



USER GUIDE



Accessing online event/icons

Entering and leaving the Event

Log in to the event at <https://mortgageadministratorivent.online-event.co>

Username - enter the email address you registered with

Password – enter the password you entered when registering. Passwords must meet minimum security requirements. If you enter a password that does not, the system will let you know what you need to change.

Lost passwords – please see log in page where you can request a password reminder. Or alternatively contact Lorraine Francisco at Lorraine.francisco@ae3media.co.uk

On entering the event, a welcome video will play. You can expand this to watch it in full screen and replay it at any time. As the event you are attending is an exhibition, you may be asked to give your consent for exhibitors to contact you, which is required under GDPR regulations.

You will see a collection of sponsor stands or areas to visit – hover over them and click to enter.

Auditorium

Visit this area at specific times to watch the presentations on each day. You can add these to your personal agenda, in order to receive email notifications just before they begin.

Resources

View useful documentation and links which can also be downloaded or added to your event bag.

Networking Lounge

Here you can read FAQs and respond to polls. Additionally you can access social media feeds.

Agenda

Access the agenda to see what is scheduled for the day.





Who's here

See who is in the event by clicking to view their profile.



Interactive Agenda

Clicking on this symbol will display the interactive event agenda. Click on an item to be taken to the specific location. You can also add items to your own personal agenda as required.



Event Bag

Click here to view and manage the items you have collected in your event bag.



Settings

Clicking here will allow you to access Your Profile, look at Recommendations and request Support. If activated you may also recommend the event to family and friends by clicking on Referrals. Enter their email addresses and an email will be sent to them directing them to the registration page.



Information Point

Here you can view featured content or search for content by entering a name/title or partial name/title (tag). Clicking on any featured content or content in your search results will link through to the actual content.

When Information Point Chat is enabled, a Chat tab will appear for you to access this. Depending on the priority of the Chat tab, when clicking the Information point icon, the Chat may appear before the content search options. Information Point Chat is independent of all other chats and is your area for directing user to where they need to be.



Completing your profile

Introduction to your profile

Filling out your profile completely and accurately will help you whilst networking in the event. In the settings icon click on 'Your Profile'.

Uploading a Profile Picture

Upload straight from your computer or phone by clicking on the small camera icon in the bottom left hand corner. You can edit your profile at any time by clicking on "Your Profile" in the settings icon at the top of your screen.

About You

An introduction to tell others in the event about yourself.

Facebook

You only add FB pages here and NOT personal Facebook profile pages.

Twitter Embed Code

Enter the code generated for your twitter widget (see section on Twitter feeds)

LinkedIn Public Profile

Enter the URL address featured on your LinkedIn profile.

Password

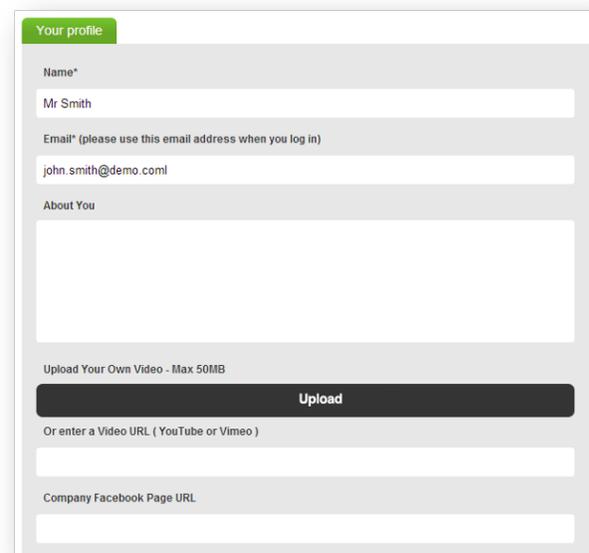
Passwords can be changed here. Passwords must meet minimum security requirements. If you enter a password that does not, they system will let you know what you need to change.

Email Subscription Status

You can choose to receive email notifications when you are sent a message or when new content is uploaded – select Subscribed or Unsubscribed.

Completing your profile

After editing your fields, please press submit to save your changes.



The screenshot shows a web form titled "Your profile" with a green header. The form contains several input fields: "Name*" with the value "Mr Smith", "Email*" (with a note "please use this email address when you log in") with the value "john.smith@demo.com", a large text area for "About You", a video upload section with a "Upload" button and the text "Upload Your Own Video - Max 50MB", and a field for "Company Facebook Page URL". There is also a field for "Or enter a Video URL (YouTube or Vimeo)".



Sponsor Stands

Click on a sponsor stand to view its content.

You can tick the box to be notified of content updates for individual sponsor stands if this feature is activated in your event. This may already be ticked if you activated this when you first logged in.

