

Logging In via the Web URL

1 Open the online event guide. Access the web version of the app using this URL:

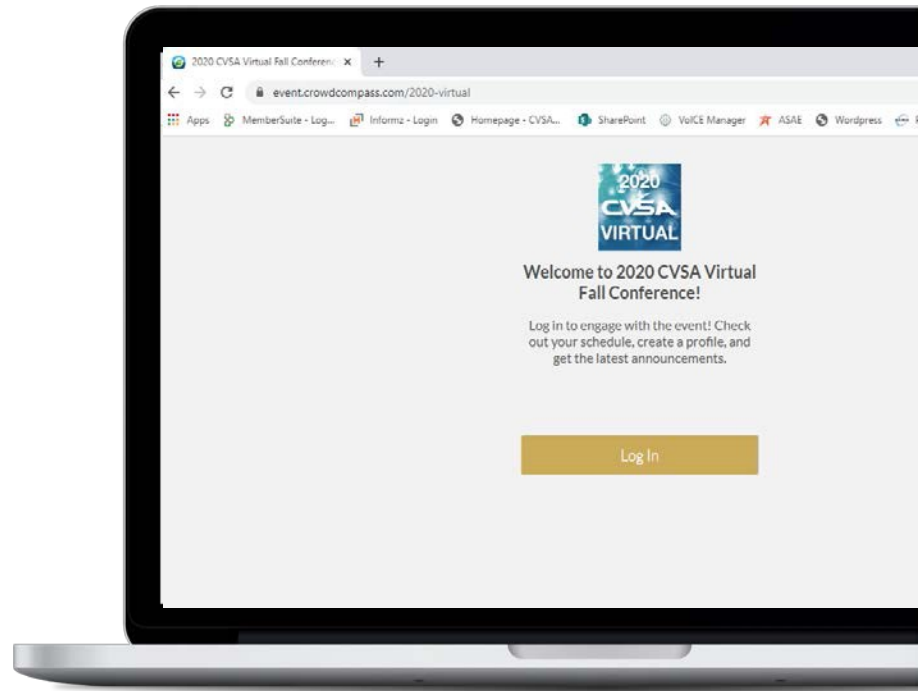
<https://crowd.cc/2020-virtual>

Click **Log in**.

2 Enter your information. Enter your first name, last name, and email address. Then tap **Next**. We'll send you an email or text message to verify your account.

3 Verify your account. Access your verification email or text message. To get your six-digit verification code. Return to the login page and enter the verification code, then tap **Verify** to log in.

Note: Verification codes expire every 24 hours and can only be used once. If you're logging in on multiple devices, you'll receive a new verification code for each device.

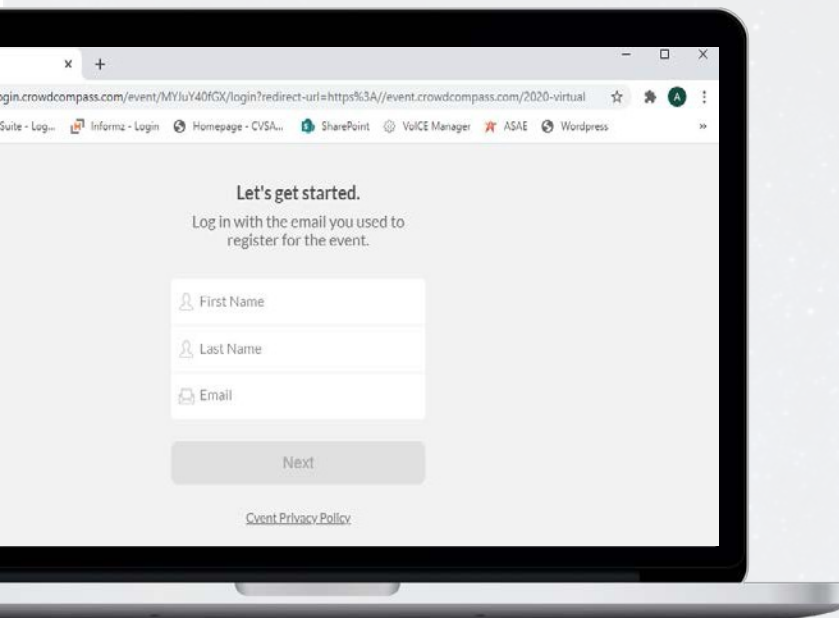


Troubleshooting Tips

1 Verify your information. Use the same CVSA member portal credentials used for registration. First name, last name and email address must match exactly.

2 Check spam/junk mailboxes. Verification codes are sent from support@crowdcompassmail.com and may end up in your spam folder.

