



# L'ATTITUDE 2020

## EVENT FAQ

### ACCESSING THE EVENT

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**Once I've registered, how do I get into the event?**

Go to [hub.lattitude.net](http://hub.lattitude.net) - you will utilize the email with which you registered to gain entrance into the event.

**What do I need to login?**

The email address you used for registration is your event credential. Simply click on the "Enter" button on the main entry page, type in your email address, choose a password, fill-in your profile and you will be admitted to the event. If necessary, for further instructions click [here](#)

**What if I enter the wrong email address?**

If you attempt to enter the event using an email address other than what you used during registration, you will be prompted to update your email or contact support.

**What if I don't remember the email address I used and don't have my confirmation number?**

You only need your email address to enter the event. If you don't have it, you can always contact us at [registration@lattitude.net](mailto:registration@lattitude.net) or by phone at **858-622-9046** and one of our helpful team members will assist you.

**I already registered for the event. When can I log in to the Hub to access all of the great content?**

For all attendees who register in advance, we will be distributing log-in instructions and information about how to make the most of your experience on Tuesday, September 22nd, with reminders on Wednesday, September 23rd and lastly on Thursday, September 24th. You will receive this at the email you used during event registration.

**What if I register once the event is taking place on September 24th or thereafter – will I still be able to log in to participate in the event?**

Once our event is taking place, you can still register and attend. While you will receive your log-in instructions immediately, expect a one-hour processing time between when you register and when your credentials are active in the Hub. There will be a delay as the information syncs. Please register in advance of the event.

**Do I need special software to view the event?**

No. The site is accessible via web and is optimized for Chrome web browser. You can also view via Mozilla Firefox and Safari. Please make sure your browser is updated and your settings allow for cookies.

**Does the event use Zoom or any other tool I have to download?**

No. The event Hub does not use Zoom. The streaming content is viewable via cloud-based software and does not require access to Zoom or other native streaming service downloads.

**Do I need internet access to log into the Hub?**

Yes. For best experience, you should view via desktop and most home wi-fi plans will support a great online experience.

## MOBILE APP

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### Is there also an event app?

Yes! The [mobile app for Apple](#) is a companion to your desktop experience. We highly recommend you download the app to leverage all of the great engagement benefits including networking, and the event game.

### Can I watch sessions from within the app?

Our sessions are configured to best broadcast via the desktop Hub. The production quality is very high so we would recommend you participate from a screen larger than that of a cell phone.

### What features should I look for on the app?

Attendee networking is a great feature to make use of on the app. You can connect with other attendees from around the country and make the most of your event experience.

Also look out for push notifications that will remind you of sessions you don't want to miss.

## OVERALL EVENT EXPERIENCE

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### How do I join a livestream session?

Simply click on the Session Link from the Agenda Screen

### What if I can't see the latest updates on web?

#### Refresh Your Browser

- In Chrome, hold down the SHIFT KEY and click on the REFRESH button
- Other Browsers, Click on History / Clear History / Clear Today and Yesterday

### Why should I setup my profile?

#### For better networking it is best to setup your profile and it's easy!

You can setup your profile when you first sign in.

- Click on Attendee Profiles
- Click on ME profile (first profile)
- In your profile Click on Edit Profile at bottom of screen
- Click the Edit Button in top right corner
- Update photo or profile and Click on Update
- Congratulations...you're updated

### How are the sessions different from the Zoom calls I attend at other virtual events?

Our event is similar to a live interactive broadcast experience. This means you'll be engaged with content that is more like a TV experience, with high production value, great graphics and that also allows you as the viewer an opportunity to ask questions and participate in the chat.

### What if I miss the live broadcast of a session?

We encourage you to participate in the live broadcast as this is the best way you can engage with others during the sessions. If you simply can't make a particular segment, all sessions will be available for on-demand viewing following the live broadcast. As a registered attendee, you will have an opportunity to view on-demand sessions for up to one month following the event.

### How can I customize my personal agenda?

Click on Event Agenda and you will see the agenda for each day. On the far right under the heading My Agenda, simply click the plus sign to make that agenda item part of your personal agenda. Do that for each day. Then click on the My Agenda header and all of the sessions you've selected will appear in each day.

### How can I engage with L'ATTITUDE Partners or Sponsors?

We've collaborated with our partners to bring you partner experience segments within the Hub. These offer an immersive opportunity to connect with a specific company and read about or view interesting content they have presented. The companies featured are important partners of L'ATTITUDE that have invested in the Latino business segment and which we encourage you take some time to learn more about.

### How Do I reset my password?

- At the Login Screen, click on the "Forgot Your Password" link
- Type your email and click "Reset Password"
- Click OK on Request Accepted

**Go to email INBOX for password change form**

### Do you have suggestions for maximizing my experience at L'ATTITUDE?

#### BEFORE YOU "GO"

##### Build an Awesome Profile

**Connect** – Download the App from Apple App Store or Google Play Store

**Propose a Meeting** - Within the app, and once accepted, the meeting will be added to your personal agenda!

**Use the Get Social event wall** - Post what you're most excited about learning, or who you want to connect with. You'll be more approachable, people will remember you, and you may get connection requests just from your post!

**Follow Social Media** - Follow the event or community on social media to see what others will be doing and be the first to hear about additional opportunities.

**Enable Notifications** - If you haven't yet, ensure that app notifications are enabled on your phone.

**Check Back** - Occasionally, check back on the attendee/user, sponsor and speaker lists, and the wall. Continue planning for your time and prioritizing who you want to meet with!

#### DURING THE EVENT

**Shake and Connect** - Easily share contact information and see who's around you using Shake and Connect.

**Post on the Get Social event wall** - Posting on the event wall can result in connection requests, and increase your fun as well! You can call out sessions or speakers that you enjoyed, post pictures and like/comment on posts.

**Block Time Each Night** - Take time each night to input notes and business cards into the app on your phone or tablet, and add people on LinkedIn. You may realize you want to connect with them more before the event is over!

**Request and Accept Meeting Invites** - If the event is over multiple days, you may find that you want to meet up with your connections to chat more before the event is over. Send meeting invites within the app, and the meeting will be added to your personal agenda!

## AFTER THE EVENT

**Export Connections** - Export your connections from the app and save the information to your phone or CRM.

**Follow Up Immediately** - Set reminders to follow up with your contacts the day after the event while everything is fresh. Add your contacts on LinkedIn and send a quick “nice to meet you” message.