Cvent Attendee Hub™ Attendee Guide

Accessing the Virtual Event

When you are ready to access the event, click the 'Go to My Event' button found either in an email or on the event website.

Logging In

After clicking the link to go to the virtual event, you will be prompted to log in. After entering your first name, last name, and email address, a verification code will be sent to your email and/or cell phone.

Troubleshooting Log In

- Ensure you are entering the same email you registered with for the event.

- Check spam and junk folders for the verification code email.

- The email or text should be triggered in less than a minute.

- If you still do not receive the verification code, contact the planner.

Once logged in, if you accept website cookies, you will stay logged into the event for 24 hours.

If you do need to log in again, you will be sent a new verification code to enter.

Navigating the Virtual Event

My Event Page

This is the homepage of the virtual event. You will be able to view live and upcoming sessions, featured sponsors or exhibitors, basic event details, and other items related to the event.
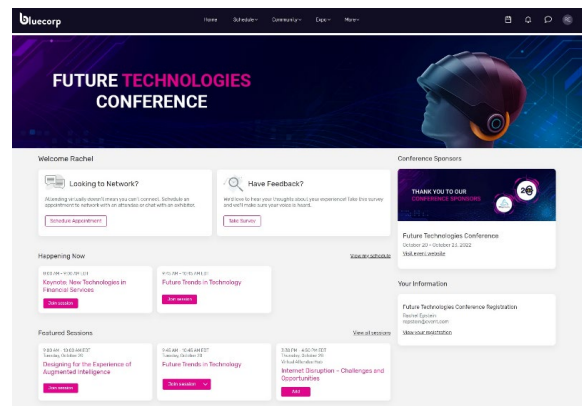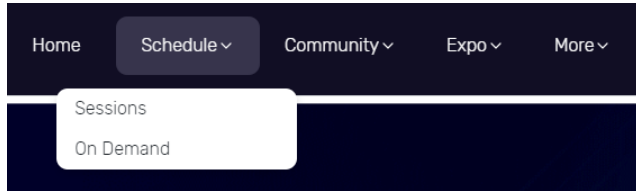

You can click into an individual session or exhibitor straight from the homepage. Additionally, you can access the event website by clicking the 'Visit event website' link.

You also can reference the Home Page Attendee Guide for more specific navigation.

Schedule Tab

This tab links to two pages: Sessions and On-Demand content.


Sessions Page

The sessions page lists all sessions available for you to attend during the event. They are listed in the order they occur and broken out by date tabs along the top. The page will appear in the time zone of the event by default, but you are able to adjust the times to the time zone you are viewing in for ease of use. You can click on the session name to access the content of the session.

You also can add or remove sessions from your personalized schedule on this page if modification is allowed.
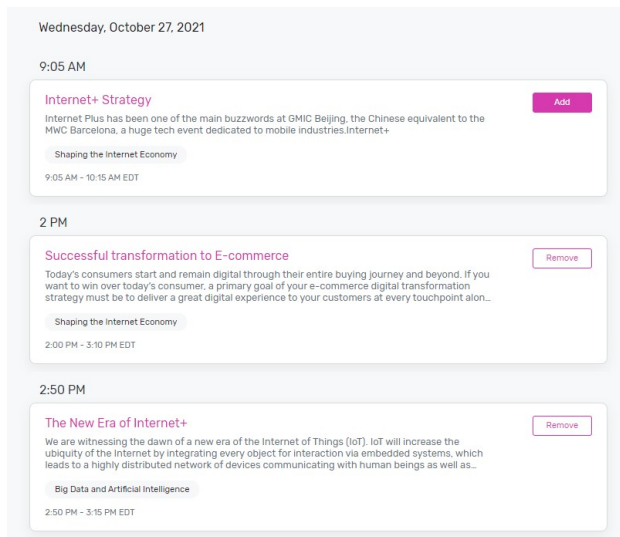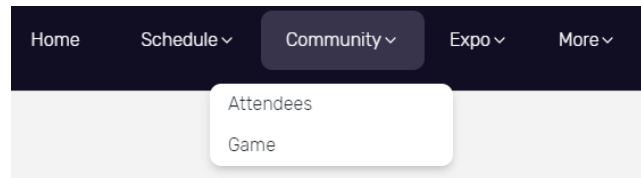

