

EMF-ECBC App – User Guide

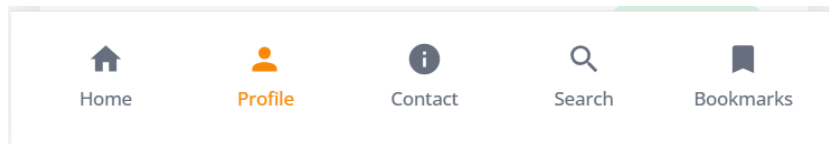
This guide provides a quick overview of how to navigate and use the core features of the EMF-ECBC application, providing step-by-step instructions for common actions.

1. Accessing the App

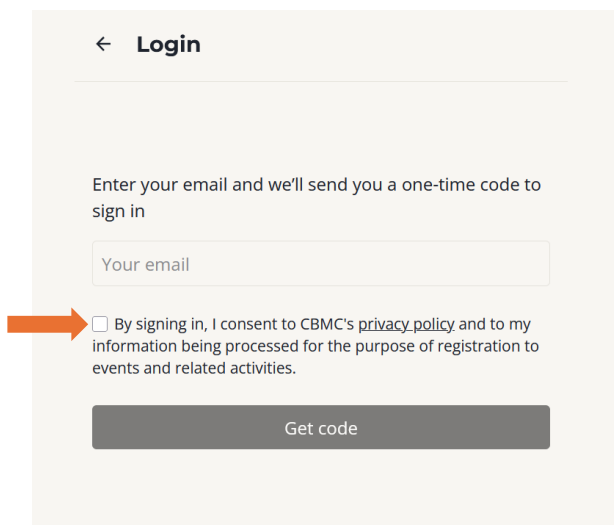
To access the App (once installed – see the **Installation Guide** available [here](#) and make full use of its features, you will need to log in using a **One-Time Password (OTP)** sent to your e-mail address.

➔ How to log in

- a. Open the App or click this link : <https://app.hypo.org/>.
- b. Go to **“Profile”** in the menu at the bottom of the App and enter your **e-mail address**.



- c. Tick the box **“Consent to CBMC’s Privacy Policy.”**
 - This step is required for GDPR compliance.
 - You will not be able to continue unless this box is checked.
- d. Click **“Get Code”**



- e. You will receive a **One-Time Password (OTP)** by e-mail.
- f. Enter the code received to access the App.

If the OTP code does not arrive within a few minutes:

- Check your **spam or junk folder**.
- Make sure you entered the **correct email address**.
- Wait a moment and try again by requesting a new code.

If the problem persists, please contact us at info@hypo.org.

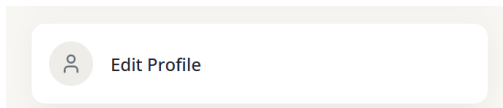
Note: you will automatically be logged-out from the App after a certain number of days of inactivity for security purposes. To log-back in, follow the same procedure as above.

Profile

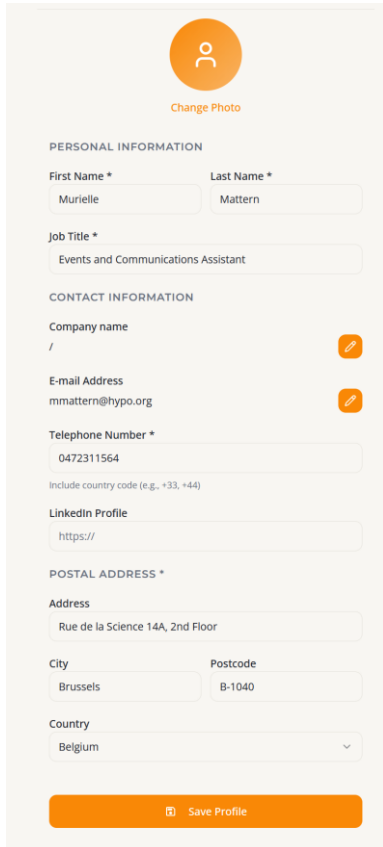
Everything related to your personal contact details, notification preferences and settings is located under your **Profile**.

