

Cvent Attendee Hub® Website Troubleshooting

Supported Web Browsers

Cvent is compatible with the latest versions of Firefox, Chrome, Microsoft Edge, and Safari. Ensure attendees are using the latest version of their browser to mitigate security risks or slow performance which can cause the Attendee Hub to behave incorrectly.

Attendee Can't Log In

At the log in page, attendees will be prompted to enter their first name, last name, and email address. Then click **Next**.

They will then receive an email and, if provided, a text message to their mobile phone containing a verification. Enter the code and click **Log in**.

Only registered attendees can log in to the Attendee Hub. Ensure the attendee is registered for the event. If they are registered, the attendee can click **Didn't receive a code? Try Again**, to walk through the login process again.

Verification Code Look Up

If an attendee does not receive their verification, planners can look up the code and provide it to the attendee. Simply log in to Cvent and navigate to the event. On the attendee's invitee record, the Login verification code will display the 6-digit code.

Invitee Status	
Status:	Accepted (View History...)
Login verification code:	283776
	Code Expires on 3/18/2021 09:00 PM ET
Login Access:	Available
Participant:	No
Visible to Others:	No (Default)

If the verification code has Expired, the planner can generate a new verification code. Click on Actions, then Create New Verification Code.

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Too many failed login attempts

If an attendee is receiving this error while attempting to log in to the Attendee Hub website or app, it means they have unsuccessfully entered their verification code 10 times and their login access has been revoked.

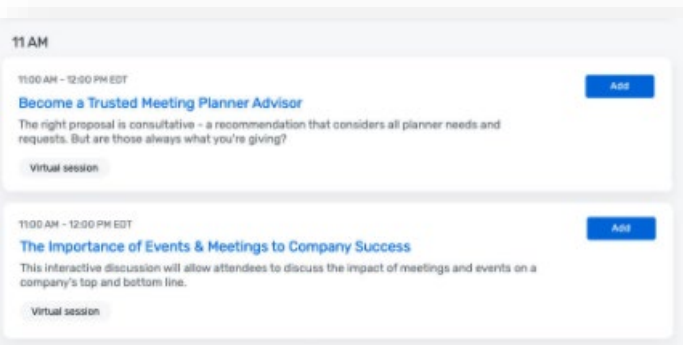
The planner can restore an attendee's access by logging in Cvent and navigating to the event. Search for the attendee's invitee record and confirm the Login Access is Revoked. Hover over Actions in the top right, then click Restore Login Access. The attendee can now restart the login process.

I don't see my session listed

Attendees can only see sessions available to their registration type or sessions they are already registered for. If an attendee does not see a session they think they are registered for, verify their registration details and agenda in Cvent.

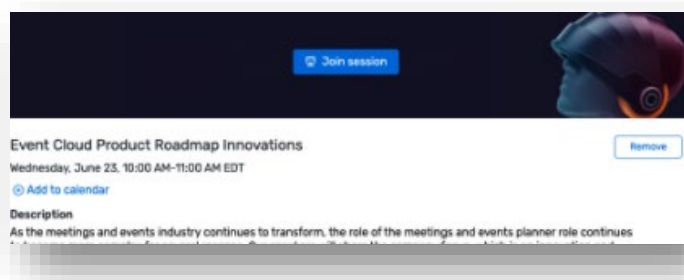
How do I attend a session?

Once an attendee has successfully logged in to the Attendee Hub, they can attend their sessions. The default tab, **My Event**, will display the current sessions and upcoming session. Attendees can also find sessions under the **All Sessions** tab and **My Schedule** tab. Attendees can simply click on the session name to be directed to the Session Details page and join the session.



Joining a Session

Once attendees have arrived at the Sessions Details page, they can join the session. Five minutes before the session start time, the **Join Session** button will appear.



Note: If the button does not appear, confirm the start time is not more than 5-minutes away. If the button still doesn't appear, confirm the session start date and time are correct in Cvent.

Live Stream Video Won't Start

For live stream sessions, attendees will view the session in the Cvent Video Player within the Attendee Hub. If the live stream does not appear ensure the attendee is viewing the session in a supported web browser. Even if the attendee is using a supported browser, a simple change to another browser can often help.

Next, make sure there is plenty of internet bandwidth to stream the video content. Cvent recommends at least 10 mbps upload/download speeds.

Another recommendation is to disconnect from VPN or ensure firewalls are not preventing video streaming. A list of Cvent IP addresses is available from the Cvent Community or your project manager that IT departments can whitelist.

I don't have a Zoom account

Attendees are not required to have a Zoom account in order to attend a collaborative session. Cvent recommends attending Collaborative sessions using the Zoom desktop application rather than the web browser version. However, both versions will allow attendees to join as participants.