



*Online Events*

## **Attendee User Guide 2021 IFA Annual Convention**

February 16-25, 2021

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# Access

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

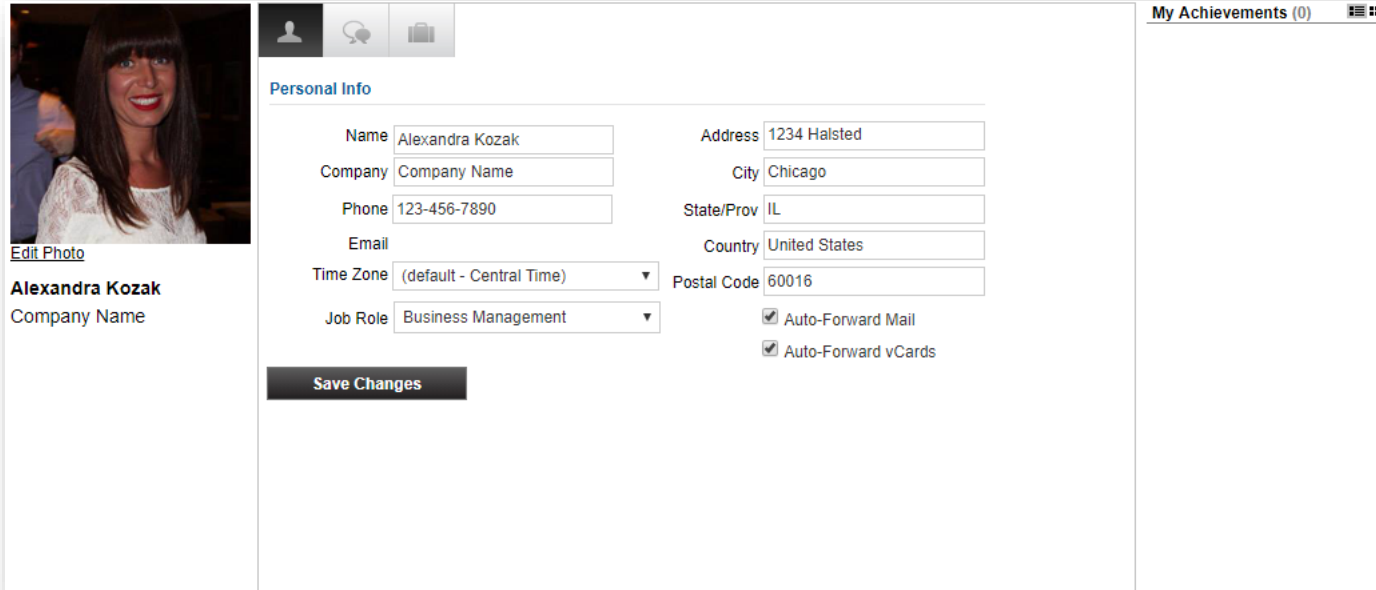
As an attendee, you will be able to enjoy a unique, interactive learning experience from the comfort and convenience of your home or office.

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

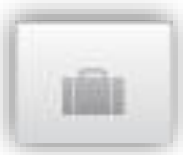
The Profile is where you can customize your personal information, access documents and view your communication activity.



The screenshot shows a user profile page for Alexandra Kozak. On the left is a profile picture of a woman with dark hair and bangs, wearing a white lace top. Below the photo is a link that says "Edit Photo". Underneath the photo, the name "Alexandra Kozak" is displayed in bold, followed by "Company Name" in a smaller font. To the right of the photo is a navigation bar with three icons: a person (selected), a speech bubble, and a briefcase. Below the navigation bar is the "Personal Info" section. It contains several input fields: "Name" (Alexandra Kozak), "Address" (1234 Halsted), "Company" (Company Name), "City" (Chicago), "Phone" (123-456-7890), "State/Prov" (IL), "Email" (empty), "Country" (United States), "Time Zone" (default - Central Time), and "Postal Code" (60016). There are also two checkboxes: "Auto-Forward Mail" and "Auto-Forward vCards", both of which are checked. At the bottom of the form is a "Save Changes" button. To the right of the form is a section titled "My Achievements (0)" with a list icon.