2.1. Completing your profile

- a. Click Profile then **Edit Profile**.



- b. In this section, you'll be able to add/ edit or delete the following information:
 - Profile picture (please consider using a corporate photo (headshot) as this may be used in Attendee lists, programmes etc.)
 - Personal info (your name, job title, telephone number, LinkedIn profile, and contact address)
 - You can also notify us of a change in your company name/employer and/or e-mail address
 - Once done, click "**Save Profile**"



The image shows a user profile form with the following fields and values:

- Profile Picture:** An orange circle with a white person icon. Below it is a "Change Photo" link.
- PERSONAL INFORMATION:**
 - First Name *:** Murielle
 - Last Name *:** Mattern
 - Job Title *:** Events and Communications Assistant
- CONTACT INFORMATION:**
 - Company name:** / (with an edit icon)
 - E-mail Address:** mmattern@hypo.org (with an edit icon)
 - Telephone Number *:** 0472311564 (with a note: "Include country code (e.g., +33, +44)")
 - LinkedIn Profile:** https://
- POSTAL ADDRESS *:**
 - Address:** Rue de la Science 14A, 2nd Floor
 - City:** Brussels
 - Postcode:** B-1040
 - Country:** Belgium (dropdown menu)

At the bottom of the form is an orange "Save Profile" button with a checkmark icon.

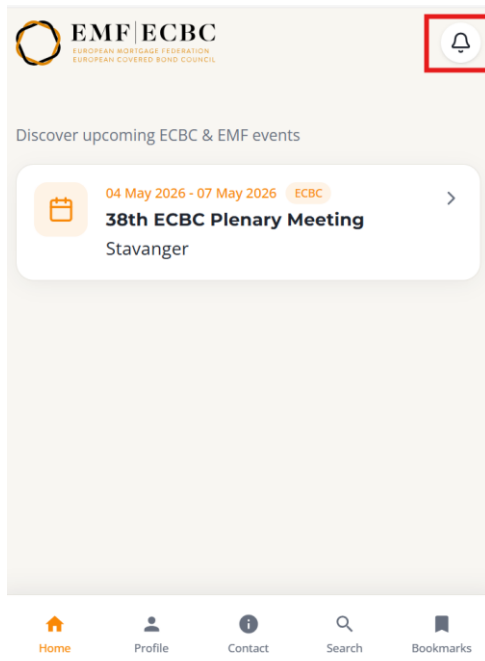
NB: Please complete and update your profile as much as is possible; this helps the EMF-ECBC Secretariat maintain accurate contact details for you and will facilitate your networking opportunities in the App.

2.2. [Notifications](#)

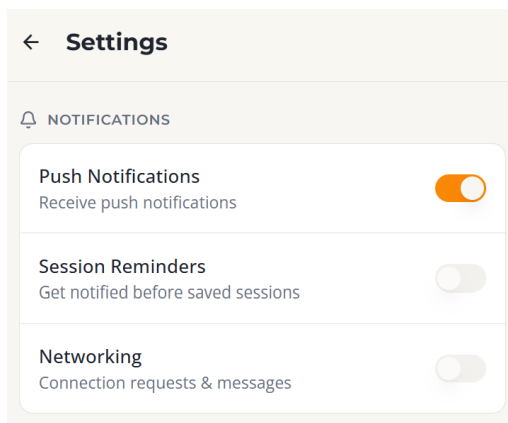
The notifications section allows you to view all alerts and updates sent to you by the EMF-ECBC Secretariat.

