**CVENT Portal User Tips**

REMINDERS:

* On your contract you designated an Admin to be the main contact. This person will receive an invitation email from me inviting you to log into CVENT. The subject heading is “Welcome to MTMP Spring 2024” **This is the only way to initially access the CVENT portal for Spring 2024.**
* If you already have a CVENT account from previous meetings, you still need to log in initially through this specific email. Click the Log In button and use your CVENT log in. If you are new to CVENT, click the Log In button and 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 successfully log in to your company page on CVENT, you will see these options:

1. **Tasks**: To-Do list of items before the conference.
2. **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. **Team:** This is where you will register your staff.
   1. Every booth includes 4 staff. Sponsor contracts may have other staff allotments. You may register more than your allotted staff, but you must first pay for them before I can enter extra staff in CVENT. Please refer to the Exhibitor Kit Page for instructions to add staff. You cannot pay through Cvent.
   2. If you have a staff who is speaking, you will register them as the “speaker” allotment and the rest of your staff as exhibitors or sponsors.
   3. **Assign Licenses:** Once you register your booth staff, you can assign your (1) free license to one
4. **Licenses:** Every Exhibitor with a booth 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.
   1. You can also assign the license to one registered staff person here.
   2. The license will be connected with that specific staff email and only their 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)

**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 must first log in via the MTMP Spring 2024 email invitation that was sent to the 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 Spring 2024 show?**

If you are not seeing the Spring 2024 conference, make sure you select “Switch Events” at the top left side of the menu and select the Spring 2024 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.