Information

Read all about the sponsor stand you have visited

Website

Click through to the website

Contact

Use this to send a direct email message to the representative on the stand

Wall

Join in with discussions here if this is active

Social Media

Access social media feeds

Videos/Webcasts

Click to view

Documents

Preview, download and/or add information to your event bag.

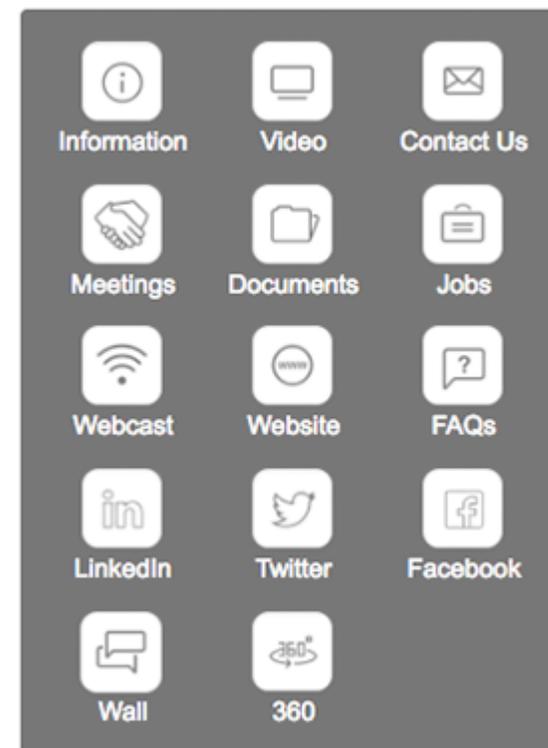
Chat

Here you can chat directly with other visitors – only visible if active

Video Chat

Here you can chat with other users and stand administrators using a video/webcam feature

Order of icons for the Stand ?



Chat on sponsor stands

Chat

Access chat by clicking on the Online button. You will see some arrows to click just above the 'post' button. This will allow you to make the chat full screen size, so you can see more of the chat posts.

Ask a question or start a conversation by typing in the Live Chat tab and hitting the "post button" and a representative will reply to you.

You can switch off the sound notification by clicking on the speaker icon.

My Chat - you will also have your own 'My Chat' tab where you will see only the questions you ask, the replies to those posts as well as posts that you may have been assigned.

This becomes your own 'inbox' to manage. A post that has been assigned to an administrator will turn pink, when you interact with that post it will return to its normal colour.

Threads

Chat will display in easy to follow threads so you can find comments about something of particular interest to you, grouped together.

Attachments

You may attach a file or image to share with other users. Please note that these are for public use so content must be appropriate.

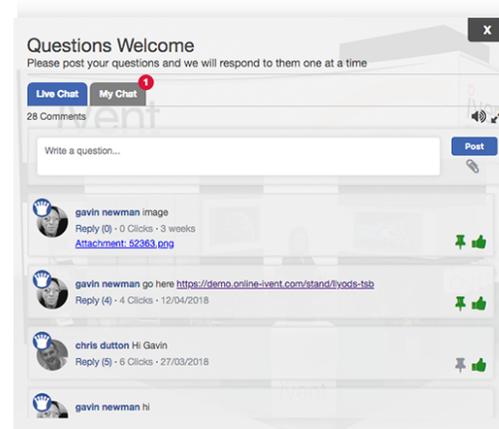
Click on the paperclip icon to upload your attachment.

Who's typing

The system will let you know which users are responding to your posts by displaying 'username is typing'.

Who's here

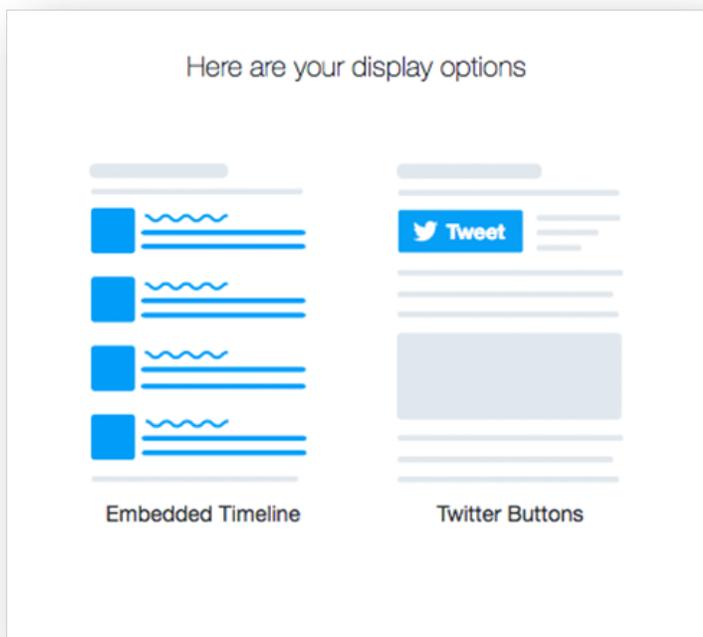
Over to the right you will see which other users are in the chat area. You can click onto their profile and have private chats or send private messages (see section on communicating with others) Admin users will be identifiable by a crown icon displaying next to their name.