To access your notifications:

- a. Click on **Notifications**

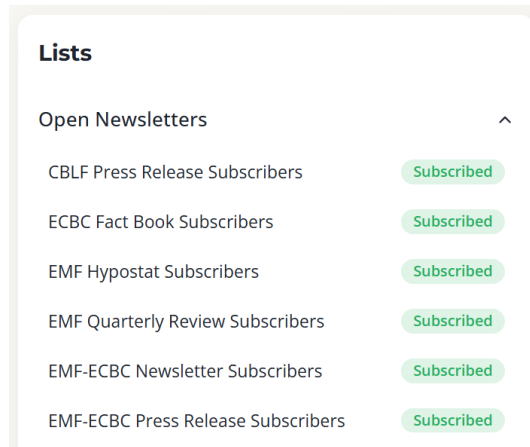


- b. To **enable or disable push notifications and session reminders**, access **Settings** within the **Profile** option:



2.3. [Mailing Lists Subscription](#)

- To subscribe or unsubscribe to our Mailing Lists in “**Open Newsletters**”, click on “**Subscribed**” or “**Unsubscribed**” to change the option.

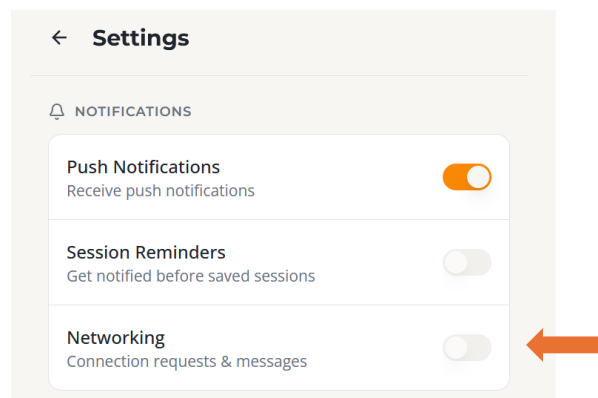


- **Members of the EMF-ECBC** will also see sections below the “Open Newsletter” section where they can choose which **member only lists** they wish to subscribe/unsubscribe to based on their category of membership.

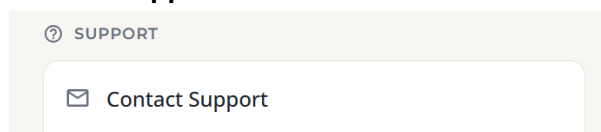
2.4. [Settings](#)

a. Tick/untick the options to adjust your preferences to receive:

- Push notifications
- Session reminders
- Networking requests & messages (this allows other event participants to contact you through the App. Note that both users must have activated this option in their Profile settings)



b. If you experience any issues using the App, send your message through **contact support** for assistance.



3. Events (via Home)

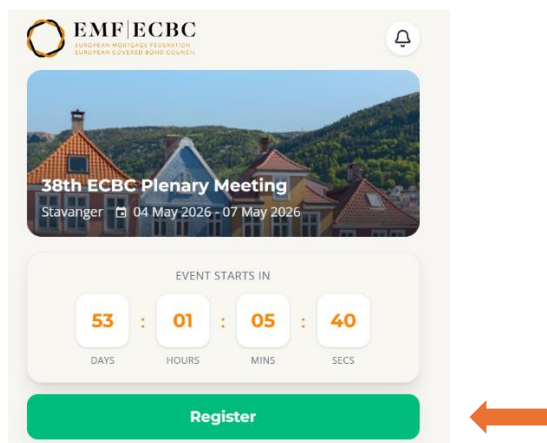
The Home tab displays the next upcoming EMF-ECBC event(s). Click on an event to access detailed event information.



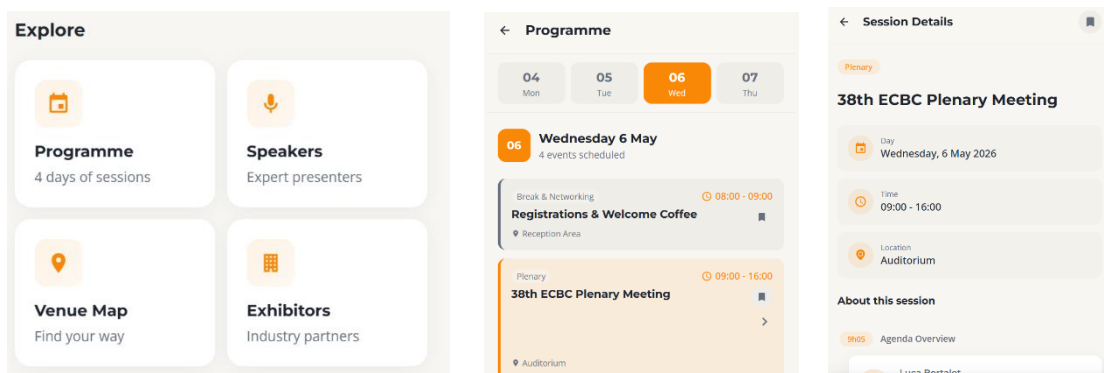
3.1. 38th ECBC Plenary Meeting, Stavanger (Example)

