

Attendees FAQs

What browser is recommended when using the Digital Experience?

If you are accessing the Digital Experience through a web browser, we recommend using Google Chrome. Otherwise, you can download the SME Events Live! app to access the event on your mobile device.

How do I find who is attending the event?

In the **Attendees** section list on the left. This has a list of everyone attending the event. You can add a user, and when they accept will be added to a connections list. If an attendee does not login to the Digital Experience, they will not show up on the attendees list in the SME Events Live! App.

Where can I review upcoming presentations?

You can review upcoming presentations in the **Agenda** section. You can even add presentations in your personal agenda. Clicking on a presentation will show details, including the description or speakers.

How do I interact with a live stream?

You can access a live stream through the **Agenda** feature. Here you will be able to chat with other attendees who are also viewing the live stream.

How do I network?

The Activity Feed is a great way to network and interact. You can post, “like” or comment on others’ posts.

How do I find a specific person/sponsor?

If you can’t find someone, you can type their name into the search bar.

How do I review the notes I took during a presentation?

To review the notes you have taken for a presentation, go back to the presentation and click on the **notes** icon to view them.

I connected with an attendee in person but cannot connect with them through the Digital Experience?

If an attendee does not login to the Digital Experience, they will not show up on the attendees list.

Where do I find all the exhibits at an event?

If you would like to visit an exhibitor booth, click on the **Exhibits** section. Click in the **search** and type in **exhibits** or click filter icon in the top right corner. The filter icon will allow you to filter technologies, company names, and booth categories.

How long can I access information after the event is over?

You can access the event for 90 days after the event concludes.

How do I find an exhibitor booth location?

To view the location of each exhibitor, **Floor Plan** will give you access to the event layout. Click on the booth name or number to see a detailed description of a specific exhibitor.

How do I learn about speakers?

Click on **Speakers**. When you click on a speaker's profile, you will be able to view their information as well as the presentation they will be speaking at.

How do I complete a Fan Challenge?

In a **Fan Challenge**, there are two areas: Challenges and Leaderboard.

- **Challenges:** show you the list of tasks you can complete that allow you to gain points. Each task has an assigned point value and a brief description of how to obtain a code.
- **Leaderboard:** shows how many points you and other attendees have.

How do I ask questions or view technical support during the event?

The Help Desk Live Chat is used for questions or concerns you may have. You can post questions in there and in a public chat and a representative will be able to help you.