Personal or sponsor stand Twitter feed

- 1. Step 1** - Click the ●●● **More icon** located within the Tweet.
- 2. Step 2** – From the menu that pops up, select **Embed Tweet**.
- 3. Step 3** - Select from the display options 'Embedded Timeline'
- 4. Step 5** - Copy and paste the code provided

For **hash tags** navigate to the 'search' option when creating your widget and add your hash tag. Copy the code and paste in the same way.



Communicating in an event

Notifications

You will be notified if you have a private message from an individual, if a wall post is added to your profile or if you have a response to a question you may have asked, by a bell icon showing a red exclamation label appearing in the bottom right hand side of your screen.

Click on the bell icon to view your notifications in a popup box, which will take you straight to your profile messages or to chats. You may also receive email notifications. You can switch these on or off in your profile.

Wall Posts

You can also post 'public' messages on a users wall.

Public posts may be viewed by other users looking at that same profile.

Private Messages

You can send and receive secure, private messages with other users just like you would use email. Click on the envelope icon on their profile and fill in the message and a subject.

You can also attach and send files this way by clicking attach and adding a file from your desktop.

Video Chat

If video chat is activated in your event you may receive a video chat request, a notification will appear inviting you to chat.

If you want to join the video chat, click on the notification to be taken to it. You can use this area as text chat if required.

Chats

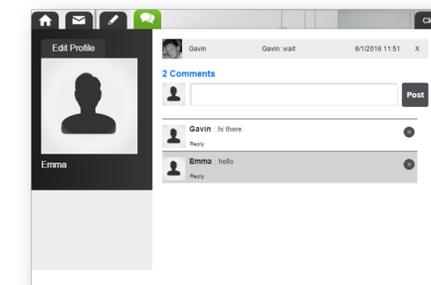
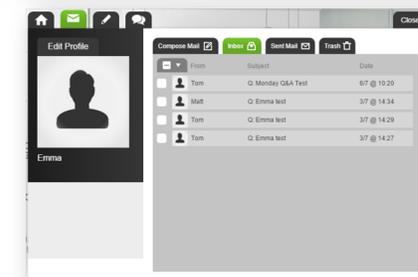
You can send a live chat request to another user by clicking on the live chat icon on their profile. You will be asked to click on the chat window to open it and this will take you to the chats tab in your profile where you can then chat with the user.

If you have multiple chats taking place with users you will see them listed at the top of the screen so you can move between chats easily and they will stay active.

Chats are in thread format so you can keep comments grouped together under one chat topic.

You may delete your own comments if required.

The chat posts are viewable by any other user you invite in.



Presentations

The Auditorium

View presentations here and filter them by track using the dropdown. For live presentations you will see the forthcoming schedule and you may access any of the presentations that are ready to be viewed by clicking the 'View' button.

Keynote – Preparing for the Internet of Things 50 Trillion Gigabyte Challenge	28/04/2016 6:20 pm		Pat McGarry - VP Engineering at RYFT We are in the midst of the biggest challenge to IT since the emergence of More...
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In the live side the presentations will commence automatically at the appointed time. To keep your viewing experience optimal please make sure you have closed any other programs that may be running on your computer or using unnecessary bandwidth. If you have trouble viewing the webinar or experience buffering problems during the presentation, please try refreshing your browser or resetting your cache as this will generally resolve most of those issues. It is advisable to check your system capabilities for viewing presentations prior to the event. Please use this link <http://www.ivent-uk.com/port-test/>



Interactivity

On your viewing page you will see multiple application widgets which you can use during the event. The presentations may each have a different level of interactivity – please refer to the below for the widest functionality. These widgets open or close windows in the event which are completely under your control and can be moved, resized or minimised at any time.



Live chat

This widget when clicked will open the public chat and Q&A – post your comments. Hovering over another users name and clicking will open their profile.



Twitter

The event host may have added a twitter feed in the webcast that you can view or contribute to. Click to tweet (you will need a twitter account and will be asked to sign in).



Who is Here

To see who else is in the event with you click this widget to open the user manifest. Clicking on a name will open their profile.



Bio

This opens the speaker bio.



Polls

Whilst watching a live presentation you may be asked to take part in a poll, this is not mandatory. To access polls click on this widget.



Download files

This allows you to view and download files which may be available such as a ppt of the presentation itself or associated documents.



Help

If you have any difficulties or any questions you can click on help/support which can be found under the settings widget or you can click on the help widget to view FAQ's or email the webcast support team.



Announcements

You may see an announcement display on your screen. This will be in a message box, which you can read and then close the message box or as a tickertape which will scroll along the bottom of the viewing window.