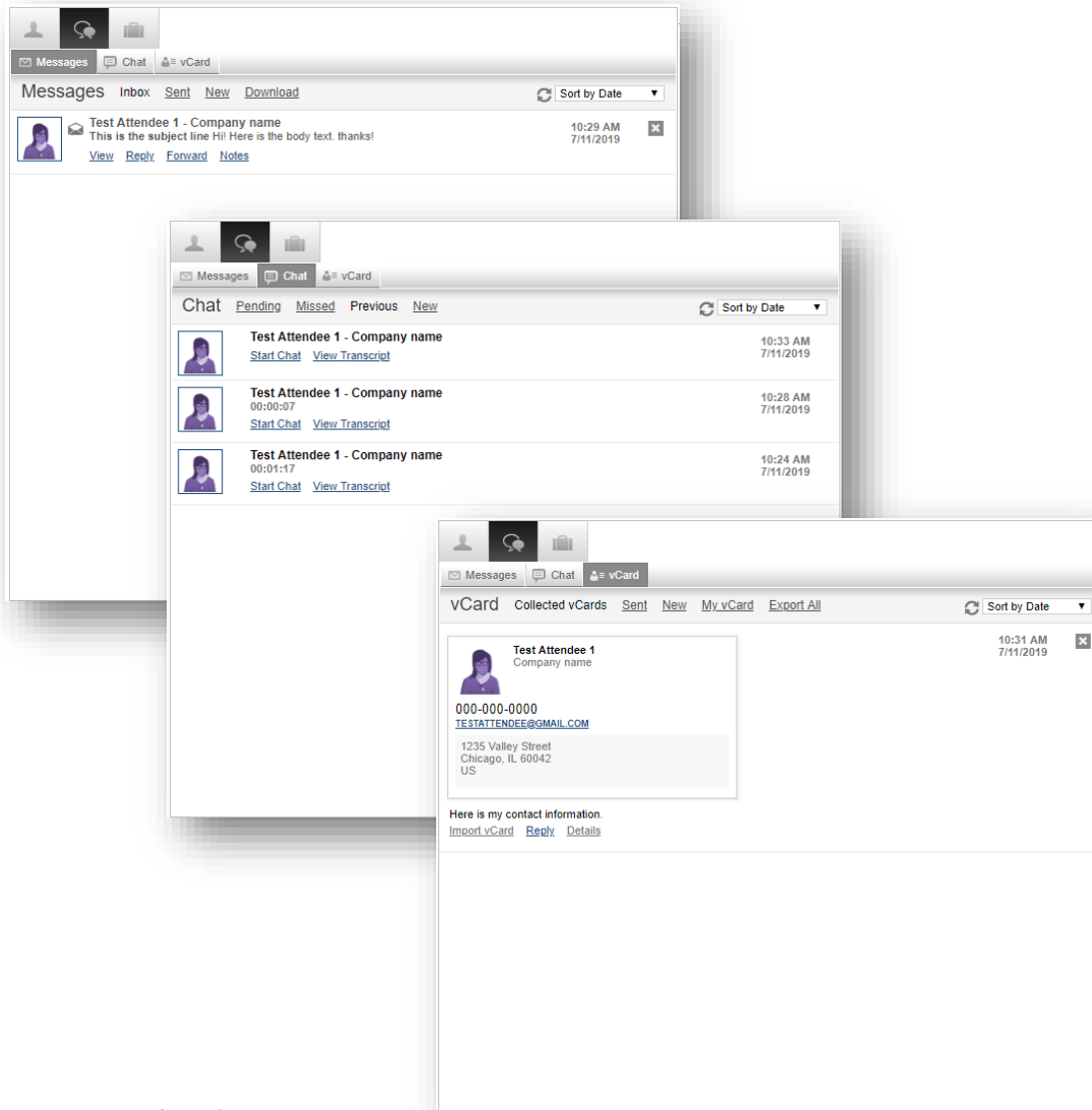
To edit your profile, begin by clicking “Profile” in the upper navigation at any time. Your profile contains your name and several other fields that you may have filled out upon registering.

