

Exhibitor Ticket Portal

Tutorial

2023

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Registration

Logging in My Book Fair

You can register as a trade visitor or exhibitor in three simple steps.

Enter the following URL into the address bar of your browser:

<https://services.buchmesse.de/login/external>

Click on "Register now".



Register now >

You don't have a My Book Fair profile yet?

Trade visitors register to...

- buy a trade visitor ticket
- redeem a ticket code or link (trade visitor tickets and exhibitor tickets)
- use the matchmaking tool

Exhibitors register to...

- update your company profile in the Exhibitor Directory
- gain access to the exhibitor ticket portal
- book a slot in a signing box
- publish your events in the Calendar of Events
- settle your invoices via credit card.

Journalists and Bloggers register to...

- to obtain a press ticket



Registration My Book Fair



The screenshot shows a registration form titled "My Book Fair" with a sub-header "My Book Fair - Register now". The form is divided into several sections:

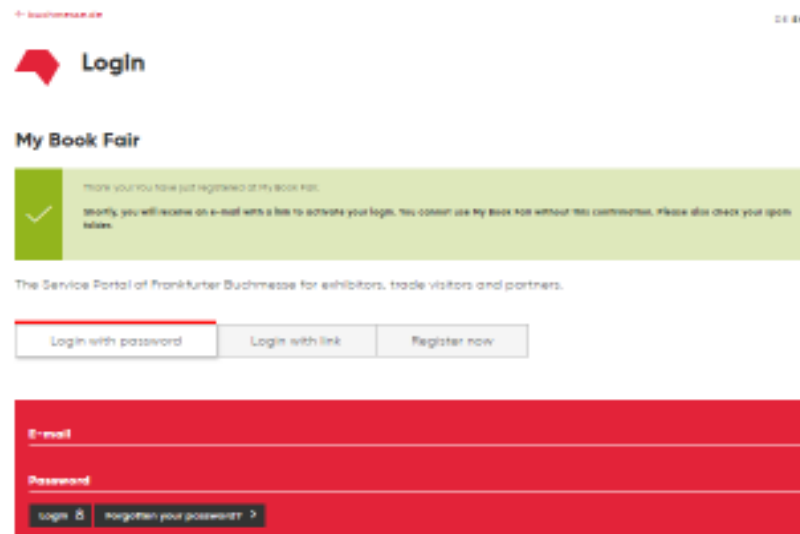
- LOG IN:** Includes fields for "E-Mail" and "Password" (marked with an asterisk). A "Log in" button is at the bottom right of this section.
- PERSONAL DATA:** Includes fields for "First name", "Last name", "Date of birth", "Gender" (with radio buttons for "Male" and "Female"), "Country" (a dropdown menu), "Phone", "Street", "City", "Postal code", and "Country" (a dropdown menu).
- CONTACT:** Includes fields for "E-mail" and "Phone" (both marked with an asterisk).
- AGREEMENTS:** A section with a heading "I agree to the following conditions" and a list of terms and conditions, including "Terms and Conditions" and "Privacy Policy".

At the bottom of the form, there is a "Register now" button and a "Log in" button. The footer of the page includes the text "FRANKFURTER BUCHMESSE" and "My Book Fair" logo.

Fill in the input mask. All fields marked with an asterisk* are mandatory.

Please click on "Register now" afterwards.

Registration My Book Fair



buchmesse.de

Login

My Book Fair

Thank you! You have just registered at My Book Fair.
Shortly, you will receive an e-mail with a link to activate your login. You cannot use My Book Fair without this confirmation. Please also check your spam folder.

The Service Portal of Frankfurter Buchmesse for exhibitors, trade visitors and partners.

Login with password Login with link Register now

E-mail

Password

login forgotten your password? >



After you have saved your data, you will receive an e-mail from us with an activation link, which you should confirm (please also check your spam or junk mail folder).

Please click on the link in the e-mail.

If you cannot click on the link, please copy it into the address bar of your browser.

Registration

My Book Fair



The Service Portal of Frankfurt Buchmesse for exhibitors, trade visitors and partners.

[Login with password](#) [Login with link](#) [Register now](#)

E-mail

Password

[Login](#) [Forgot your password?](#)

Now you can log in using your e-mail address and password.



Creating and sending ticket codes and ticket links

Creating ticket codes and ticket links



Exhibitor ticket portal

Ticket managers of exhibiting companies can create fair tickets here, as well as distribute and manage them.

Continue >



Please log in to your My Book Fair account with the email address you have on file with us as ticket manager.

Then click on "Tickets" and on "Exhibitor Ticket Portal".

Creating ticket codes and ticket links



Please click on the stand you would like to use to send ticket codes and/or links.

You can see from the gift symbol whether you have free tickets.

Creating ticket codes and ticket links



Exhibitor Passes ⓘ

[Show assigned tickets](#)

You have assigned 4 1-day Exhibitor Ticket(s).

