AA&P Events: Troubleshooting & FAQ

Contents

Introduction

This document outlines some of the frequently asked questions and troubleshooting information that may help you (or your delegates) when registering for an event. Please note, information in this document is provided as a general guide and not specific to your event. Some features may or may not be apply to your particular event.

Clearing your cache, cookies & site data

Your browser can hold onto information from previous activities, from our sites as well as others. This can sometimes impact on the performance of certain functionalities of the EventsAir platform. Most problems can be solved by clearing your cache, cookies, and site data. To do this, please follow the instructions below:

GOOGLE CHROME (generic)

CLICK HERE for instructions

GOOGLE CHROME (specific site only)

1. Click the icon next to the URL field and select *Cookies and site data*
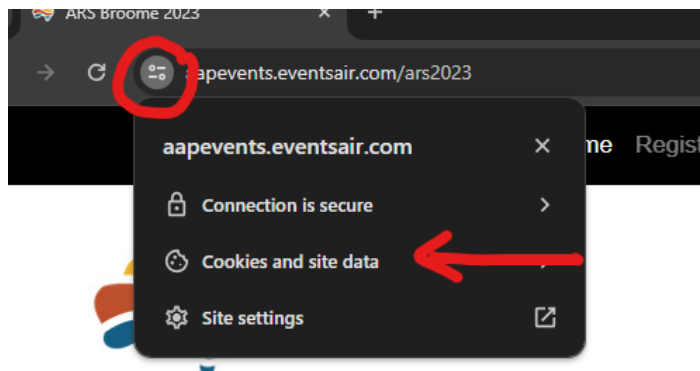
2. Click *Manage on-device site data*
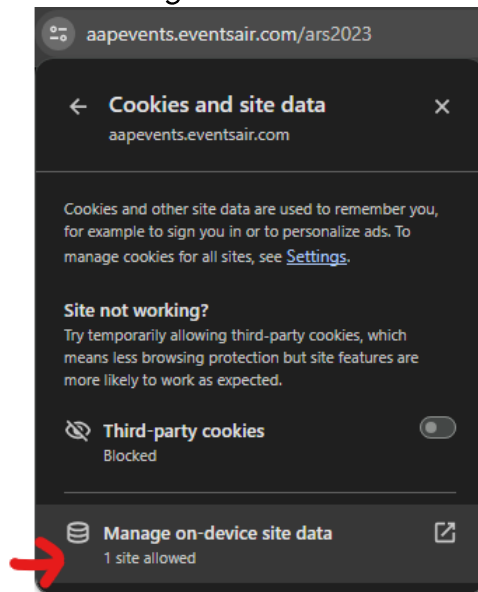
3. Click the bin icon next to all domains shown (there may be more than one) and click Done
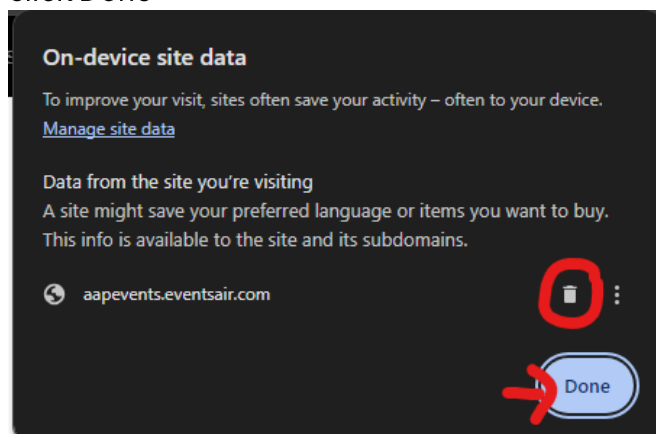
4. Close the tab and re-access the site again

MICROSOFT EDGE

CLICK HERE for instructions

Our registration forms are best accessed and viewed via Google Chrome or Microsoft Edge. Please refer to your browser's instructions if you are using a web browser other than the above mentioned.

Registration / Purchasing Tickets

When completing a registration, please ensure:

- Proper case is used when entering details (e.g., Sally Smith, not sally smith or SALLY SMITH).
- Mandatory fields marked with * are completed.
- You select the 'continue' or 'next' button in the bottom right-hand corner to move to the next page.
- You finalise the registration process through to the 'Thank You' page. Non-finalised registrations will not be received by the organisers.

Group Registrations

1. If you are not attending (registering for someone else), please tick the 'I am not attending' checkbox and fill out the group contact details with your details.
   The details you submit here are the details used on the invoice and receipts.
   You will also be the contact person should we need to contact you for further information.
2. Select the number of delegates you wish to register.
   The form will then cycle through and request for further information on each of your delegates, including ticket requirements.
3. Review all details in the Summary page prior to payment.

Registering tickets with unknown names

If you need to registration without a confirmed delegate name, please fill the last name field as **'Guest'** and use a temporary first name. Please remember to send the updated details to the event organiser 30 days prior to the event to finalise the tickets.

Not receiving confirmation emails and/or other communications

All event registrants are sent a confirmation email which is automatically generated from our system and sent to the email provided, once you have completed your registration.

If you have not received a confirmation email:

1. Please check your *junk, clutter* and/or *other* folders as emails can sometimes end up there.
2. Contact the event organiser (the email address can be found on the event website) and let them know you have not received an email.

3. If you are still not receiving the email, please contact your IT provider as the emails may have been blocked. They may need to allow emails to be received from our domain (associatedadvertising.com.au).

Not receiving invoices and receipts

If you have booked as a group, or someone has registered on your behalf, invoices and receipts will go to the group contact person.

If you have registered as an induvial, please try the step above.

