

## FAQ Attendee Hub DAV/DGVFM Conferences

In advance, as well as during and after our conferences, we frequently receive questions regarding the use of the event platform, the **Attendee Hub** by Cvent.

We are happy to provide you with the most important questions and answers in this document. If you need further assistance, feel free to contact us at any time at [info@aktuar.de](mailto:info@aktuar.de)

### How does the login to the Attendee Hub work?

All conference participants receive an email with a link to the event platform about one week before the start of the conference. Registered participants are already added to the platform, so there's no need to create any passwords or accounts. If you register shortly before the conference, please note that your registration must first be processed before you can access the Attendee Hub. We will send you the email with the platform link as soon as possible.

#### 1. Click on the link in the email you received.

Usually, there is a button provided. Below the button, we also include the plain-text link so you can copy it and paste it into your browser's address bar.

If you have issues receiving the email, please add [newsletter@aktuar.de](mailto:newsletter@aktuar.de) and [info@aktuar.de](mailto:info@aktuar.de) to your list of trusted senders.

#### 2. Enter your name and email address in the login field.

**IMPORTANT!** The email address is the one saved in your DAV account for correspondence. If you would like to use a different email address to log in, it must be saved in the system first. Please contact the office for this.

#### 3. A verification code will be sent to your email address.

The verification code is valid for 24 hours. For multi-day events, you may be asked to enter a code more than once. A new and unique code will be generated each time. Therefore, it is necessary that you have access to your email account throughout the entire event.

You will also need a new verification code if you actively log out and want to log back in.

**IMPORTANT!** If you do not receive a code within a few minutes, please check your spam folder. If you continue to have issues, add the following domains to your trusted senders list: [@aktuar.de](mailto:@aktuar.de), [@actuarial-events.com](mailto:@actuarial-events.com), [@cvent.com](mailto:@cvent.com), and [@cvent-planner.com](mailto:@cvent-planner.com).

If you still cannot find the code, please contact the office.

#### 4. Enter the verification code in the login screen.

You will now have access to the event platform. You can follow your booked sessions live, ask questions, find extensive information about the conference, the partners and speakers, and connect with other participants.

### Why can't I see the entire program of the conference?

All participants are granted access to different content based on their registration. For example, if you booked only ASTIN, you will only see ASTIN sessions under the "Schedule – All Sessions" menu item. If you booked multiple or all sections, the number of visible sessions you can attend will increase accordingly.

## How can I create my own personalized conference schedule, and why should I do that?

Creating a personalized schedule has several benefits:

1. If you booked multiple sections, your personal schedule can help with clarity. Since two or three sessions often run simultaneously, you can decide in advance which sessions you want to attend and then find them clearly organized under *My Schedule [German: Mein Zeitplan]*.
2. You will receive reminders shortly before the sessions in your schedule start, so you can join on time.
3. You will continue to have full access to sessions you added to your schedule even after the event. This means you can access presentations and materials later.

To add a session to your personalized schedule, click the *Add [German: Hinzufügen]* button in the overview of all sessions. This button is also available on the detail page of each individual session.

## How can I access the presentation slides after the conference?

If you added sessions to your schedule before or during the event, you can find all available slides in each session under *My Schedule [German: Mein Zeitplan]*.

For those who didn't create a personal schedule, access to the session materials expires once the session ends. However, there is a solution: After the conference, we will provide a consolidated session for each section with the presentation slides from all lectures that were provided by the speakers. You will have access to this consolidated session as long as you booked the respective section.

## I can't find a specific presentation slide set.

We provide slides for download only with the speaker's consent. In some cases, a speaker may choose not to make their slides available – this could be for various reasons. In any case, we respect the speaker's wishes and will not offer these slides for download.

## Where can I find the session recordings?

You can access the session recordings directly on the event platform after the conference. These will be available for six weeks.

After that, all content approved by the speakers will be made available to you on [actuvie.com](https://actuvie.com)

## I'm having streaming issues.

Please make sure your internet connection is strong enough to stream video content. We recommend a minimum upload/download speed of 10 Mbit/s.

It's also helpful to disconnect from VPNs and ensure that no firewall is blocking the video stream. You'll find a list of IP addresses that your IT department should whitelist.

Switching to another browser can also help. We recommend using the latest versions of Google Chrome or Mozilla Firefox.

### **My video is frozen or won't start.**

Please refresh the page or click *Leave Session [German: Session verlassen]* and then *Open Session [German: Session öffnen]* again. Logging out and logging back in to the Attendee Hub can also resolve the issue. To log out, click the circle with your initials (or your profile picture) in the top right corner of the website and select *Log out [German: Ausloggen]*.

In the event app, you'll find the logout option under *Settings [German: Einstellungen]* at the bottom right profile menu.

To log in again, you will need a new verification code.

### **My video is choppy, buffers frequently, or the audio is out of sync.**

Please ensure you have a stable internet connection. If not, try connecting your computer to the router via an Ethernet cable or move closer to the router.

You can also try reducing the video resolution. To do this: Hover your mouse over the video player to open the toolbar. On the right side, you'll see the "HD" button. Please test the different available settings here.