Attendee User Guide
2021 IFA Annual Convention
February 16-25, 2021
Access

You can access the event beginning on February 12, 2021.

As an attendee, you will be able to enjoy a unique, interactive learning experience from the comfort and convenience of your home or office.

You can find everything you need to access the event in the Registration Confirmation email you received upon registration.

To make sure your computer, internet connection, and sound are ready to go, take a moment to test your system or device in advance.
Your Profile

The Profile is where you can customize your personal information, access documents and view your communication activity.

To edit your profile, begin by clicking “Profile” in the upper navigation at any time. Your profile contains your name and several other fields that you may have filled out upon registering.

You may choose an image to help identify yourself during the event (select from a list of stock images or upload your own photo). Filling out your profile completely and accurately will help you while networking with attendees in the event.

The briefcase is located within your profile under the third tab. This is where you may retrieve documents and links that you have saved from the Resource Center, sponsor spaces or presentations.
Communication Center

If you receive an email, vCard, chat request or announcement, you will be notified via a communication bubble that will display in the upper right-hand corner of your screen. By clicking on the communication notification, you will be taken to the indicated item. In addition, you can monitor your communication activity from the Communication Center in your profile.

There are 3 types of private communication:

1. Email messages – The notification will display you have an unread email. Click on the notification window to view.

2. Chats – If you receive a chat request you will be able to accept or decline the request. You may also send a short message to the chat requester when declining a chat.

3. vCards – The notification will display you have a new vCard. Click on the notification window to view.
Sounds of the Event

- The event uses audio to notify you when certain events occur. This is especially helpful if you are logged into the event but are working in another application.

- You will hear a chime when you receive a new email, chat request, or Vcard.

- You will also hear a chime when someone responds to a chat request that you initiated.
After logging into the event you will be taken to the Home page. From the Home page, you can visit the main areas of the event by clicking on the directory or utilizing the navigation bar.

1. **Search:** You can use the search feature to find attendees, sponsors, documents/links and presentations/webcasts within the event.

2. **Navigation:** Access the different spaces in the event.

3. **Lobby:** You can return to the home page by clicking on “Lobby” on the top toolbar.
Sessions

Navigate to the Sessions tab to view sessions, live and on-demand. Each option in the dropdown menu will show a different category of sessions. Clicking on a session will show more detail on content & speakers.
Badge Leaderboard

Here you can view all achievement badges, the top point earners, your points, and participants for each achievement badge. There are many great ways to achieve points for activity inside the event through the Achievement Badges.

Badges with assigned point values can be earned by interacting with different event spaces, presentations, attendees and sponsors within the event.
Trivia

Play Trivia Challenge and earn points by answering trivia questions relevant to the event.

Points earned by attendees will appear on the Leaderboard and will be ranked based on total number of points.
Resources

The Resource Center is your digital library to browse content by subject across the different areas of the event. Select the content for immediate viewing or save to your briefcase for review or download at your convenience.

Filter: Categorize resources by Event, Sponsors and Spaces.

View/Save: View and/or save a document to your briefcase for review at your convenience.

When Save is selected, the document will be saved to your briefcase. The briefcase can be accessed in your Profile.
The Help Desk is available for any technical support issues you have while interacting in the event. There are helpful resources available to you such as guides, FAQs, and support documentation to aid in troubleshooting support requests.

**Chat:** Will allow you to chat with Intrado support staff available to help assist with any questions you may have.

**Email:** If you have additional concerns after live support has ended, you can email the Intrado support box at eventsupport@inxpo.com.

**Computer Tips:** Available to view helpful resources in troubleshooting potential issues such as chat or communication problems, security prompts, FAQs, etc.
Event Support

Live Event Date: February 16-25, 2021
Available On-Demand: Starting February 25 (individual sessions will be on-demand the day after original airing)
Login Link: https://onlinexperiences.com/Launch/Event.htm?ShowKey=129848
Contact Support: eventsupport@inxpo.com
www.intrado.com
Thank You