

Using the Exhibitor Portal for Attendee Hub

Instructions Attendee Hub

As an exhibitor hosting a virtual booth, you'll have the opportunity to interact with attendees like you would at a traditional in-person event. But instead of conversations taking place face-to-face, they'll happen online instead. Review these instructions to learn how to update the information displayed in your virtual booth, open your organization's virtual meeting to attendees, and export leads post-event.

The screenshot shows the Bluecorp Exhibitor Portal Attendee Hub for Cvent. The top navigation bar includes 'Home', 'All Sessions', 'Community', and 'Expo'. The main content area features a large banner for 'THE MOST COMPLETE EVENT MARKETING AND MANAGEMENT PLATFORM' and the Cvent logo, which is a Platinum Sponsor and offers a Virtual meeting. Below the logo is a large image with the text 'cvent GREAT EVENTS / NO BOUNDARIES'. The 'Description' section states that Cvent provides easy-to-use, integrated technology solutions to maximize the impact of meetings and events. The 'Exhibitor Content' section has tabs for 'Files' and 'Links', with a file named 'Virtual Events Playbook' (3 MB) available for download. The 'Sponsored Sessions' section lists 'Event Cloud Product Roadmap Innovations' on Wednesday, June 23, from 3:30 PM to 4:30 PM EDT, which is a virtual session. On the right side, there is a 'Meet with an exhibitor' section with a 'Join virtual meeting' button and profiles for Emily Gellar (Product Manager) and Dean Mariano (Mobile Solutions Specialist). A vertical sidebar on the far right contains 'Meet Now', 'Chat', and 'Contact Us' buttons.

Before the Event

1 Access the Exhibitor Portal. You may have already received a welcome email inviting you to log in to the Exhibitor Portal. If not, contact the event planner to get a new invitation.

Click the **Log In** button in the email. Complete the setup by creating a password for your account, then click **Join**.



FINISH SETTING UP YOUR ACCOUNT.

First Name

Last Name

Create a Password Required

- Minimum 8 characters
- One uppercase letter
- One number
- One lowercase letter
- One special character
- Maximum 20 characters

***Note: Your new password can't be the same as your last five passwords.**

Confirm Password Required

[Join](#)

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Once you've set your password, use <https://exhibitors.cvent.com/login> for any future logins.

2 Review and complete your assigned tasks, if applicable. The event planner can use tasks to alert you to any action items they want you to complete before the event. To check if you have any assigned tasks and complete them if so, click **Tasks** in the left-hand navigation.

A list of your assigned tasks will appear. Click **View** next to the task you want to manage.

Tasks

0/3 Complete
0 Overdue

☰ Due Date ▾ Filters ▾ 🔍

Filters: None

- ☑ Update social media links
No due date [View](#)
- ☑ Edit exhibitor profile **Required**
Due date: Mar 1, 2023 [View](#)
- ☑ Register onsite team **Required**
Due date: Feb 27, 2023 [View](#)

Any attachments or links that the planner has provided will appear here. If the planner has required you to upload an attachment, click **Upload files**, browse for the file on your computer, then click **Upload**.

When you've finished the task, click **Mark task complete**.

Edit exhibitor profile ✕

Due date: **Aug 31, 2022** **Required**

Add a company logo, booth banner, and description for your organization, as well as any contact information you would like to include. Please also upload your image files within this task so we can use them in promotional materials.

Downloads

 Sample Exhibitor Profile.png [↓](#)
Uploaded: Aug 11 at 9:02 AM - 157KB

Upload files

[↑ Upload files](#)