Please note: If required, each ticket manager also needs to create Exhibitor Passes for himself or herself.

[Terms and conditions of ordering, prices, etc.](#)

4	1	0
Issued	Registered	Used

←

To create an **exhibitor pass**, please click on “Issue Exhibitor Passes” at the bottom of the “Exhibitor Passes” overview.



Creating ticket codes and ticket links

Now you can choose whether you would like to create **ticket links** or **ticket codes**.

Ticket links can be sent directly to your colleagues' e-mail address.

Whereas **ticket codes** will be sent to your e-mail address and can be sent individually afterwards.

If you have to issue a larger number of ticket links, you can also upload an Excel list containing the recipients' e-mail addresses.



Sending ticket links



If you want to send individual ticket links per mail, please click on "Ticket link".



How would you like to create exhibitor passes?

Would you like us to take care of it for you?

 Ticket link >	 Send ticket links (per email) >
--	---

Would you like to send the ticket code yourself?

 Ticket code >

Sending ticket links



Who would you like to send a ticket link to?

The recipient can use the ticket link to create their own exhibitor pass online.

- 1**
Enter your contact's email address. Click on "Next + send ticket link".
[Show email preview](#)
- 2**
Your contact will receive an e-mail with a ticket link.
- 3**
Your contact can then register in My Book Fair and download his or her own tickets.

E-Mail address

[+ ADD EMAIL ADDRESS](#)

NEXT + SEND TICKET LINK

← Please enter the **e-mail address** of the recipient of the ticket link. Further e-mail addresses can be added (click on "Add E-Mail Address").

Sending ticket links



Name	Company	Ticket no.	Creation type	Ticket type	Created	E-Mail	Used	Status
		1234567890		Childrensart 75-30	05/12/2019 10:05:49	hilde@buch.de		

After sending the link(s), you are taken to an **overview page** where you can see all the tickets you have sent, to whom, and whether they've been claimed or not.

The recipient of the link will receive an e-mail. Clicking on the link will take the user to their ticket, after they log in to My Book Fair.

Attention: In order to redeem a ticket, each recipient needs to have their **own** My Book Fair account.

Sending ticket codes



How would you like to create exhibitor passes?

Would you like us to take care of it for you?

 Ticket only >	 Send ticket links to your email >
--	---

Would you like to send the ticket code yourself?

 Ticket code >

If you want to send ticket codes only, simply click on **"Ticket code"**.



Sending ticket codes



Would you like to download multiple registration codes?

The listed tickets you download can be used by email or given to your contacts by other means. The tickets for most registration on My Book Fair are not redeemable for multiple download codes from a device.

- 1 Please enter the number of tickets codes required below. Click on "Order now".
- 2 You will receive an email with a download link for an Excel file containing the requested ticket codes.
- 3 You can send your contacts a ticket code by email or send the recipient an email to get a valid address page by registering online.

- | 1 | +

ORDER NOW

Indicate here **how many** ticket codes you would like to order and click on "order now".

Sending ticket codes



Name	Company	Ticket no.	Creation type	Ticket type	Created	E-Mail	Used	Status
		13040 5158 2944		Eintrittspass	28.04.2019 11:47:45			

You will now return to the overview page. Under Ticket No. you will see the requested ticket code. You can now pass this on to the recipients to redeem in their accounts.

You will also receive the requested ticket codes by e-mail.

Sending ticket codes



After ordering the ticket codes, you will receive an e-mail with a **download link**. Click on the link to download the excel sheet containing the codes.

Please note: The download is available two weeks upon receipt. After that date, you can copy the ticket codes from your overview in the Exhibitor Ticket Portal.



FRANKFURTER BUCHMESSE ATP (EN) Your requested ticket codes for exhibitor passes for Frankfurter Buchmesse 2023

Dear [redacted],

For stand 40 P03 at Frankfurter Buchmesse 2023, you have requested download your ticket codes to generate exhibitor passes.

To start the download, please click the following link:

https://exhibitor tickets.messefrankfurt.com/atp/en/download_link.html?download link=mf tap20160620 231574& download link code=NzQyMzMyMmQ2MTBhNzJhMTE3D%3D

Please note that this download will only be available until 07/12/2023 05:02 PM.



Redeeming and retrieving tickets

Redeeming a ticket code



Purchase trade visitor
ticket

For trade visitors



Redeem ticket code

Exhibitors and trade visitors can redeem ticket codes and create fair
tickets here.





Please click on the item "Redeem
ticket code".

Redeeming a ticket code



Redeem a voucher

Please enter your voucher or registration code here. 



Supply by Messe Frankfurt, venue GmbH on behalf and for the account of Frankfurter Buchmesse GmbH
All prices including statutory VAT.

Total

You can now redeem your ticket code here or redeem a ticket code for someone else.