On-Demand Page

All recorded sessions will appear here for viewing after they have occurred live. To review any session you missed, access this page.
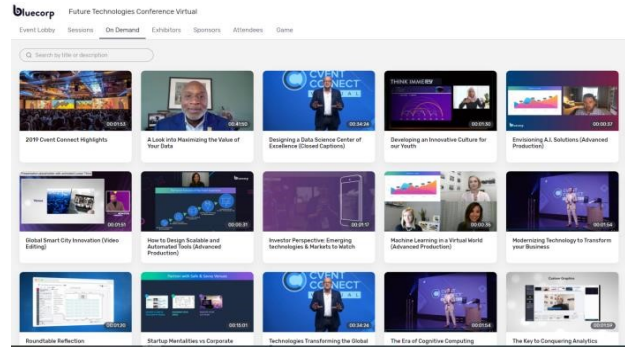
Community Tab

This tab can contain two pages: The Attendees list and the event Game


Attendees Page

If the event you are attending has this page, you will be able to see a list of all attendees who have made themselves visible on this list. You have the option to go visible or keep yourself hidden from this list.

Game Page

If the event you are attending has gamification features turned on, you can join the game here.
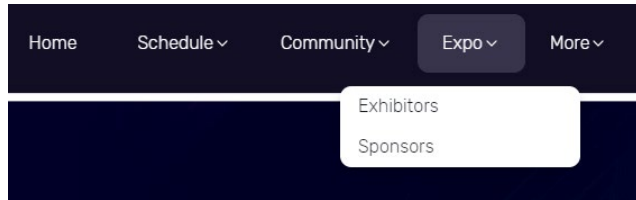
Within this tab, you will see a variety of challenges you can participate in. When you click into a specific challenge, you will see the rules and how to collect points.

At the top of the page, you can see your total number of points and overall rank.

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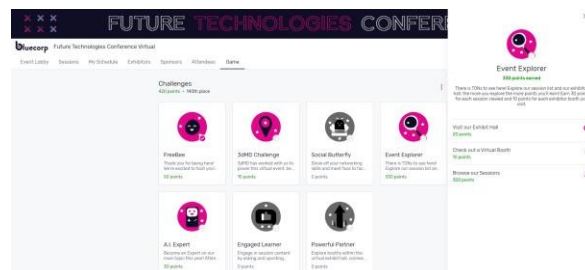
Expo Tab

This tab can contain two pages: Exhibitors and Sponsors

Exhibitors Page

On this page you can view a list of all the exhibitors for the event. You can click the exhibitors name to access the information about the exhibitor and their virtual booth. Exhibitors are tagged based off if they have a virtual meeting available for you to join or if they are an event sponsor.

All the exhibitors are listed in alphabetical order, but you have the ability to search and filter based off the type of exhibitor you'd like to view more information about.
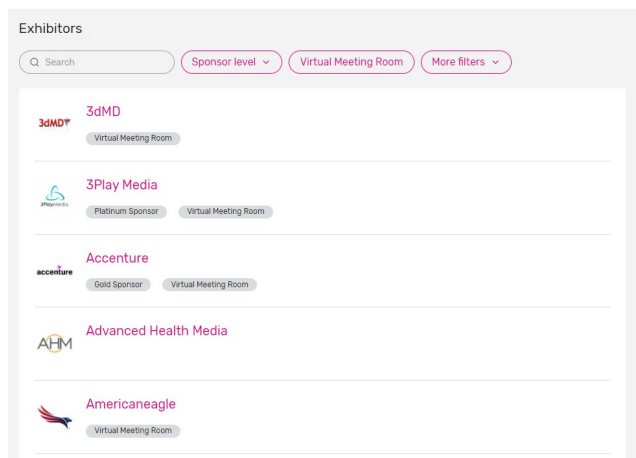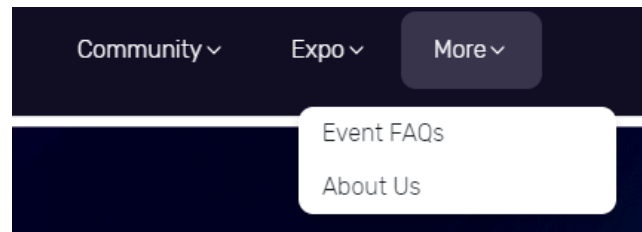