 Cvent Logo.png [🗑️](#) [↓](#)
Uploaded: Aug 11 at 9:05 AM - 6KB

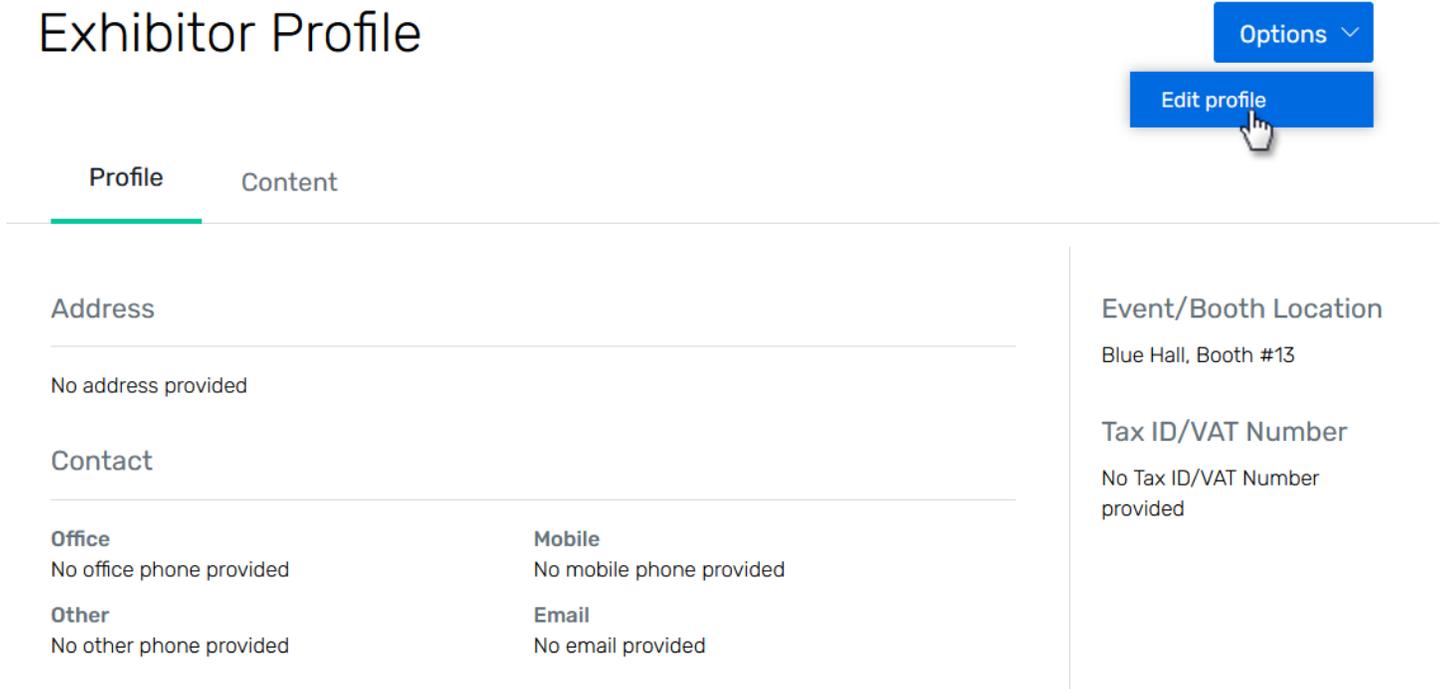
 Cvent Booth Banner.png [🗑️](#) [↓](#)
Uploaded: Aug 11 at 9:05 AM - 6KB

[Mark task complete](#)

Repeat these steps for each task that you're assigned.

3 Update your profile. Your profile contains key details about your organization, such as the description, website links, and social media links. To update the information within the Exhibitor Portal, click **Profile** in the left-hand navigation.

The Profile tab opens by default. Click **Options** in the top-right, then **Edit profile**.



Exhibitor Profile

Options ▾
Edit profile

Profile Content

Address
No address provided

Contact

Office No office phone provided	Mobile No mobile phone provided
Other No other phone provided	Email No email provided

Event/Booth Location
Blue Hall, Booth #13

Tax ID/VAT Number
No Tax ID/VAT Number provided

Add a description and tagline. The description is visible to attendees once they click into your booth, while the tagline only appears in the exhibitor list.

Then add or update your company's address, contact information, and weblinks. You can include links to your organization's website as well as URLs for your LinkedIn, Twitter, Facebook, and Instagram pages, if desired.

You can also upload a logo (square image larger than 300 x 300 pixels) and virtual booth banner (1872 x 320 pixels with an aspect ratio of 936 x 160 pixels) for your organization. Make sure your images are in .jpg or .png format. When you're finished, click **Save**.

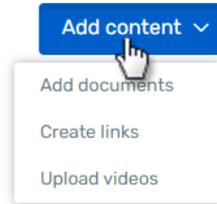
4 Add content, if applicable. If the event planner has given you access, you can add videos, documents, and links to your virtual booth to help attendees learn more about your organization. From the left-hand navigation, click **Profile**.

The Profile tab opens by default. Click the neighboring tab, **Content**. Then click **Add content**.



Put your best foot forward

Add Exhibitor Content so that you can help attendees learn more about you.



From the dropdown that appears, you'll choose if you want to add documents, create links, or upload videos.

