

CVENT Portal User Tips

REMINDERS:

- Your designated Admin (from your contract) will receive an invitation email from CVENT/ me inviting you to log into CVENT. This is the only way to initially access the CVENT portal.
- If you already have a CVENT account from previous meetings, use your log in. If you are new to CVENT, create a new log in.
- Please try and make sure your Booth Staff is finalized before registering them, to avoid confusion and mistakes with last minute substitutions or cancellations.
- Every staff you register must have a unique email—you cannot use your email or the same email to register different people. Each attendee badge is linked to an individual email, so it will not allow you to register multiple people with the same email.

When you log in to your company page on CVENT, you will see these 6 squares:

1. **Exhibitor Tasks:** To-Do list of items before the conference.
2. **Exhibitor Profile**-this is where you will fill in all the information that will appear on the conference app, used by attendees. Please see **Exhibitor Profile** below for important details.
3. **Get Licenses:** Every company receives **one free** Lead Capture license. If you do not want additional licenses, you do not need to do anything for this step. If you would like purchase additional licenses, this is where you will do that. Additional licenses are \$249/ each and you pay through Cvent directly. ****SPONSORS please contact me first for additional license.****
4. **Booth Staff:** This is where you must register all of your booth staff. Each booth comes with 4 complimentary staff. You may register more than 4, but the cost is \$1095/person. You must first pay for the additional staff before I can enter extra staff in CVENT. Please contact me directly to pay for additional staff, you cannot pay through Cvent.
 - a. **Step 1:** Click on the button “Find Booth Staff”
 - b. **Step 2:** It will take you to a new page with a green button “Add Booth Staff” From the dropdown box of choices, select the 3rd option “Register Booth Staff”
 - c. **Step 3:** A box will appear that says “Registration Type Required” click the down arrow and it will automatically tell you how many staff you have left to register, click that type, then click the green button “Launch Event Site”
 - d. **Step 4:** This will take you to the registration page and you will fill in the full information for each attendee. It is crucial that each attendee has their individual email address—this is their unique qualifier that will print badges. The system will not accept the same email for different people—so make sure you use each staff’s own email address.
5. **Assign Licenses:** Once you register your booth staff, you can assign your (1) free license to one of them. The license will be connected with their email and only one device. If you want all staff to have access to lead capture, we suggest you bring a device to be

shared by all (ie an ipad) versus one person downloading to their own device. (SEE LEAD CAPTURE Information sheet for more details)

6. **Lead Qualification Questions:** Fill in, edit questions to be useful to your company. Please see attached information on Lead Capture. There are pre-set questions in there but you can add your own special questions/qualifiers as well. (SEE LEAD CAPTURE Information sheet for more details)

FAQs:

How to transfer a registration?

If you have a staff substitution, please follow these steps:

1. The original registrant would have received a confirmation email with a confirmation code. That person can forward the admin his confirmation email and you must go in through the confirmation email to make the change.
2. At the bottom of the confirmation email there is a button that says: Modify Registration –select this.
3. The next page will ask for the confirmation number (from page 1) copy and paste it in the box.
4. On the next page, click the button that says “Transfer Registration.” Then add the new person’s name and email. They will now get a new confirmation email and code.

I am trying to log into CVENT and it is asking me for an Event Code, what do I do?

There is no Access/Event Code Needed. You can only initially sign in via the email invitation that is sent to your designated Admin on your contract. Once you do, you will be directed to the MTMP specific CVENT site.

I am on CVENT but I do not see the MTMP Fall 2023 show?

If you are not seeing the Fall 2023 conference, make sure you select “Switch Events” at the top left side of the menu and select the Fall 2023 event.

What Exhibitor Profile information do I need to include? Where will this information be advertised?

The information you fill in here will populate to the conference app, so please be sure to upload your logo, general company information and any social media. Your booth number is already there; this is how attendees will know where to find you in the Exhibit Hall. The “Tagline” it asks for is not mandatory. If your company has a tagline such as: “ABC, we mean business!” then add that; if not, do not worry about adding anything. To be clear, MTMP is not providing any details, it is your responsibility to do so. Be as thorough as possible so attendees can learn about your company.

What Exhibitor Profile fields are not mandatory:

There are a few fields on the form that do not apply to this conference. You should not add information for these 4 fields:

- **Virtual Booth Banner**
- **Tax ID/VAT Number**
- **Virtual Meeting URL**
- **Virtual Host Key**

How can my staff use the CVENT lead capture license?

Only one staff may download the license to their device. If you want all staff to use the scanner, we suggest you bring a device to be shared by all (ie an ipad); otherwise only the person who downloaded the license will have access on their individual device. If you would like to have multiple users on different devices, you can purchase an additional license. See “Get License” above.

What are the best Devices for Lead Capture Licenses?

iOS (14.1 iOS) and Android (8+) devices supported

We support iOS devices running on 14.1 iOS version and higher. If your device is not running on 14.1 iOS parts of LeadCapture may not work on your device. If you have an older device, check that it supports 14.1 iOS version and make sure that you always update to the most recent version of LeadCapture.

We support Android devices running on 8 and higher and have access to the Google Play Store. If you have an older device that can't run on Android 8+, does not support the Google Play Store (Kindle Fire), or you have not updated to 8+, parts of LeadCapture may not work. Always make sure your LeadCapture app is updated to the most recent version to have the best experience.