



**ARAB HEALTH**

**JANUARY 28 - 31, 2019**  
Dubai International Convention & Exhibition Centre  
DUBAI, UNITED ARAB EMIRATES

**USA PARTNERSHIP PAVILION**

Have you received a **Welcome Email with your Arab Health Online Manual login details?**  
Please respond **YES** or **NO** to this email.

The organizers of Arab Health, informa, have upgraded their online system to better support exhibitors for the 2019 online exhibitor manual. Faced with unforeseen technicalities, informa has organized a dedicated team of technicians to take appropriate measures and ensure the new system is ready by early of next week. The more details we can provide to informa, the faster we can come to a solution.

In recent meetings between Kallman and informa, we have identified possible reasons why exhibitors are not receiving the *Welcome Email*.

- **Junk Folder** – Search for the below sender and subject line when checking the folder  
**From:** *Customer Center* <[do\\_not\\_reply\\_qecc@informa.com](mailto:do_not_reply_qecc@informa.com)>  
**Subject:** *Welcome to the Online Exhibitor Manual*
- **Main point of contact** – Double check your Kallman space registration to verify who is the main point of contact. If two people are assigned to one account, only the main POC receives the *Welcome Email*
- **Blacklisted IP address** – it is possible that your PC or network is comprised with an anti-virus software

We appreciate your [feedback](#) and understand time is of the essence. If you have questions regarding any of the content in this message (or anything else related to the exhibition), Kallman is here for you! With upcoming deadlines and mandatory form requirements, it is our goal to keep our exhibitors on the right track.



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