You may choose an image to help identity 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

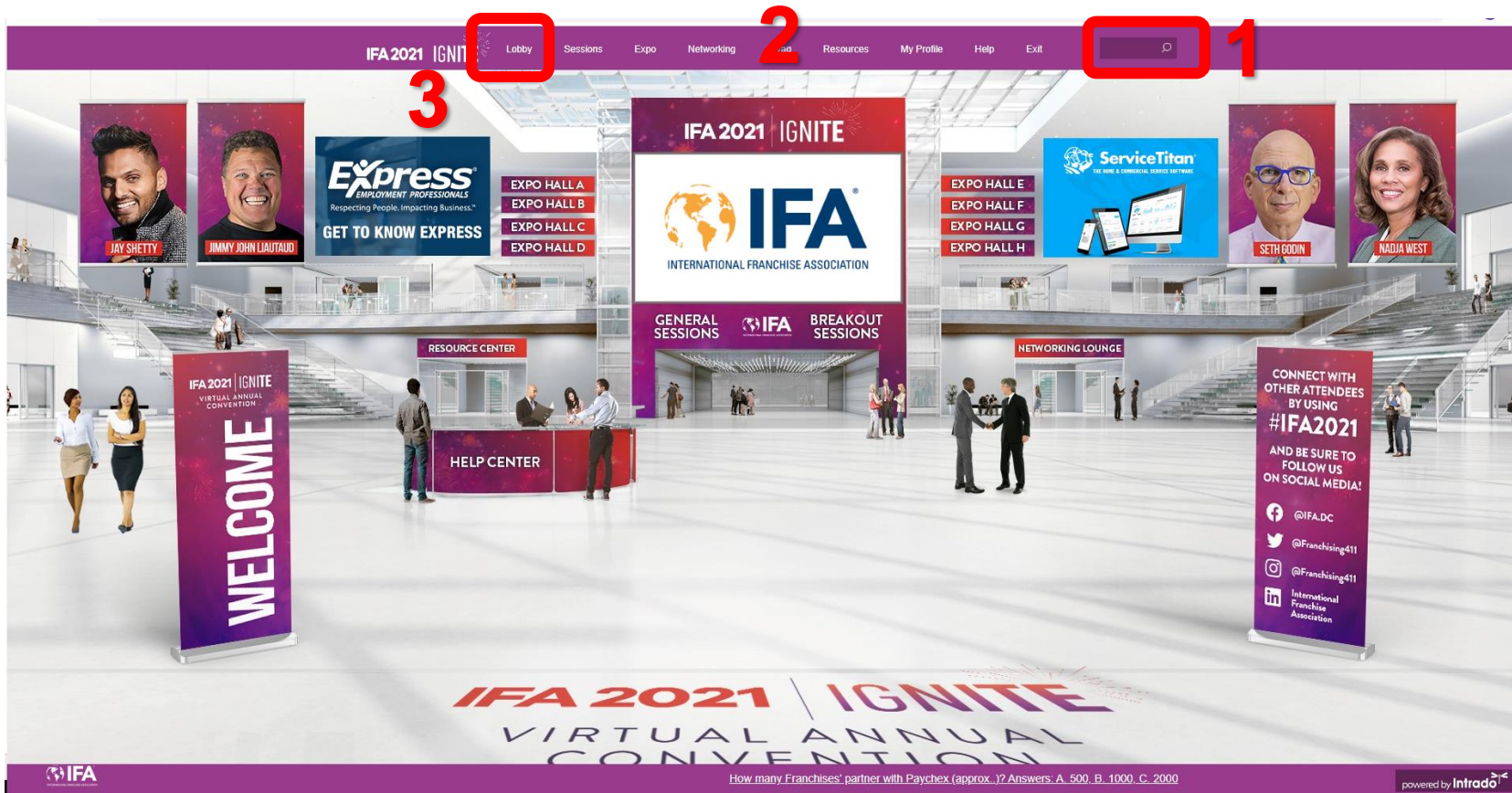
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- The event uses audio to notify you when certain events occur. This is especially helpful if you are logged into the event but are working in another application.
- You will hear a chime when you receive a new email, chat request, or Vcard.
- You will also hear a chime when someone responds to a chat request that you initiated.



# Home

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.