Sponsors Page

This page lists all the sponsors for the event at their specific tiers. You can also see if the individual sponsors have virtual meeting booths. By clicking on a specific sponsor, you will be taken to their exhibitor page.
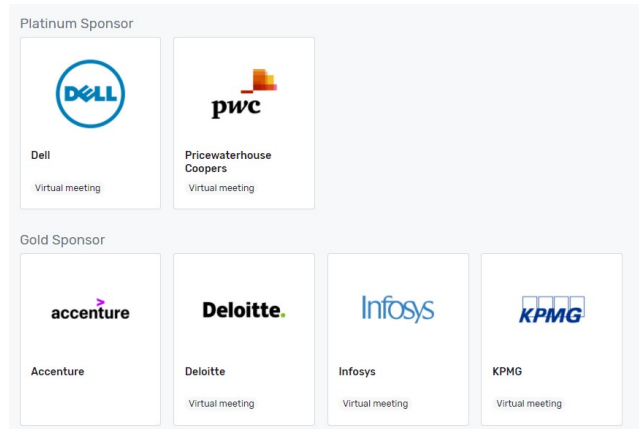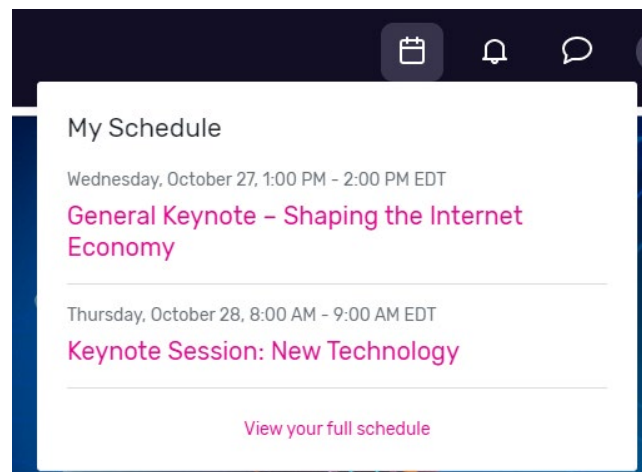

More Tab

This tab will hold any additional information created for the event.

Your Schedule

This page shows your personalized schedule based off the sessions or appointments you are registered for. You can access this page by clicking the calendar icon in the top right-hand corner of the screen. Hover over the icon to view the next items coming up on your agenda.
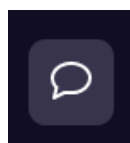
Notifications

To see any notification announcements that have been sent out, click the Bell Icon. A red dot will appear if you have unread notifications.
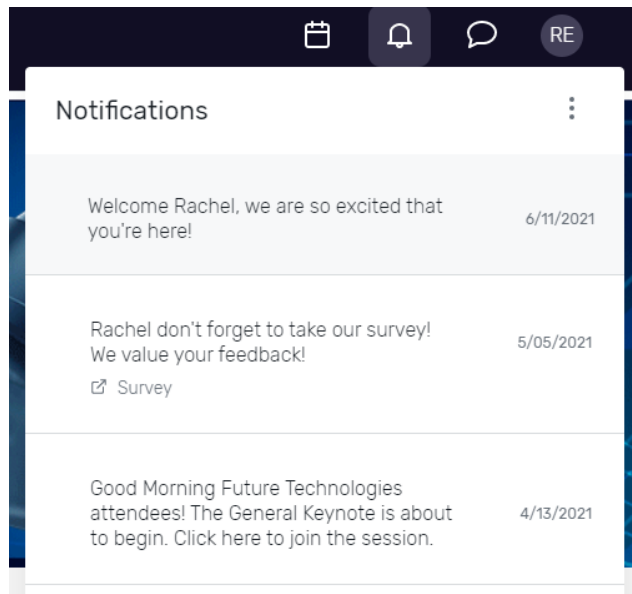
Attendee Messaging

If messaging is turned on for your event, you can access your messages by clicking the talk bubble icon.


Accessing a Session

When it is time for you to join a session, click the name of the session or the join session button to get to the session page.

On the session page, you can view a description of the session, information on who is speaking, and any session documents that were shared. If you are viewing the sessions before it begins, you may be able to add that session to your personal calendar.

