

# 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, you will be prompted to enter your first name, last name, and email address. Then click **Next**.

IN10CT Insight Conference  
Log in

First name  
David

Last name  
Peterson

Email address  
dpeterson@cvent.com

Next

You 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**.

Almost done!

Check your phone and email for the verification code.

Verification code  
|

Log in

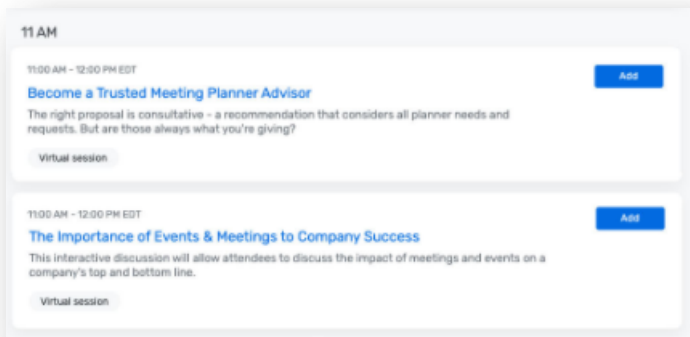
Didn't receive a code? Try again.

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.

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## How do I attend a session?

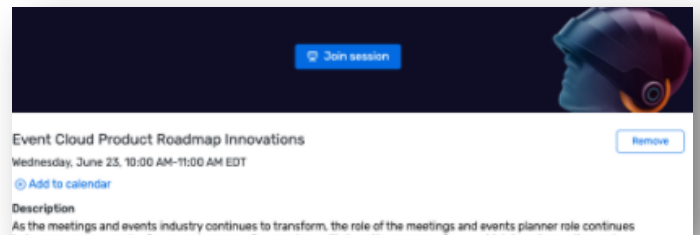
Once an attendee has successfully logged in to the Attendee Hub, they can attend their sessions. The default tab, **My Event**, will display the current sessions and upcoming



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.

## 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.