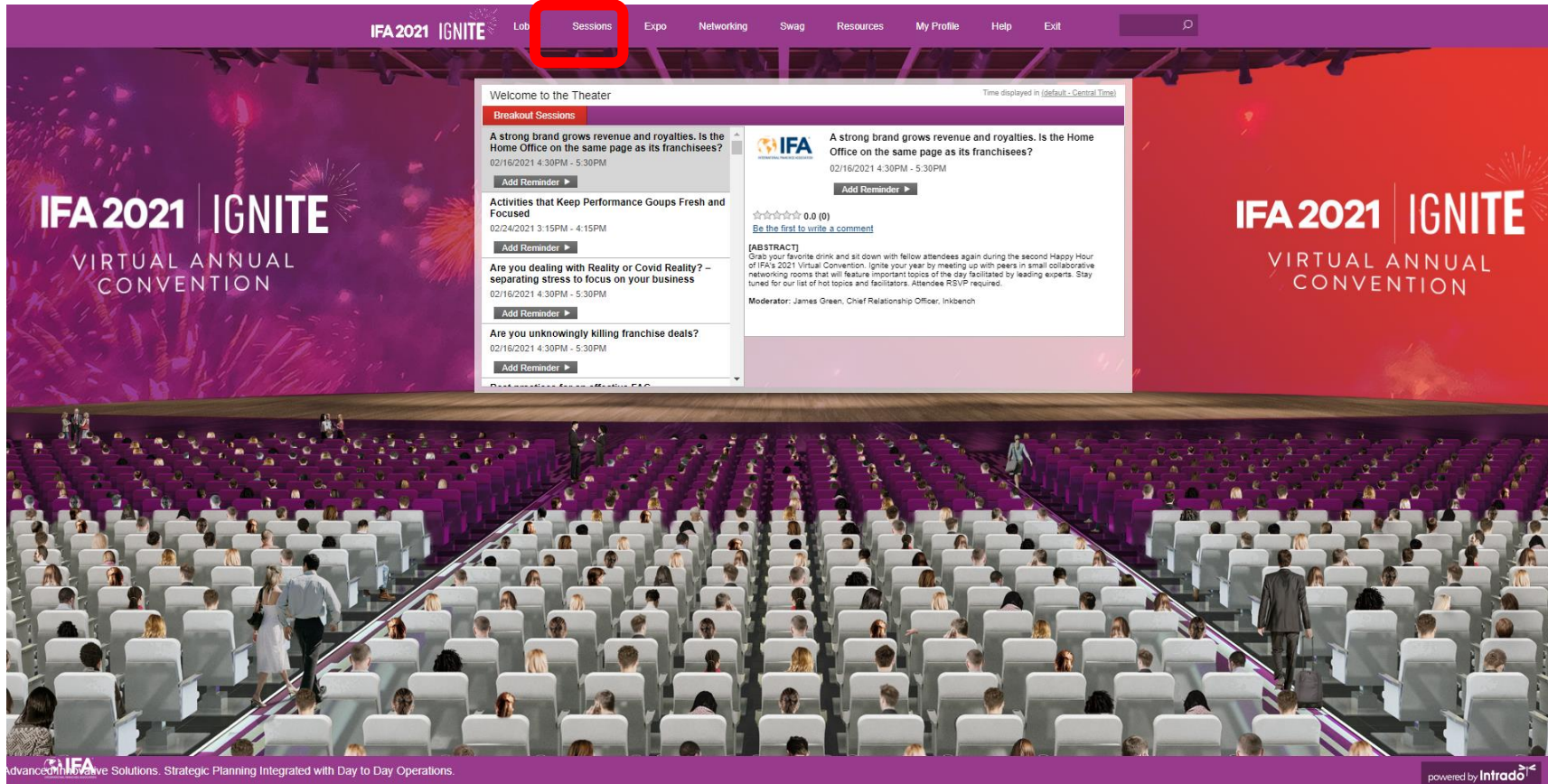
**1. Search:** You can use the search feature to find attendees, sponsors, documents/links and presentations/webcasts within the event.

**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.

The screenshot displays the IFA 2021 IGNITE virtual event interface. The top navigation bar includes links for Lobby, Sessions, Expo, Networking, Swag, Resources, My Profile, Help, and Exit. A 'Lounge' button is highlighted in the top right. The main content area is divided into two sections: 'Overall Points Leader' and 'Week 1 Badges'.

**Overall Points Leader**

View a list of all the participants that have earned achievements and their points. The top 10 highest scorers are displayed at the top of the list with you see their profile.

