Meeting website (Attendee Hub): <https://cvent.me/RPeLR3>

Live Display: <https://cvent.me/1rv8ga>

This information along with Videos and the Session codes file:

<https://www.american-rhinologic.org/cvent-guide>

Cvent Hotline: 866-318-4357

**Troubleshooting App Login**

App requires Android 10 / iOS 14 or higher

People invariably have trouble logging into the app. Usually its because they didn’t use their personal email or their cell phone when they registered. Or someone else registered for them and put their email instead of the attendee.

If someone is having trouble logging into app:

* Log into CVENT and enter the 12 SSS Event
* Open the “Attendees” menu
* Click “Attendee List”
* Find the attendee
  + The entry tells you the First Name, Last name, Email, and phone number they are registered with
  + If this is all correct, they should get their notification with their access code
  + If this information is incorrect, go to the next step
  + If the information is correct but they are still not getting a code, skip the next step and go down to “Looking up Access Code”
* Updating contact info
  + Click the down arrow next to their name and select “Edit Contact Information…”
    - This will bring up a quick edit box
    - Update the email and mobile number
    - Have them try again
* Looking up Access Code
  + If you need to look up someone’s access code, click on their name in the Attendee List
  + Scroll down to the “Invitee Status” section
  + The “Login Verification Code:” should be listed if they recently requested one
    - If you don’t see this line, they have not downloaded the app and tried to log in
  + If no code is listed, have them try logging in again
  + You can generate a new code for them by selecting “Actions” in the top right and then “Generate New Verification Code”
    - They will not get a notification with the code. You have to tell it to them

REMEMBER, THE LOGIN TIMES OUT AFTER 24 HOURS OF INTACTIVITY. If you had to generate the login code for them despite fixing everything, advise them to go into the app at least a few times per day to keep the login active

**Attendees who have Opted-Out of Emails from CVENT**

If someone is complaining that they didn’t receive certain emails, check CVENT to see if they have “Opted-Out”. Look them up on the Attendee List and if it says “Opted-Out” next to their email, they are not getting emails from CVENT. While I don’t send all emails from CVENT, important ones like details about their registration, about the app, login codes, etc will not be sent to them. If they want to opt back in:

* Find them on the Attendee list
* Click the down arrow
* Click “Edit Contact Information”
* Scroll down to the “Opted-Out” section (Just below Gender) and change to “No”

**Live Display**

To display Q&A or Polls on the projector for the public, open the following link in a browser on the projector: <https://cvent.me/1rv8ga>

* From here you need to enter a session code
  + The session code is unique to each session
  + If you need help finding a session code, see the section below
* A Moderator is responsible for selecting what is displayed
  + Open the session on your app or on the meeting webpage on a computer
  + Control what is viewed through the “Q&A” Section or “Polls” Section

NOTE: You can create poll questions on the fly through the webpage (but not on the app)

**Session Codes**

You need session codes for Live Display. Session codes are available in a few different places:

1. The Excel file
   1. This is attached in the email as well as available on the [webpage](https://www.american-rhinologic.org/cvent-guide) I created
2. On the Attendee Hub website
   1. Open the session
   2. Open the Polls or Q&A panel from the right toolbar
   3. Open the 3 dot menu on the top right and select "Live Display Settings"
3. From the app
   1. Open the session
   2. Open Live Q&A or Polls (if available)
   3. Open the 3 dot menu on the top right and select the "Live Display Settings"

**Creating Poll Questions**

There are 2 ways to create Polls and add questions:

1. Directly from the meeting website (Easiest Way)
   1. Go the meeting website
   2. Open the session for which the questions will be asked
   3. Select the “Polls” section on the right-hand toolbar if not already open
   4. A “Create question” button should be there. Use it to create a question
2. Through CVENT back end
   1. Log into CVENT
   2. Select the SSS event
   3. Under “Attendee Hub” select “Website and App”
   4. Click the “Manage website and app” button
   5. Features 🡪 Session content
   6. Click “Manage” in the “Polls” card
   7. “+ Create Poll”
   8. Name your poll
   9. Add all the questions
   10. Click “Done” when finished
   11. Click “Assign Sessions”
   12. Pick the session it will be used in

**To Update a Poll:**

* Navigate back to the Poll Manager (steps a – f above)
* Click on the poll to update
* Rearrange question order if desired
* Use the 3 button menu to edit the question
* When you’re done editing the poll, you MUST click “Update Poll” in the top right corner to apply the changes

**Moderating Live Polls**

CVENT Instructions: [Moderating Live Polls on the Attendee Hub Website and App (cvent.com)](https://support.cvent.com/s/communityarticle/Moderating-Live-Polls-on-the-Attendee-Hub-Website-and-App)

* Can be done from app OR website
* Website allows you to add questions on the fly as stated above
* You must “Open” the question for it to be available to attendees
* Once open you can use the “Display” button to show it on the projector (if applicable)
* “Close” the question when done

**Moderating Q&A**

CVENT Instructions: [Moderating Live Q&A on the Attendee Hub Website and App (cvent.com)](https://support.cvent.com/s/communityarticle/Moderating-Live-Q-A-on-the-Attendee-Hub-Website-and-App)

* Can be done from app OR website
* Questions are “Auto-approved”
* To see the questions, open the “Approved” section under Live Q&A
  + You can decline or delete a question if you want here
* To display the question on the projector:
  + On the website use the “Display” button
  + On the app: use the projector screen icon to display
* Questions can be answered by typing them in here as well

**Editing the Live Q&A Timeframe**

NOTE: Live Q&A is open for the duration of the scheduled session. Once the scheduled session end time hits, the Live Q&A will close. You CAN modify this and change the time limit:

1. From the website
   1. Log into the Attendee Hub
   2. Open the session
   3. Select the Q&A panel from the right tool-bar
   4. Click the 3 dot menu and select "Time Limit Settings"
2. From the App
   1. Open the session
   2. Select Live Q&A at the bottom
   3. Open the 3 dot menu at the top right
   4. Select "Time limit settings"