

Attendee Success Kit

Make your experience at the **Fundraising Success Virtual Conference & Expo (FSVCE)** as productive as possible! Read on for tips to help you find your way around the event.

If you have any questions or problems during the event, go to the **Information Desk** located in the Plaza for real-time attendee customer support.

LOCATIONS



Plaza

After logging in, you will find yourself in the Plaza where a video greeting will welcome you. There will be clearly marked entry points for the various show locations such as the Auditorium, Exhibit Hall, etc. This is also where you can see all the sponsors of the show. Check out the navigation bar running along the bottom of the screen for quick access to all areas of interest.



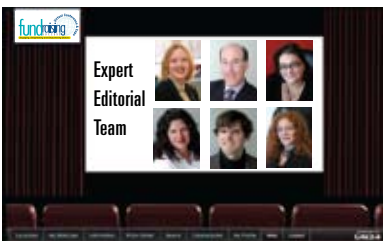
Exhibit Hall

Even though the FSVCE 3-D Exhibit Hall is virtual, you will surely feel like you are walking through booths in a physical show. You can move to the left and right in the hall by moving your mouse accordingly. There is also a text-based exhibitor directory if you want to get to a booth quickly. Hovering over a booth will display more information about the company, simply click on the booth to enter it.



Exhibitor Booths

Inside each booth, you'll find company and product literature (resources). Booths are staffed with booth reps to answer all of your questions. You may participate in an on-going booth chat with other attendees in the booth at the same time. Booths are also setup with presentations and product demos. Some companies may request you to fill surveys or take polls. Look out for some exciting giveaways too!



Auditorium

Visit the Auditorium to view all show presentations (Keynote, panel discussions, Q&A sessions). You may setup Outlook reminders or save presentations to your briefcase for later viewing. Conveniently search for presentations by company, track, and/or keywords.



Networking Lounge

If you are here for professional networking, you will love the tools in the Networking Lounge. Don't miss this great opportunity to network your peers! Add to message board forums set up with various discussion topics or start your own. Use the message box to exchange e-mail with other show participants. You may also exchange virtual business cards with other attendees, and invite them for one-on-one chats too.



Resource Center

The Resource Center is a central repository for viewing all content – static information such as case studies or white papers, in addition to webcasts or any other dynamic presentations – in one place. The user-friendly interface provides tools for searching viewing and rating each resource. You can also save resources to your briefcase for quick viewing and easy downloading at a later date.

**MORE
INFO**



TOOLS



My Briefcase

As you browse the show, stash away items of interest in convenient folders in your personal briefcase. Folders are set up for documents, presentations, booths, contacts, chats and giveaways. V-cards you receive are also downloaded to your briefcase in the contacts folder.



My Profile

After logging in, we recommend setting up your profile ('My Profile') to share information about yourself with other attendees. If you are serious about professional networking, your profile is a great tool to introduce yourself. This is also where you can set your avatar, upload your photo, or change your password or privacy options.



Content Search

Accessible from the navigation bar, utilities are provided for content searches. Within this search, there are basic and advanced options to further fine-tune your criteria.



Twitter

Get Social and follow *FundRaising Success* Magazine on Twitter at <http://www.twitter.com/FRSuccess>. Get the latest and greatest updates leading up to, during and after the event.

Use hashtag **#FSVCE** when "tweeting" about the event.

AUDIENCE SUPPORT

The FSVCE staff will do their best to ensure that the attendee experience is as smooth as possible. We provide 3 levels of support for all attendees.



Test Your System

Prior to logging into the virtual environment, a system test will be run to ensure your computer has the proper configuration to view the content housed inside the show. This includes bandwidth, browser, and operating-system, among items such as screen resolution and cookie availability. If any of the 9 tests fail, follow on-screen tips to fix the related issue. This test catches 95% of potential problems before you enter the show.

Minimum System Requirements

Operating System: Windows XP, Windows Vista, Mac OSX, Ubuntu

Browser: Internet Explorer 6.0+, Firefox 2.0+, Safari 3.0+

Media Players: Flash 9.0.115, Windows Media Player 9.0+, Real Media Player 8.0+

Display Size: Optimized for 1024X768; **Bandwidth:** 300Kbps

ATTENDEE IN-SHOW SUPPORT



Help Link

ON24 provides an omni-present help link available on every page within the virtual show. A simple click provides you with a snapshot of the requirements for the optimal user experience as well as quick reference guide to areas of escalation. Support e-mail addresses and an extensive knowledgebase and FAQ are also available.

E-mail Contact

Should the information on the above help link not be sufficient, FSVCE staff provides real time support via e-mail for all attendee problems. The link can be found in the information desk in the plaza within the virtual show.