Rank	Name	Company	Points
1	Anne Poodack		450
2	Lynette James		450
3	Stephanie Test	Intrado	450
4	Jeanine Littrel	International Franchise Association	350
5	Ashley Handwork		250
6	Bethany Rippy		250
7	Gina Piendel		250
8	Hesam Rasouizadeh	Stein House Holdings	250
9	Joshua Allen	Location3	250
10	Joshua Dyer		250
11	Kate Sensmeier		250
12	Kathie Wong		250
13	Mallory Nicol		250
14	Michelle Campbell	BNi	250

**Week 1 Badges**

- ADP, Inc.**  
Earn the ADP, Inc. Badge by visiting the company's booth in the Exhibit Hall. 250 pts.
- Enspire for Enterprise**  
Earn the Enspire for Enterprise Badge by visiting the company's booth in the Exhibit Hall. 250 pts.
- FranchiseFilming.com**  
Earn the FranchiseFilming.com Badge by visiting the company's booth in the Exhibit Hall. 250 pts.
- Lathrop GPM LLP**  
Earn the Lathrop GPM LLP Badge by visiting the company's booth in the Exhibit Hall.

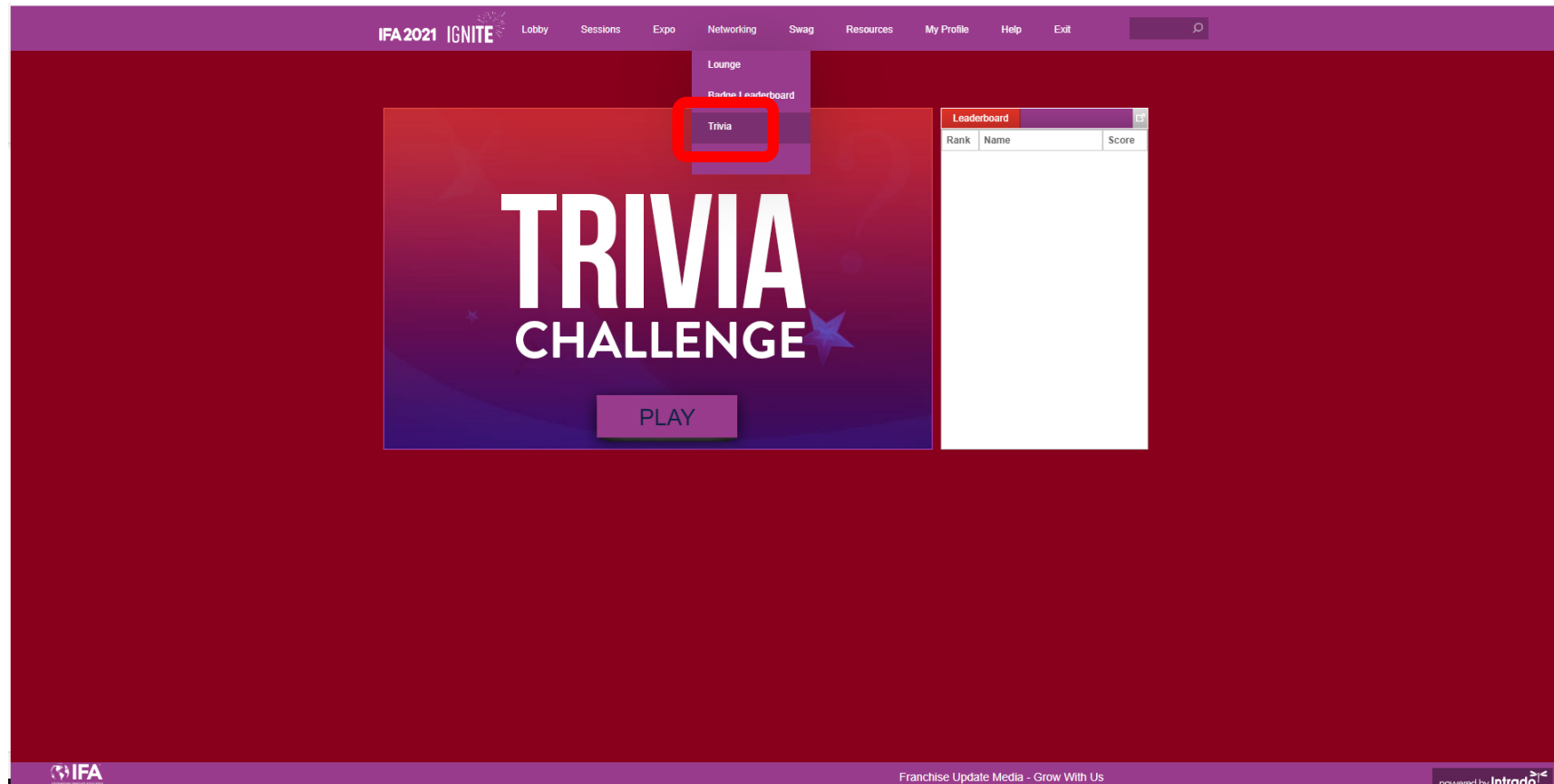
The background of the interface shows a virtual lounge area with people sitting on curved white and red sofas, interacting with each other. A large purple banner on the right side of the lounge reads 'IFA 2021 IGNITE VIRTUAL ANNUAL CONVENTION GAMING #IFA2021'.

