VIRTUAL PLATFORMS FREQUENTLY ASKED QUESTIONS (FAQs)

Frequently Asked Questions

What options do I have for registration?
We allow a few different options. The most common one is sending us your approved attendee list which we can import into the platform for you. The platform will send out an automated e-mail with your contact, welcoming them to your virtual event. The second option you have is to use our registration system with custom ticketing options. Whether your event is free or paid, we can provide you with the same ticketing solutions as other platforms.

Can two users use the same email to login?
No, our system is equipped with SSO (single sign on) security, which will only allow one e-mail address to be logged in at a time.

How secure is your platform?
Only registered attendees can access the platform. If an email address has not been registered, then the user cannot access the platform. If you wish to have a public event, then we can have people sign up with their email and create a password.

What networking and engagement opportunities exist?
Attendees can chat in the networking lounge, they can have 1-on-1 private chats, audio chats, or video meetings. You can also participate in the chat and Q&A windows during a session.

How will my exhibitors and sponsors get their ROI?
We have plenty of options for sponsorship, right from the home page to banner ads, sessions sponsors, network lounge sponsors, networking table sponsors, exhibit booth sponsors and more. The exhibitors and sponsors can also be tiered into gold, silver, and bronze levels to allow for different levels of exposure. We also have demo rooms for every exhibitor and sponsor so they can showcase their new product or service and interact with booth visitors in group settings.

Frequently Asked Questions

Do you offer help desk?
Yes, we have dedicated support personnel for your specific event, who will be available LIVE an hour before your event starts. You will see a support button on the login page and when you are logged into the platform.

Do I have to build my own platform?
We will look after building your platform. All you must do is provide the information to us.

Does you platform support CE credits ?
Yes, our platform can manage a variety of aspects related to CE credits.

How many users can your platform hold?
Our platform has been tested to handle 20,000 simultaneous users.

Will my platform stay active after my event?
Yes, your virtual event platform will stay active for 2 months. If you wish to keep it active longer, we can do so for a small fee.

After my event, can I post my video recordings for on-demand viewing?
Yes, after your event we can make your session recordings available on your virtual event platform.

Does your platform offer social media integration?
Yes, we can pull your twitter feeds onto the event home page.

Can I conduct surveys at the end of a session with my audience?
Yes, we can have a survey available throughout your session or at the end of the session.

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