a. Registration

If you haven't registered yet for the event in question, you can do so by clicking the button "Register".



b. Programme



By clicking the "Programme" button, you will find the **detailed schedule for each day**.

You can click on specific time slots to view the exact time, location and details of the sessions.

Click on the **location** to access the venue in Google Maps.

c. Speakers

This section lists all the **Speakers** at the event. Click on a speaker to access their **biography** and see which **session** they are speaking in.

d. Venue Map

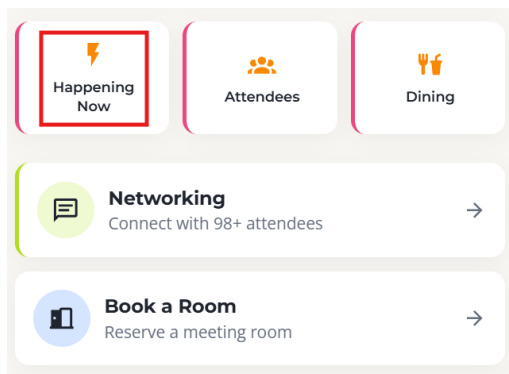
You can find the address of the main event venue.

e. Exhibitors

See which organisations will be Exhibitors at the events. Click on an Exhibitor to access more detailed information including access to their website and find out who will be representing them at the event. Click on an Exhibitor Contact to contact them through the App (*provided both you and the contact have activated the Networking setting – see above*).

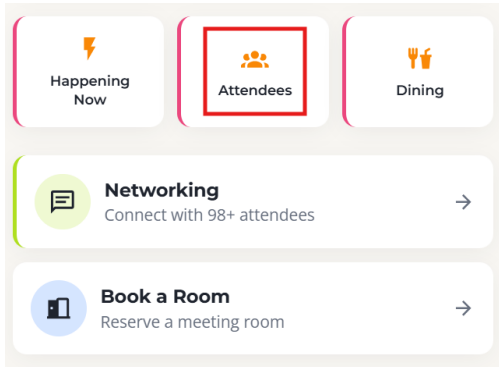
f. Happening Now

Here you will see which event is currently taking place (*this feature will activate automatically once the events are underway*).



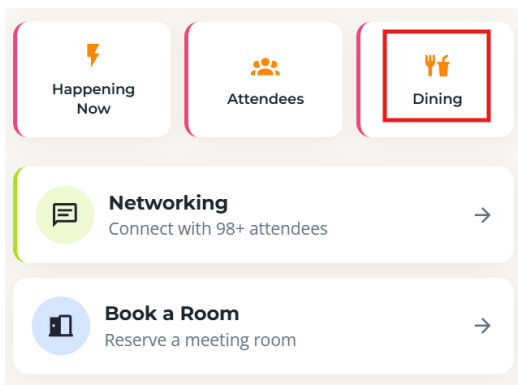
g. Attendees

Here you will find the full list of registered attendees for the event and see if they have activated the “Networking” feature of the App (see above). Click on an Attendee who has activated the Networking feature to start of conversation.