Please mind: Only trade visitor tickets and exhibitor tickets can be redeemed in My Book Fair, **not** private visitor tickets. Private visitor codes are redeemed in the private visitor shop **not** in My Book Fair.

Redeeming ticket codes for more than one person



Please enter the ticket codes you would like to convert and click on "Redeem voucher code".

Then please click on "continue".

Redeem a voucher

Please enter your voucher or registration code here. (0)

1692408379180

REDEEM A VOUCHER

Exhibitor pass

D €

1 6924 0036 5614
presented by Nonbook 3.0 - Frankfurter Buchmesse

Supply by Messe Frankfurt Venue GmbH on behalf and for the account of Frankfurter Buchmesse GmbH.
All prices including statutory VAT.

Total
1 x Exhibitor pass

NEXT

Redeeming a ticket code



Please select whether the ticket is for you or for someone else and then click on "continue".

If the ticket is for another person, they **do not** need their own My Book Fair account, just their own email address.



1 2 Personalize 3 4

[← back to Selection](#)

Please choose for whom you are ordering tickets.

Ticket	For myself	For others
1 x Exhibitor pass (1692408969614)	<input checked="" type="radio"/>	<input type="radio"/>
1 y Exhibitor pass (1692408379180)	<input type="radio"/>	<input checked="" type="radio"/>

[NEXT](#)

Redeeming a ticket code




1 2 Personalise 3 4

Please personalise the tickets you have selected.

Please note that the ticket only entitles the person whose name is printed on it to use public transport. Only valid in conjunction with an official identity document for trips to and from the fair with RNV public transport system (www.rnv.de).

[Please customize your ticket to continue with the booking process.](#)

Ticket - Exhibitor pass (1 7421 9972 8254)



CUSTOMIZE YOUR TICKET

Please customize your ticket now.





Redeeming a ticket code

Now you can enter the data of the person who needs a ticket or you can personalize the ticket with your data by clicking on "Use my data".

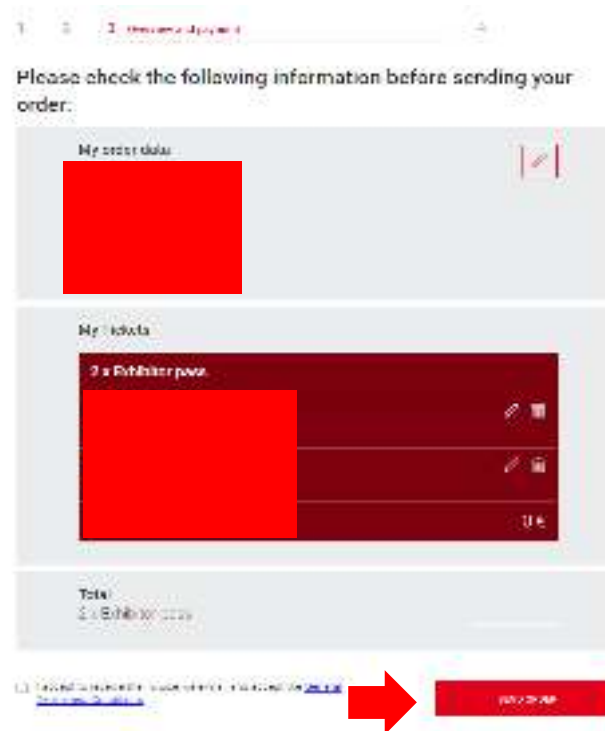
If the ticket is for another person, they do not need their own My Book Fair account, just their own email address.

The screenshot shows a web form titled "Customize your Ticket" with a "PERSONAL" label. It includes a red circular icon with a white 'P' and a note: "In order to use the new booking system and to avoid the usual requirements when the ticket is not for a personal data". The form contains several input fields: "Email address (for tickets)", "To whom you want the ticket to be issued to", "Salutation", "Title", "Surname", "Name", "Company", and "Country/Region". At the bottom, there are two buttons: "CANCEL" and "SAVE AND CONTINUE".

Redeeming a ticket code



Please check your entries now. You can change them again by clicking on the small pencil symbol on the right or discard them by clicking on the bin symbol. Please click on "Send order" and do not forget to accept the general terms and conditions.



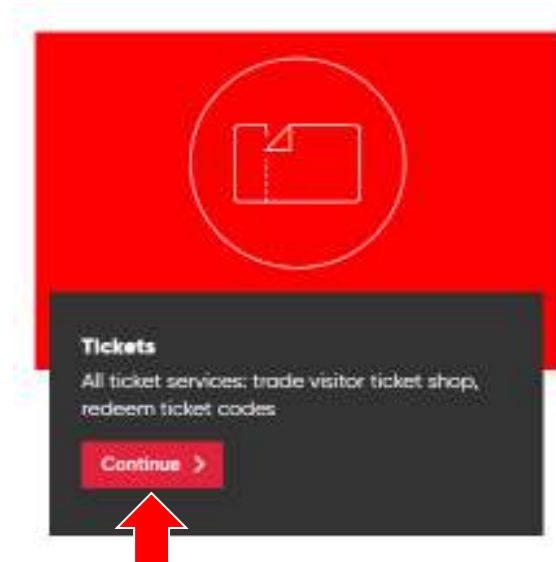
You will now receive your redeemed ticket by email and can also access it in your My Book Fair account.