Joining a Session

Select the 'Join Now' button when you are ready to access the content. If the session is a livestream session, a video will pop open and you will be able to view the content.
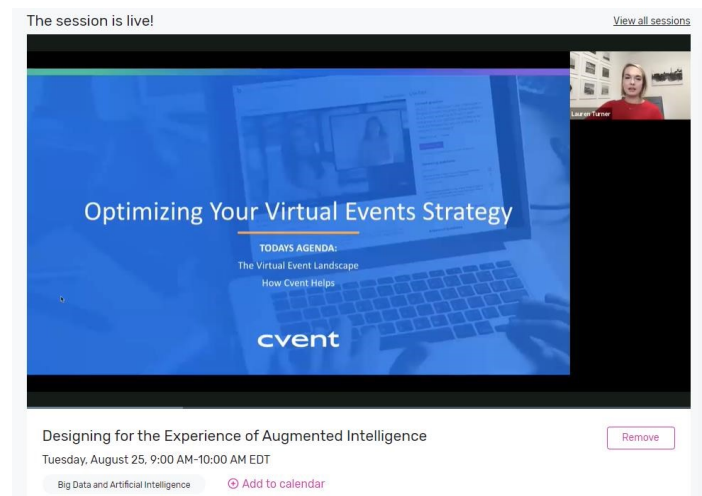
If you are viewing the session during the time it is aired, you can pause the content, but it will not hold your place. If you are watching a recording, you can pause and play the video like usual.

If the session is collaborative, the "Join Now" button will prompt a Zoom window to open.
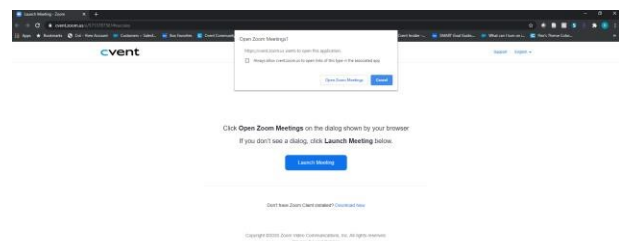
You can select "Open Zoom Meeting" or join via your browser window. This will open a Zoom meeting where the host of the meeting will determine if you can unmute or turn your camera on.

Session Engagement Features

The following icons will show on the right-side of a session page if the engagement feature is enabled.
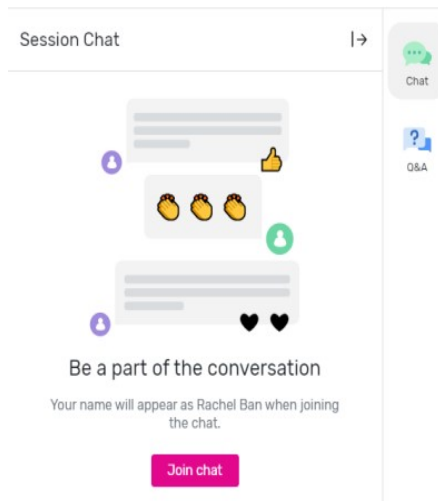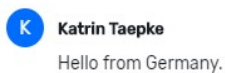

Chat   Q&A   Polls   Survey

Using Session Chat

If you're in a session with session chat, you can join by clicking the Chat icon at the top.

Once in the chat, you can communicate with other attendees and react to their messages.
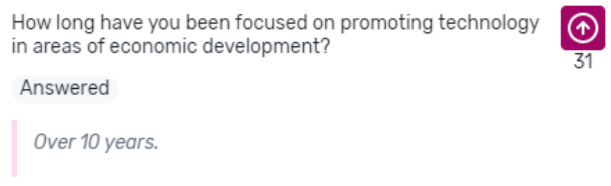

Asking a Question

If you're in a session accepting Q&A, select the 'ask a question button' to open a text box.


You can ask the question anonymously or include your name.

You can upvote other attendees' questions and see responses to questions if they've been answered.
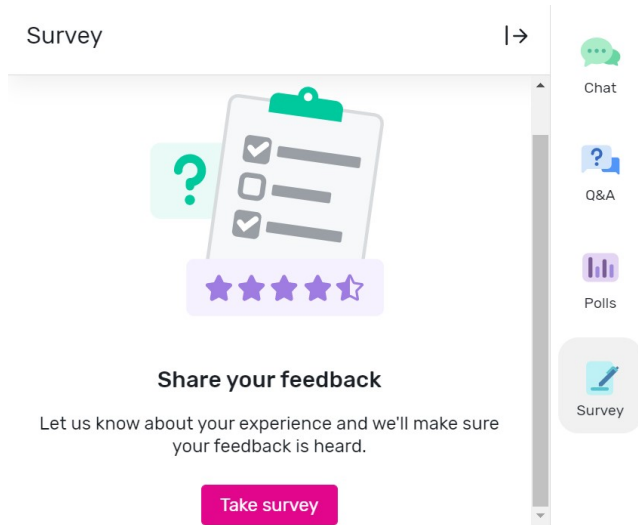