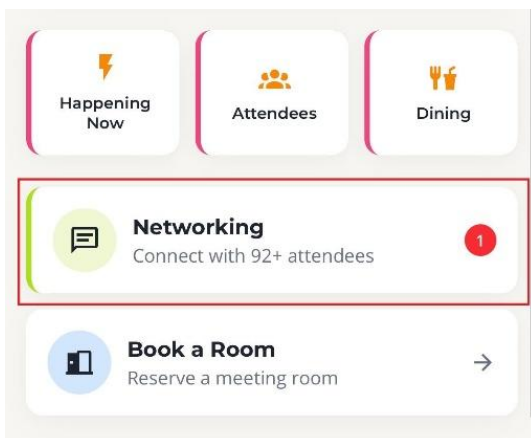
h. Dining

All dinners and lunches for the event are organised in this section. You will find the addresses and details of the venues with links to Google Maps.

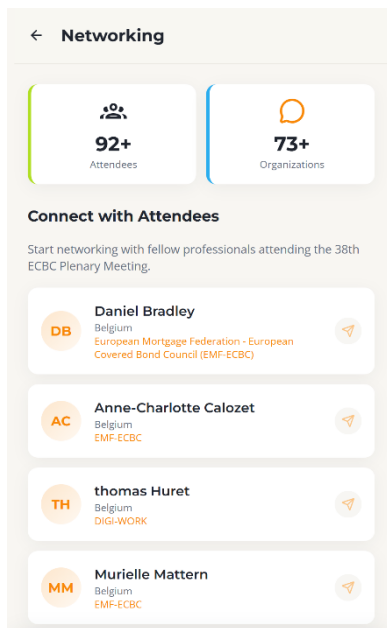


i. Networking

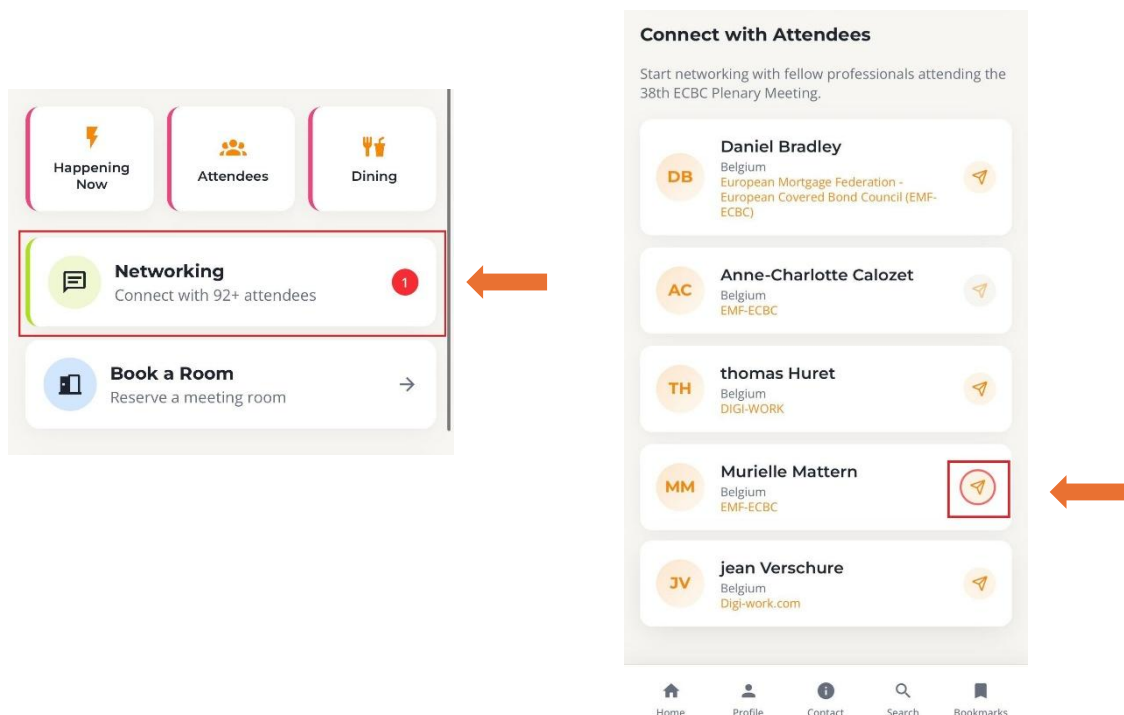
You can contact any attendee for a one-on-one chat, so as long as they have agreed to be contacted (*see section on Settings above*). To do so, simply click on the button “**Networking**”.