NOTE: Make sure to consider your desired layout before getting started. Within your virtual booth on the Attendee Website, content will appear in the Files, Links, or Videos sections in reverse upload order, with the most recent upload appearing first.

To add a document, click **Add documents**. Then click **Upload files**. Files must be less than 20MB and in one of these formats: .doc, .docx, .gif, .jpg, .jpeg, .pdf, .png, .ppt, .pptx, .txt, .xls, .xlsx.

Click **Drop files or browse**, search for the file on your computer, then double-click to select it. Click **Upload**. Change the display text, if desired.



Choose files to upload to Exhibitor Content. Files must be less than 20MB and in one of these formats .doc, .docx, .gif, .jpg, .jpeg, .pdf, .png, .ppt, .pptx, .txt, .xls, .xlsx.

 Upload files

Delivering-Engaging-Virtual-Events.pdf

405KB



Display text

Required

Delivering Engaging Virtual Events

Repeat these steps if you want to add more documents.

NOTE: Up to 50 documents can be added to your exhibitor profile.

When you're done, click **Save**. Attendees can now view the documents from your virtual booth on the Attendee Website and Event App.

To create a link, click **Create links**. Enter the website URL, then add display text.

Website URL

Required

https://www.cvent.com

Display text

Required

Cvent Homepage

Add link

To add more links, click **Add link**, then repeat these steps.

NOTE: Up to 50 links can be added to your exhibitor profile.

When you're done, click **Save**. Attendees can now access the links from your virtual booth on the Attendee Website and Event App.

To upload a video, click **Upload videos**, then **Upload file**. Videos must be less than 5GB and in .mov or .mp4 format.

Select the video file from your computer. Enter a title for your video.

Upload a custom thumbnail, if desired. Otherwise, the middle frame from the video will be used as the thumbnail image by default. Custom thumbnails should be 640 x 360 pixels and smaller than 2MB.

If you want the video to appear at the top of your profile within Attendee Hub, toggle "Featured Video" to blue.

Video title Required

Video Thumbnail
We recommend a size of 640 x 360 pixels, and smaller than 2MB



[Delete thumbnail](#)

Featured Video
Turn on to make this video appear first in your profile.

Video Information

File	This is Cvent.mp4
Duration	00:00:36
Size	860KB
Date added	4/18/2022
Date modified	N/A

When you're done, click **Upload**. You'll see a loading status indicator before being automatically redirected to the Content tab. A "Processing video..." message will appear above your video.

The processing time will depend on the length of the video, though you can safely navigate away from this page in the meantime.

When the video is ready, the "Processing video..." message will no longer appear. Attendees can now watch the video from your virtual booth on the Attendee Website.

NOTE: Up to 25 videos can be added to your exhibitor profile.

Repeat these steps if you want to add more videos.

5 Fill out any custom fields. If the event planner has created custom fields to gather more information about your organization, respond to the questions. From the left-hand navigation, click **Profile**. Click **Options** in the top-right, then **Edit answers**.

Select your responses. When you're finished, click **Save**.

6 Add booth staff. You can also add booth staff, whose names, titles, and profile images will be displayed within your virtual booth. These details are pulled from the information collected during registration.

Didn't see the option to add a profile image? Reach out to the Event Planner to get it added.

NOTE: Profile images should not exceed 10 MB, with recommended dimensions of 300 x 300 pixels.

From the left-hand navigation, click **Team**.

In order to add someone as booth staff, they need to be registered for the event as an attendee. Search for your team via confirmation number or email, and check the box next to their names.

Click **Import selected**.

Booth staff will have access to interactive features like exhibitor chat and one on one exhibitor meetings after logging in to the Attendee Website.

7 Prepare for one on one meetings and chat. Prior to the event, work with your team to coordinate a game plan. If the event will have both one on one meetings and exhibitor chat available, you may want to assign staff to specific roles.

Review the event schedule to predict when booth traffic will be at its highest. If the event has specified hours for attendees to engage with exhibitors, make sure your staff are aware of those times. If there are not specified exhibit hours for the event, staff can check in to one on one meetings at any point during the event.

Additionally, make sure to consider your staffing needs. Review the event schedule to predict when booth traffic will be at its highest. Keep in mind that attendees can come and go instead of pre-scheduling meetings with you. If the event will also have [exhibitor chat](#) available, you may want to assign staff to specific roles.

8 Share resources with your booth staff. Review the instructions on how to manage a virtual booth during the event.