If you have redeemed a ticket code for another person, the person will receive the ticket by email. You will also receive the same ticket by email and can forward it to the person again if necessary.

Retrieve tickets



To retrieve your ticket, you can also log into your My Book Fair account. Then please click on "Tickets"



Retrieve tickets



Please click on "Retrieve ticket". Here you can now print out your ticket or show it online.

Retrieve ticket

Here you will find tickets that have already been issued.

Continue >





Free contingent and managing further tickets

Maybe you were given tickets or ordered them along with your stand.
How and where to see your contingent and how additional tickets are billed will be explained on the following pages.

Free contingent



1-day Exhibitor Ticket ⓘ

[Show assigned tickets](#)

You have assigned 5 exhibitor passes.

[Show main \(Exhibitor\) profile information and available exhibitor passes](#)

[Print QR codes](#)

[Terms and conditions of buying and details of prices \(GT\)](#)

5 tickets
2 tickets
0 tickets

000 tickets
000 tickets

5 tickets 2 tickets 0 tickets

ISSUE EXHIBITOR PASSES

Settlement with free quota:

In the screenshot, 5 tickets have already been allocated and two of the recipients have already redeemed the ticket.

This overview shows issued, registered and used tickets as well as the amount of allotted tickets.

If one of these 5 tickets is now used to enter the fair, this ticket will be offset against the free quota (250 tickets).

If you have used up your free ticket quota but a colleague still needs a ticket, you can buy another one. The invoice will be sent to you at the end of the fair. You will only be charged for the tickets that were actually used.



Naming a representative

Usually, one e-mail address is stored in the system as the ticket manager. The person with this e-mail and My Book Fair account is the ticket manager. In order to let several users to carry out tasks in the Exhibitor Ticket Portal, the Ticket Manager must appoint representatives/proxies.

A representative can then perform the same tasks as the Ticket Manager.

Naming a representative



Ticket Services for Exhibitors

	Kartonproduktio... Hall 1.1, A1	
--	------------------------------------	--



On the overview page for your stand, please click the **“edit symbol”** (pencil) in the top row of the page.

Naming a representative



Name representative

The following users are currently managing projects for this stand:

Mr. Stefan Schmalzer




Now you should come to the following page. To name a **Representative**, click on the "Name Representative" button.



Naming a representative



Name representative

Country (select)

Title

First name

Last name

Company

E-Mail

SEND INVITATION



On this page, fill in the information and send the invitation.

It is important that the My Book Fair account used has the same e-mail address as specified in this entry.

Naming a representative



Name representative

The following users are currently managing tickets for this stand:

Ms. Marie Test:	



To remove a representative, click the pencil icon again. In the overview you can then remove any representatives by clicking on the **X** next to their name.



Blocking tickets

Blocking tickets

The screenshot shows a navigation bar with four buttons: 'Overview', '1-day Exhibitor Ticket', '1-day Trade Visitor Ticket', and '1-day Delivery Visitor Ticket'. Three red arrows point to the three ticket type buttons. Below the navigation bar, there are two main content areas. The left area is for the '1-day Exhibitor Ticket' and shows a bar chart with three bars of heights 5, 2, and 0. The right area is for the '1-day Trade Visitor Ticket' and shows a bar chart with three bars of heights 15, 4, and 0. Both areas have a 'Lock' button at the bottom.

If you want to lock a ticket, please click on the ticket type you want to lock.

Blocking tickets




Show: all tickets		Action: please select				
<input type="checkbox"/>	Name	Company	Ticket no.	Creation type	Ticket type	Created
<input type="checkbox"/>			1-2006/11WF-2994		Einzelanpreis (F 71/0)	30/14/2019 11:21:40




Click on the **ticket code** you want to block.


Blocking tickets



 Ticket 1 3096 5156 4792

**FRANKFURTER BUCHMESSE**

Karlsruheprodaktion W22
Germany, 1.1.43



Company
Karlsruheproduktion W22

Event/Stand
1.1.43



Email

Ticket type
Rehleiter pass / 25/00

Ticket number
1 3096 5156 4792

Created / by

Barcode

Click on the lock icon.  

Blocking tickets



To definitely block the ticket, click on **“yes”** after writing a short note about the block.

Please mind that the ticket cannot be reactivated afterwards.

#fbm23