There, you will find a list of all participants who have agreed to be contacted.



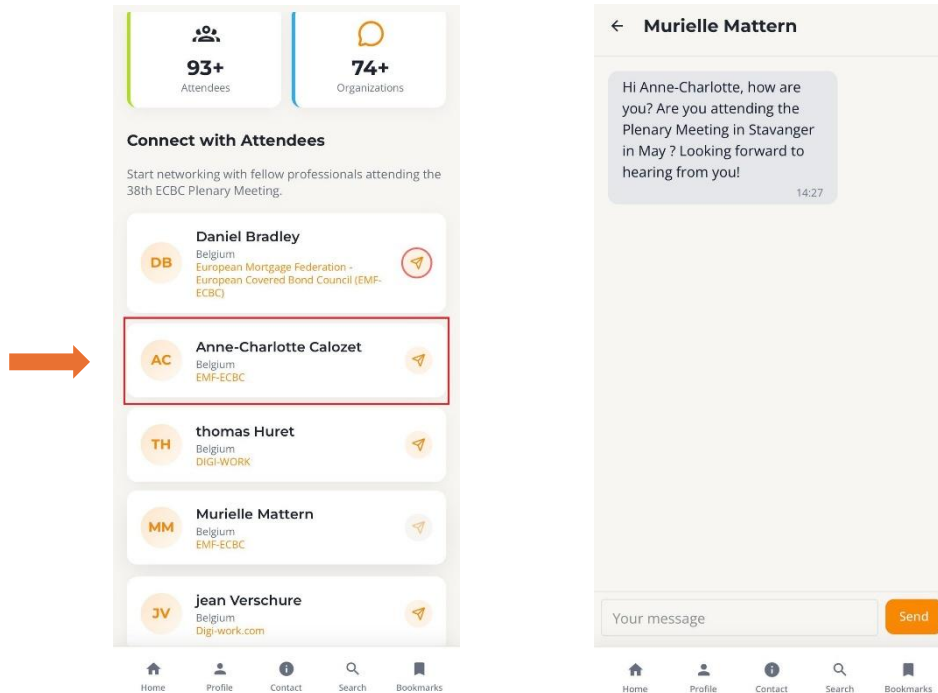
Participants may either reach out to others or be contacted themselves, provided they have enabled this option in their settings (see section 2.4 of this document). If an attendee has activated this option, the arrow icon next to their name will be highlighted; if they have not



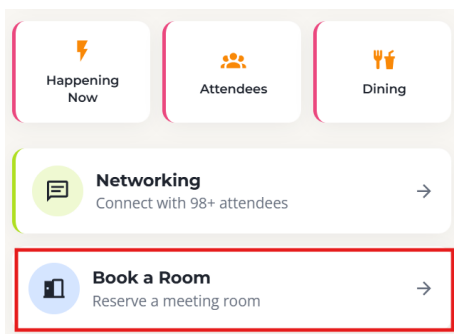
activated the option, it will be greyed out.

If another attendee has sent you a message, a **red notification bubble** will appear next to the “Networking” button. Click on this to see your active messages.

To start a conversation, select the person with whom you would like to engage in a discussion by clicking on their profile.