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.



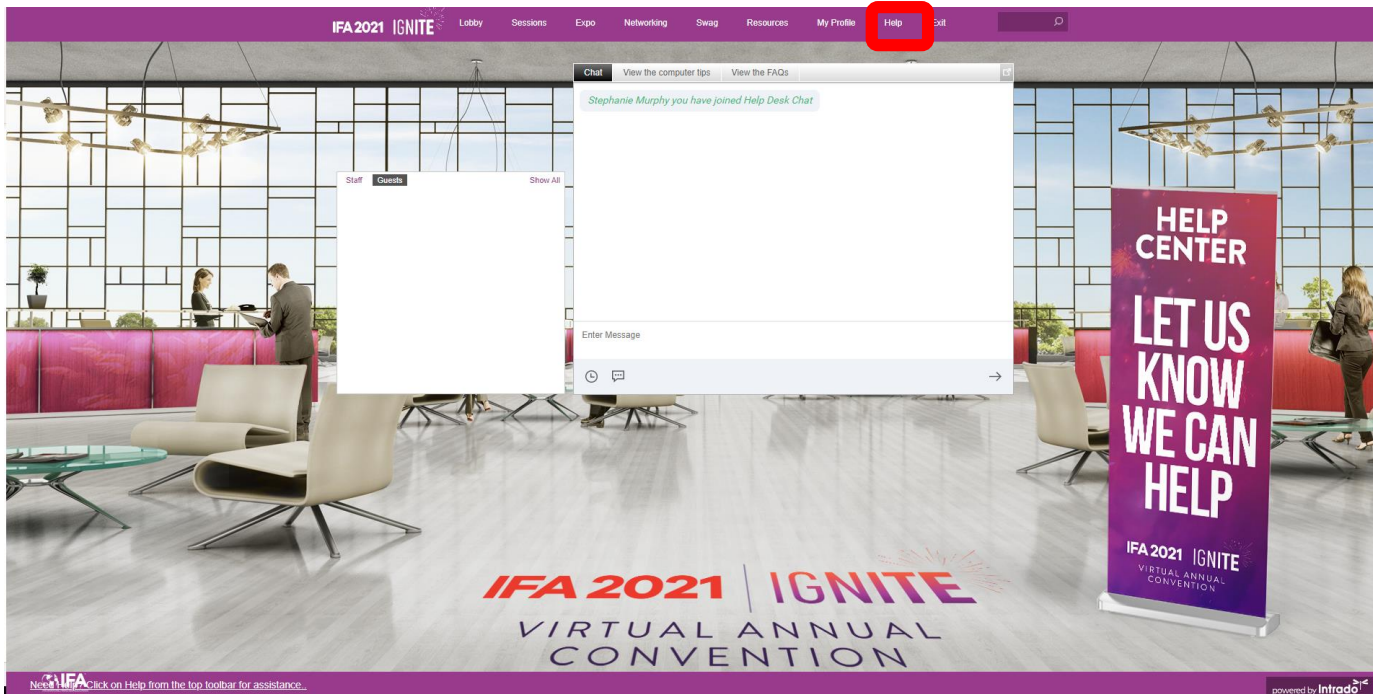
**Filter:** Categorize resources by Event, Sponsors and Spaces.

**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.

# Help Desk

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](mailto: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](mailto:eventsupport@inxpo.com)

[www.intrado.com](http://www.intrado.com)





**Thank You**