Event Registration and submitting content to the Bionow website.

- Click on the link to create a Bionow Glue Up account (https://bionow.glueup.com/register/account) and enter your email address.
  You may also be able to register directly with your social media accounts but we recommend you use your professional email address instead, which will be your login id to access your membership benefits and event registration information.

- After entering your email address, click on "Continue" (or "Register" as applicable) and you may need to verify your email and/or complete your member profile to complete the process so keep an eye on your inbox/junk mail for a verification link to activate your account.

- After this initial step, you will be able to complete your member profile. Click on "Complete Member Profile" and fill in your information.
  If you are on the mobile app, click on the "Me" tab and select "Memberships" to manage your profile.
- Under Company name, ensure you are selecting a company name suggested in the drop-down list rather than typing a variation yourself (careful with acronyms or adding a region at the end of your company name for example) otherwise the system might not recognise your membership status.

If the platform mistakenly does not recognise your email address as a member of Bionow, please email your Membership Manager or info@bionow.co.uk with a screen shot of the error message you are getting.

- You will be able to upload a profile photo which can be helpful when networking with other members. If you attend a Bionow event for example, other attendees will be able to view your name, company and photo in the Community space of the event.

- When filling in **your Billing information**, please write down your Company Name the same way as indicated in your Membership profile. If you write it down differently, we may have to approve the link between your spelling and the member company name we have in our records before you can proceed with your ticket purchase. Please ensure you also put your registered office address instead of your personal address under the Billing information. If the spelling of your company name is too different than in our records, you may get a message that your data needs to be verified before you can proceed, and we endeavour to approve it within 1 working day.

- If you wish, you can download the MyGlue app here and access your Bionow Member account from there for a more comfortable user experience on your smart phone.

- If you've already activated your GlueUp account but don't see any Bionow related information when you log back into Glue Up, it might be because you have another/several Glue Up accounts with other companies so please make sure Bionow is selected on the top left corner of your screen.
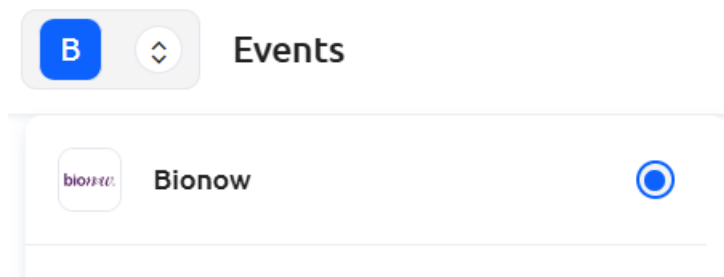
Why do I get an error pop up when purchasing an event ticket?

- If you get an error when attempting to purchase a Premium Member or Member ticket, please make sure you have already created a GlueUp account with your professional email address here (https://bionow.glueup.com/register/account) and log

into your account with the same email address. If the error persists, it might be because:

- You are not logged into an account that is associated with your company's membership. Please email your Bionow Membership Manager or the contact person indicated on the event page.
- Your company is not currently a Bionow member or the membership has lapsed so you need to select a Non-Member ticket.
  If you think there is a mistake and believe your organisation is a Member or Premium Member, please email your Bionow Membership Manager or the contact person indicated on the event page.

How can I receive an invoice for a Bionow event I registered for?

- If you need an invoice before making the purchase, click on "Register" or "Buy Ticket" as applicable when you are on the event page and select your desired ticket type. After filling in your Registration information, select Payment by Bank Transfer and proceed with your registration. You will receive an invoice in your registration confirmation email.
- If you need an invoice after you've purchased your ticket/s online, you will receive a PDF invoice or a link to your invoice in your confirmation email once your payment is processed.
- Alternatively, you can also find it again later when you are navigating on desktop, first ensure you are logged into your Glue Up account, by clicking on the top right icon to LOG IN of the event page. If you see your profile picture/initials there, you are already logged in and you can access your registration page by clicking on the link to view your registration **at the top of the event page**:

⚠ You are already registered for this event. click here to view registration.

From this landing page, you can see an option to **view or download** the invoice as a PDF. You can also click on the tab "My Wallet" and access all your transaction history there.

If you cannot find the invoice, you may contact the contact person indicated on the event page for support.

How can I cancel my ticket?

Please email the contact person indicated on the event page. It is possible to transfer your ticket to another person directly from your Glue Up account but we kindly ask that you email us in advance if you are no longer able to attend.

How can I view the delegate list for a Bionow event I registered for?

- When you are navigating <u>on desktop</u>, first ensure you are logged into your Glue Up account, by clicking on the top right icon to LOG IN of the event page. If you see your profile picture there, you are already logged in and you can click on either:

  ➢ The link to view your registration **at the top of the event page**:

  ⚠ You are already registered for this event. click here to view registration.

From this landing page, you can click on this button:

See other attendees in the Event Community >

  ➢ Or at the bottom of the event page, usually approximately 1 week before the start of the event, you might see a "View Attendees" button appear under the heading "Community".

Community

Connect with   people attending this event

DA SH ●●●

View Attendees

- When navigating <u>on the MyGlue app</u>, First select the Event from the Home tab or the Events tab and then follow the same steps as described above for the desktop version.

- It is not possible to export or download the list of attendees. You can contact other attendees directly from your Glue Up account if you both opted in for the terms of Use when you created your account.