



Frequently Asked Questions

0. Most FAQ

Is the Matchmaker service free of charge?

Yes, the service is free for startups and growth companies as well as for investors.

How is the Nordic Innovation Accelerator® different from other service providers?

Our company has an extensive network of national and international partners, especially in the field of cleantech and financing. As a founding partner of the [Cleantech Venture Day®](#), [Nordic Innovation Accelerator®](#), [Corporate Venture Programs®](#) and the [Global Cleantech Cluster Association](#) we have grown a wide network and understand the needs of growth companies, corporates and investors.

Will you overflow me with newsletters?

No, we believe in less is more. We will inform you as NIA member just with the highlights and of the new innovation calls. In case you have disabled the newsletter by the NIA registration but you would prefer to get the information of the opening calls, just give us a [quick note](#) and we change it immediately.

1. General (Companies)

What is the Matchmaker?

Nordic Innovation Accelerator's® new service connects startups and growth companies with international investors for successful deals. It also connects you with other partners and companies.

When should I use this service as a startup or growth company?

If you are looking for funding or partners then it is an effective way to showcase your innovations to Finnish and international investors and to find new contacts and partners.

Who can see my registered company profile?

Only registered users in the platform.

Who can see my uploaded one-pager, video-pitch or corporate evaluation summary?

Only registered and verified investors have the access to the uploaded materials.

Are there coming new features for the service?

Yes, we improve the service and the functionality continuously and inform you per email if you have not disabled the newsletter function.



Can I recommend features?

Yes, we are open for any [feedback & suggestions](#). As a service provider we involve your concern and wishes seriously in our service improvements.

Why can't I contact the investors directly?

As a part of the Matchmaker service just the investors are able to initiate the contact. This is to ensure their privacy and that way their interest to browse the companies at the **MATCHMAKER**.

How can I get in touch with an investor?

Create your Matchmaker profile with all related information and convince the investors with your innovation. If your company provide what investors are looking for, they contact you through the **MATCHMAKER**. One of the most efficient ways for companies to find investors is to join our annual [Cleantech Venture Day®](#) investor event in Lahti, Finland. Apply for pitching slot at our next event where you can pitch your ideas and make connections and take the steps towards finding the funding you need.

1. General (Investors)

What is the Matchmaker?

Nordic Innovation Accelerator's® new service provides a user-friendly tool where you can browse through top dealflow companies from the Nordics to find the **PERFECT MATCH** of your interest. As an investor you also have access to connect with other registered investors.

Why should I use this service as an investor?

You can find top Nordic start up's & growth companies providing a wide range of high quality innovation & solution for the market especially in the field of Cleantech. As a registered and approved investor, you have full access of published one-pager, video –pitches and corporate evaluation summary. Contact the company of your interest or focus, and the successful deal you have been looking for is just one click away.

Who can see my registered and approved profile?

Only registered Investors. For registered companies we just publish your company name and logo.

Are there coming new features for the service?

Yes, we improve the service and the functionality continuously.

Can I recommend features?

Yes, we are amenable for any [feedback & suggestions](#). As provider we involve your concern and wishes seriously in our service improvements.



3. Features

What are the recommended Matches?

Based on your information and your focus of interest, the system algorithm propose appropriate proposals. Mouse over to view and follow this company or if this Match is not interesting for you, click *“not interested”* and the system propose a new match for you.

How can I follow a company of my interest?

[Follow](#) and [unfollow](#) the companies of your interest anytime if you choose the related buttons. Choose *“my Favorites”* on your personal dashboard you have a quick overview of all companies you are following for a quick access.

How to get in touch with another company?

If you like to get in touch with a company of your interest, mouse over the profile and choose **“request contact”**. Write your message and press send to notify the admin of the company about your request. If the receiver shares the same interested for a corporate contact, he will approve your request and you have a personal communication channel.

Where are my user settings and the logout button?

The [icon](#) is placed top right on the website.

Where can I see how often my company profile got visited?

You can see the number of views on your company [Snapshot](#) and it is only visible for you.

Can another Team member join my company profile?

Yes, after the new team member has Sign up and created an account, he/ she can send you the [request to join your company](#). We will notify you per email that a user has sent you the request which you can accept or decline.

Is an innovation Call another Term of Innovation challenge?

Yes, nowadays we simply name it call, but with the same aim. Click [here](#) to browse the open calls and submit your solutions and ideas where large international and national corporates are looking for.

How can I submit a proposal for an Innovation Call?

When a new open call is launched, we inform & invite you as NIA members to submit your solution. Each submitted solution will be evaluated and in the end selected applicants will get invited to interviews and negotiations by the call owner.



Where do I monitor my submitted submission?

Retrieve your submission and status with the [My Submissions](#) button in your dashboard. Anytime you can [edit and resubmit](#) your solution during the application process.

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4. Safety and regulation

Why does my registration as an investor need to be approved?

The accessibility of company's confidential data which startups & growth company's provide on the **MATCHMAKER**, presuppose a positive prove & verification as an investor trough the administration to use the service. We aim to reduce waiting time and inform you immediately.

Why my registration as an Investor got rejected?

Regrettably we are unable to verify you. The verification process follow a strictly internal protocol and negotiate in the interest of all partners, please [contact us](#).

I forgot my password for the NIA website

Click the LOGIN button on the top right in the website, and select *"forgot your password?"* to recover your password anytime. Please [contact us](#) if you need support, we are glad to help.

Where can I find NIA's general Terms & Condition?

Just click [here](#) to have a look into the Terms and Condition.

More question?

Don't hesitate and [contact us](#).

Your Nordic Innovation Accelerator® Team

January, 2016

***Subject to modifications and amendments!**