WHO IS THE CONTACT PERSON?

Option 1: If you ticked '*I am not attending (registering on behalf of others)*' during the online registration, a Group Contact form will pop up. The person whose details are submitted here will be the contact person.

Option 2: If you did not tick '*I am not attending (registering on behalf of others)*', the first person registered (i.e. Group Member #1) will be the group contact.

Option 3: In the rare case that you have been registered manually, please contact the event organiser to find out more.

Attendee App

To be able to take full advantage of the App, you will need to log in using the details emailed to you.

Login details

Generally, there are three (3) things you require to log in to the app:

- Event Code – this is often an abbreviation of the event name.
- Username – this is the email address you used to register to the conference.
- Password / App PIN – a unique password, usually a 6-character alpha-numeric.

These details would have been emailed to you. If you did not receive the email, please see above recommendations (click here).

Unable to search your own profile in meeting hub

The meeting hub is a section in the App where you could search and connect with other attendees.

Unfortunately, you are not able to search for your own profile via your login.

Virtual Portal (online events)

Best access to the virtual portal

We recommend you follow the below steps to ensure the best experience and access to the virtual portal:

- Access via a computer or laptop (not mobile devices such as your mobile phone, tablet PC or iPad)
- Use Google Chrome or Microsoft Edge browser
- A strong internet connection, preferably wired, will ensure minimal interruptions due to internet bandwidth and speed

Tour of the virtual portal

Access the tour of the portal here. The video is a generic guide to take you through many of the features of our virtual portal.

NOTE: there may be features in this video that are not available in your specific event.

Login details: Auto-login link

Generally, you will be issued with an Auto-login link via email. This link includes a special code that allows you to access your personal portal without having to submit a username and password.

IMPORTANT: Do not share this link with anyone. Only one (1) log-in is possible at any given time.

If you have misplaced the email, please contact the event organisers directly via email.

Login details: Email & PIN

If the auto-login link you are given is not working, you can find your PIN in an email sent to you, along with the Auto-login link. If you did not receive this email, please contact the event organiser.
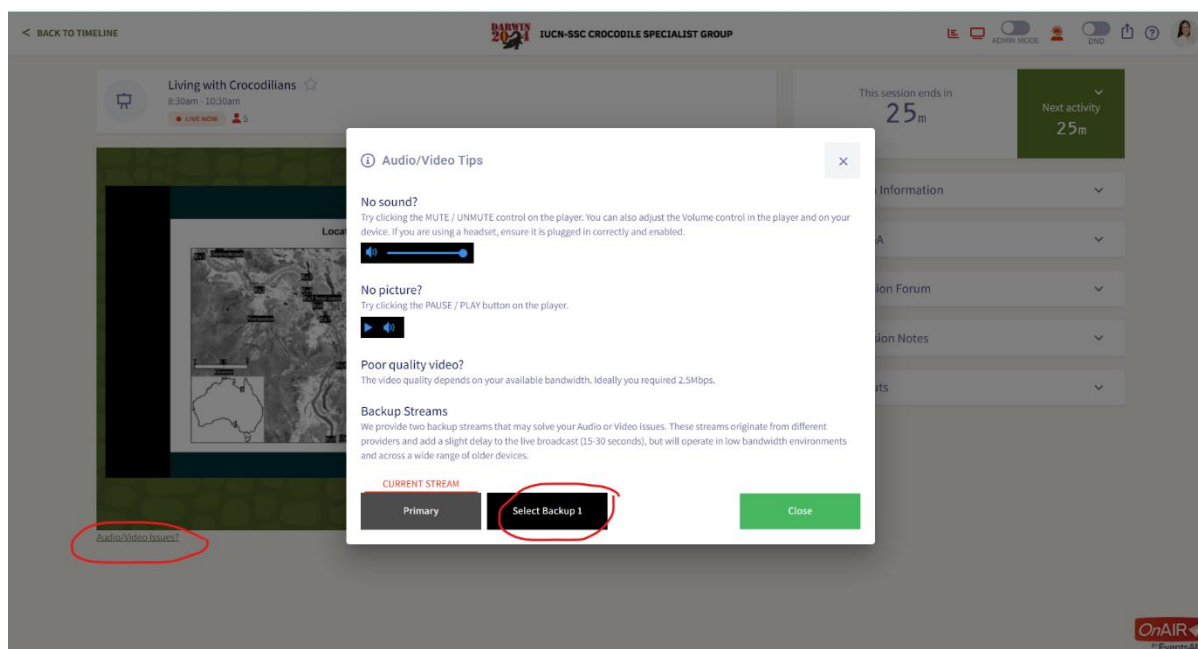
On-Demand: Unable to watch sessions you presented in

If you wish to watch a session that you presented in, please follow the following steps:

1. Access the portal
2. Go to the session you wish to watch
3. Click 'Preview' on the right hand side
4. Toggle 'Show Attendee View' ON (green)

Click HERE for video instructions.

Audio/Video problems

If you are experiencing poor audio/video quality, please try the following:

1. In the session, click the "*Audio/Video Issues?*" on the bottom left of the screen
2. Select "Select *Backup 1*" and "*Done*"

Other situations that may be affecting your connections:

- Your internet connection, including the speeds you are receiving from your provider, cable and/or WiFi Router.
- Having multiple windows open may also put your tab to "sleep" which may affect the download rate of the livestream.

General Help

The best way to receive help quickly is to contact your particular event's organiser. Their contact information can be found on the event's website or in the emails that you may have received regarding the event.

For any general help or if you are unable to reach your event organiser, please email admin@associatedadvertising.com.au with the EVENT NAME as the subject. Please note: this is a general inbox, so allow 1-3 business days for a response.