Using Session Polls

If the session you are attending has a poll, when it is released, it will appear under the polls tab on the right-hand side of the session page. You can select your answer(s) and then see the outcome of the poll.
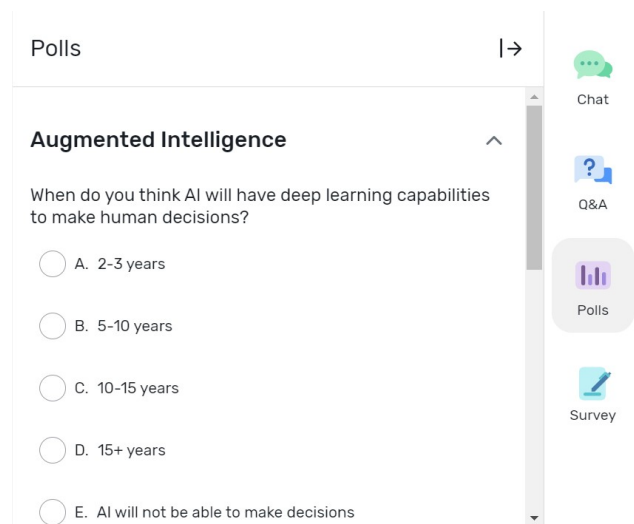
Feedback Surveys

If you'd like to provide feedback on the session, you can access the feedback survey on the right-side and take the survey.

You can also give feedback on the event by clicking the Take Survey button in the Feedback card on the My Event page.


Accessing an Exhibitor Booth

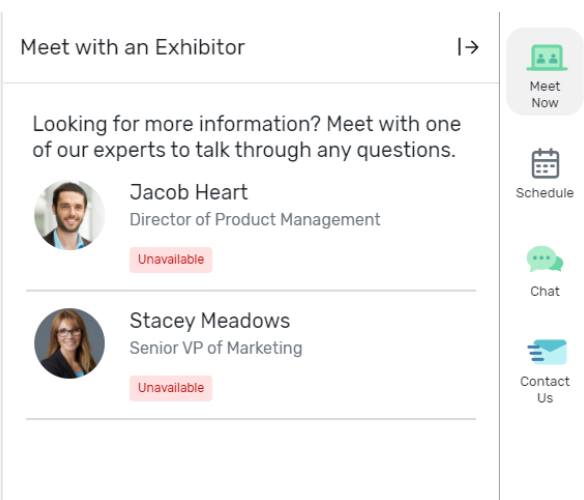By clicking an exhibitor's name on the Exhibitor Page, you will have access to their exhibitor page.

This page has information about the Exhibitor, ways to connect with them via social media, and ability to join their virtual booth if they have one. You can also see files and links the Exhibitor has included.

Joining an Exhibitor Meeting

There are two options of how you can join an Exhibitor meeting. If the exhibitor has a virtual booth, you can click "Join Virtual Meeting" and a Zoom meeting will open.
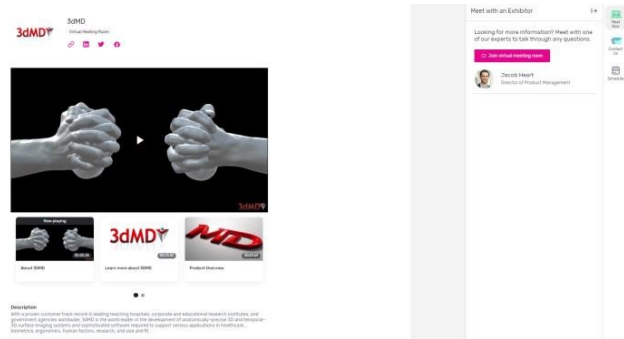
If the exhibitor is meeting one-on-one, you can see which booth staff are available to meet with. Click the "Meet Now" button under a booth staff to meet 1:1 with them. If they accept, you'll join them in an embedded video experience.
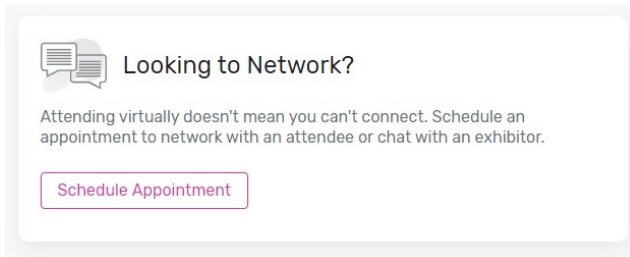

