

Troubleshooting Users Accessing The Platform

We recommend promoting the platform at least one week pre-event. Promoting early ensures users are logged in and comfortable navigating the platform before the event begins.

Issues accessing the platform are rare and, in most cases, quick to troubleshoot. Below you will find the most common challenges and solutions to help your users quickly get onto the platform.

- WiFi

- Advise the user to check if other sites are working, and if WiFi isn't the issue, attempt refresh or failing that clear cache and try again. Instructions for clearing cache can be found here: <https://clear-my-cache.com/>

- User cannot log in with their email: 'You are not registered to access this event, please contact an event organiser.'

- Check users are entering the correct email listed on the CMS, Libraries, People
- Recommend using the correct email listed on the CMS
- If the user is not listed on the CMS, add the user to give them access. To do so, go to the CMS, Libraries, People, Add New Person

- User has forgotten their password

- Recommend using the 'Reset password' option on the login page

- Unsupported browser

- For any user who has issues accessing it is always worth sending supported browsers to ensure they are using a compatible browser -

- Firewall stopping users from accessing the platform

- Some internal firewalls block unrecognized platforms. EventEye mitigates the request by ensuring all event URLs are HTTPS. In the event of the URL being blocked, the only solution is to get the relevant IT team to white list / approve the platform URL.

- User isn't receiving automated email alerts, reset password emails, or verification email

- Email communications sent from the platform are delivered from 'appconciierge@m.crowdcomms.com'. If you intend to use this functionality, please ensure this email address is whitelisted by the relevant IT team to avoid emails being blocked or going to spam.

- Reporting an issue you can't resolve by checking off the above FAQs

- If you have issues outside of the above and require further assistance, our support team is contactable on the below options:
 - Live Chat via the Dashboard (Mon-Fri 10:00 - 18:30CET)
 - E-mail support via your account manager or dedicated project support specialist (e-mails will be acknowledged within one business day)
 - For extended support options, please discuss with your account manager.
- To quickly replicate the issue and provide a solution, we will need the below information. Please provide this in the first communication of any issue where possible to speed up how quickly we can provide a solution.
 - User(s) email who is experiencing the problem
 - Browser & version
 - Device used
 - Screenshots
 - Steps necessary to replicate the issue

Please note: EventEye provides support to organizers; however EventEye does not manage the communications directly with end users unless show day allocated support is included with the event package.