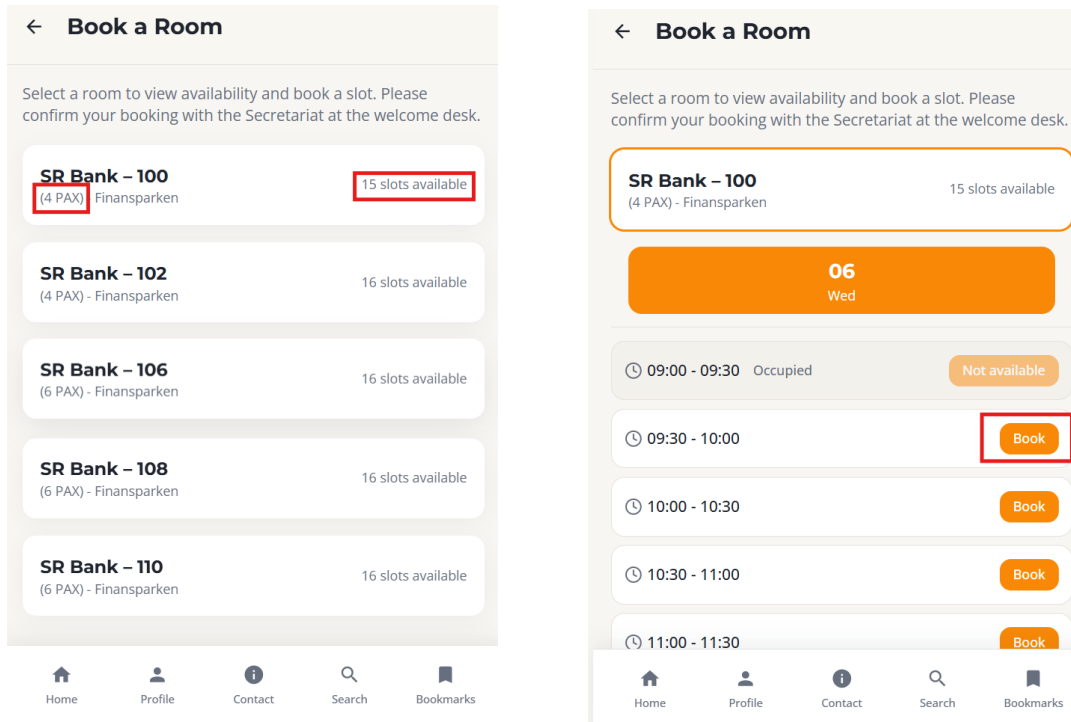
j. Book a Room



You can request to book a meeting room for a **30-minute slot** in the time-slots available. Each room has a maximum capacity of participants.

- Choose your preferred room and time slot based on the room capacity (PAX) and available slots, then click **“Book.”** Your request will be sent to the EMF-ECBC Secretariat which will respond to you by e-mail. **Note:** reservation requests are only confirmed upon receipt of a confirmation e-mail from the EMF-ECBC Secretariat.

- Each member institution can book **up to three slots initially** to ensure availability for all. Closer to the date of the event, if availabilities remain these will be allocated based on a first-come, first-served basis from the Waiting List maintained by the Secretariat.
- Should you have any questions regarding the meeting rooms, please do not hesitate to contact info@hypo.org



4. [Contact](#)

Here you will find quick access to key event details, including:

- Event date and location
- EMF-ECBC contact details

← **Event Info**

38th ECBC Plenary Meeting

The bi-annual ECBC Plenary meeting is the covered bond industry's key networking event, traditionally bringing together more than 300 key decision makers including issuers, investors, government and regulatory officials at national, European and global levels, analysts, rating agencies and journalists from over all covered bond jurisdictions.

Details

Date
04 May 2026 - 07 May 2026

Venue
Finansparken
35 Christen Tranesgate
4007 Stavanger, Norway

Contact

Murielle MATTERN
Belgium
EMF-ECBC [Call](#) [SMS](#) [Email](#)

Anne-Charlotte CALOZET
Belgium
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Email
info@hypo.org

Phone
[+32 2 285 40 30](tel:+3222854030)

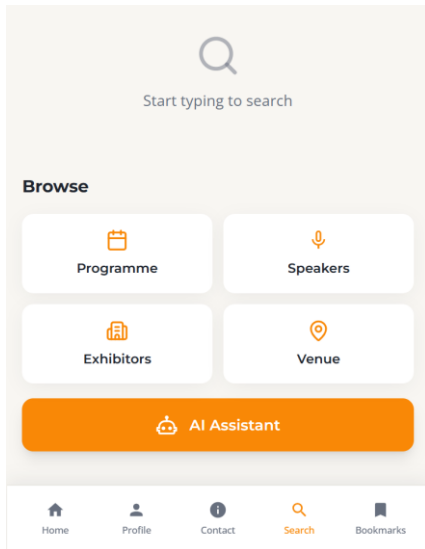
Website
hypo.org

← *Event Contact
Persons*

5. Search

The Search icon allows you to quickly find:

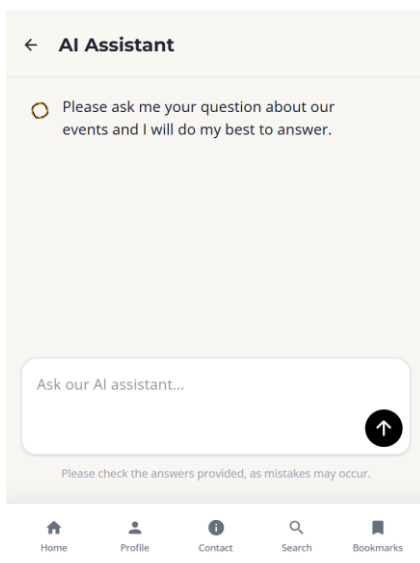
- Sessions
- Speakers
- Programme details
- Other event-related information



Additionally, the **AI Chat Assistant** is integrated in Search to help you:

- Quickly find answers about the event, sessions, or speakers
- Navigate the platform efficiently

NB: If the assistant cannot answer your question, you can contact the team at info@hypo.org.



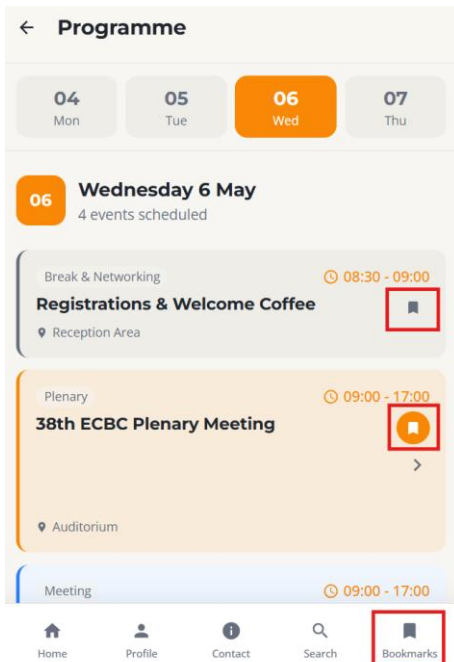
6. Bookmarks

The **Bookmarks** feature allows you to save sessions you are interested in and quickly access them later.

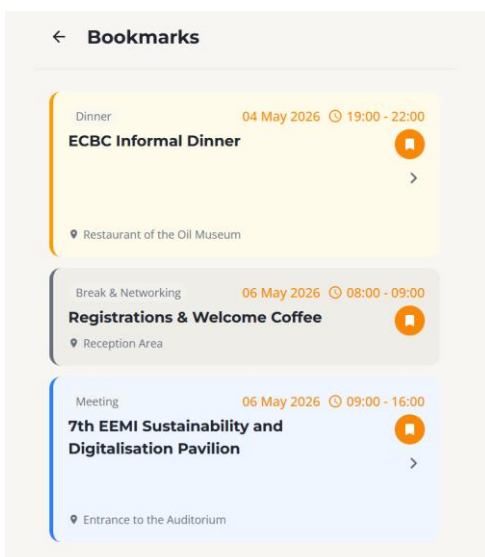
→ **How to bookmark a session:**

- Go to the Event programme from the Home page

- Select the day of the event you want to explore
- Choose a session
- Click the bookmark icon next to the session. The bookmark icon turns **orange** once the session has been saved.



- All bookmarked sessions will appear in your **Bookmarks tab**, providing a mini recap of your saved sessions.



➔ **How to remove a bookmark:**

- Simply **untick the bookmark icon** next to the session.