If you would like more information about the exhibitor, you can select 'Contact us' to send them a message.
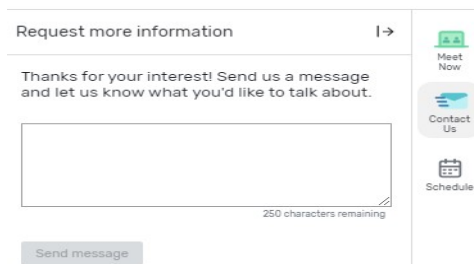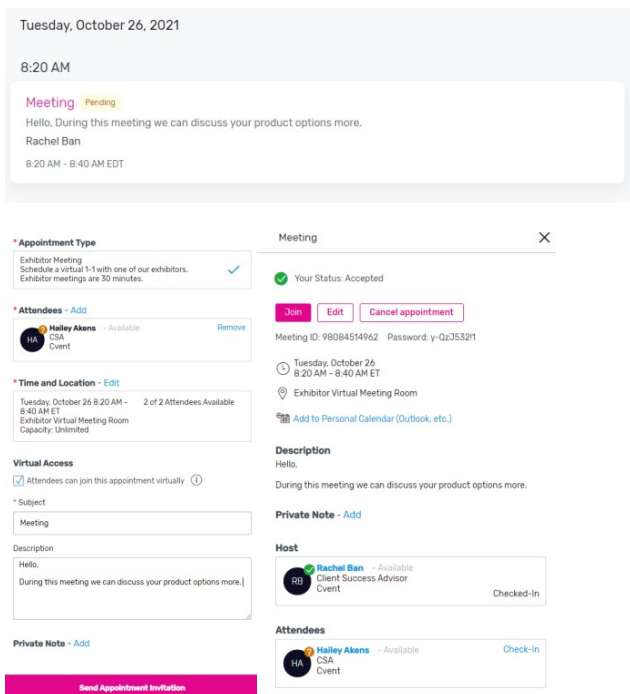
Booking an Appointment

You can book an appointment with another attendee or exhibitor by clicking "Schedule Appointment" on the homepage.


You can choose which type of appointment you would like to make and who you would like to make it with, the time, and add a note. Once you send the invitation, the meeting will appear on your agenda as 'pending' until accepted.


When it is time for you to join your meeting, you will click on the meeting and then click join to open the meeting.

Update Your Profile

To view your profile, click your initials in the top-right corner, then View Profile.
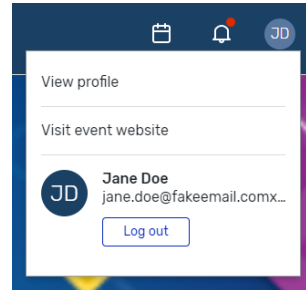
If you're able to, you can update your profile by editing your name, job title and company, creating a bio, and uploading a headshot. You can also make yourself visible or hidden from the attendee list.
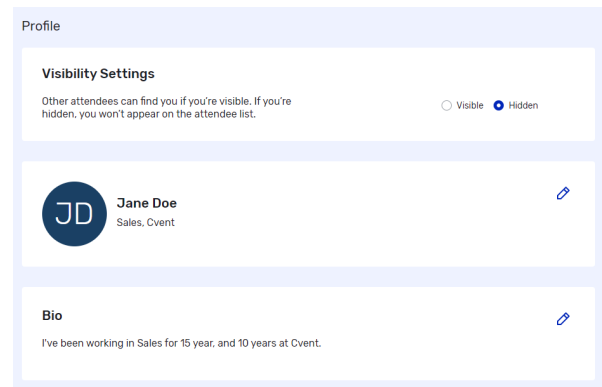
Note: Once you update information and save your profile, you will be required to have information in that field.

Attendee Support

If you need assistance, please contact the event planner. You can access their information by clicking 'Visit event website' or 'View your registration' on the event home page. Once on the event website, click 'contact us.'