3 Contact CVSA. If you do not receive the verification code after a few minutes, contact natashab@cvsa.org.



Downloading the App for Mobile Devices

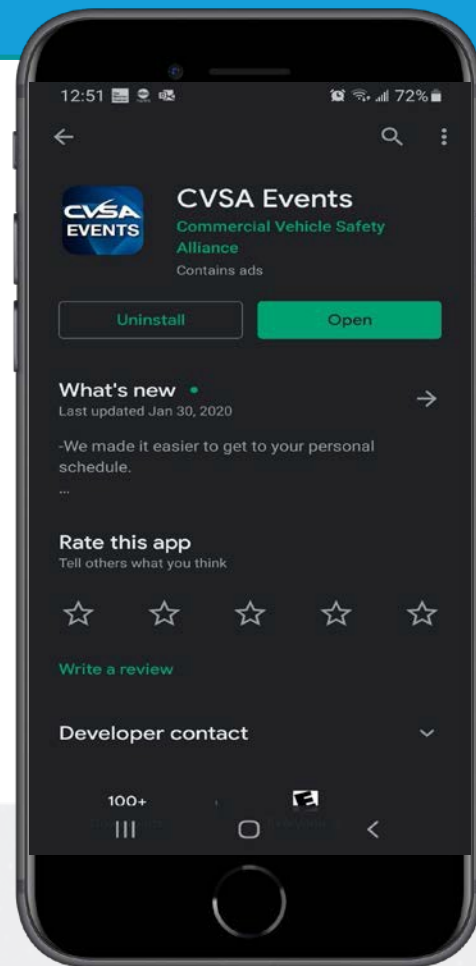
Get the app

1 Find the app. Go to the Apple Store on iOS devices or Google Play on Android devices, or directly access the app from your mobile device here: <https://crowd.cc/s/3MOBu>

If you're using a Blackberry or Windows phone, skip these steps. You'll need to use the web version of the app found here: <https://crowd.cc/2020-virtual>

2 Install the app. Search for **CVSA Events**. Once you've found the app, tap **Get** or **Install**.

After installing, a new icon will appear on the home screen.



Find the event

1 Find the event. Once downloaded, open the CVSA Events app and select the *2020 CVSA Virtual Fall Conference* in Current & Upcoming events.

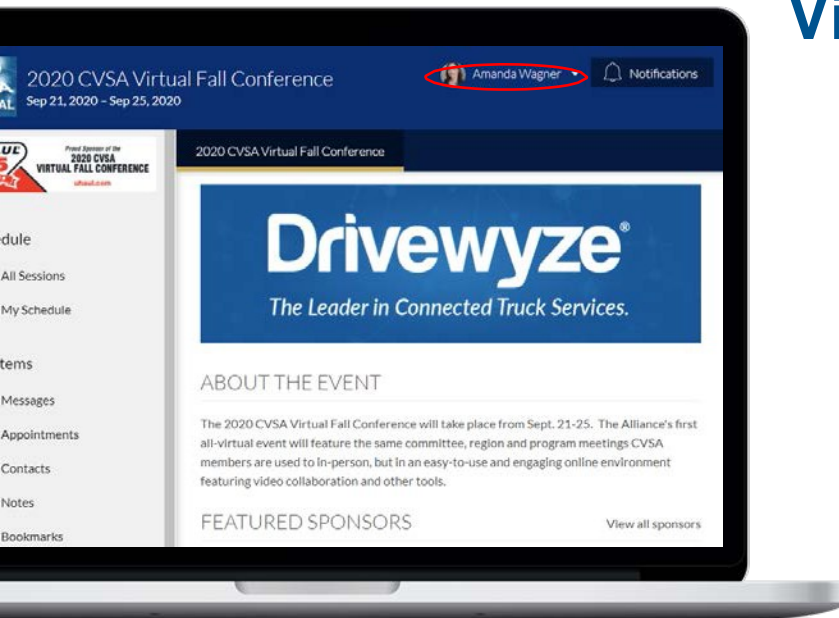
2 Open the event. Tap *2020 CVSA Virtual Fall Conference*, then tap **Download** to open it.

CVSA Virtual Fall Conference
Sept. 21-25, 2020



Build Your Attendee Profile

Via the Online Event Guide



1 Use the Profile Wizard. With your first log in, you will have the option to build your profile with a series of prompts for information. Some information may be pre-populated.

2 Edit your profile. Select your name on the top right of the page, then **Edit Profile**.

3 Tell us about you. Upload an image, connect relevant social media accounts, and fill out the text fields to give other attendees a sense of who you are.

4 Confirm Privacy Settings. Set your profile to **Visible** to show on the Attendee list and to connect with other attendees.

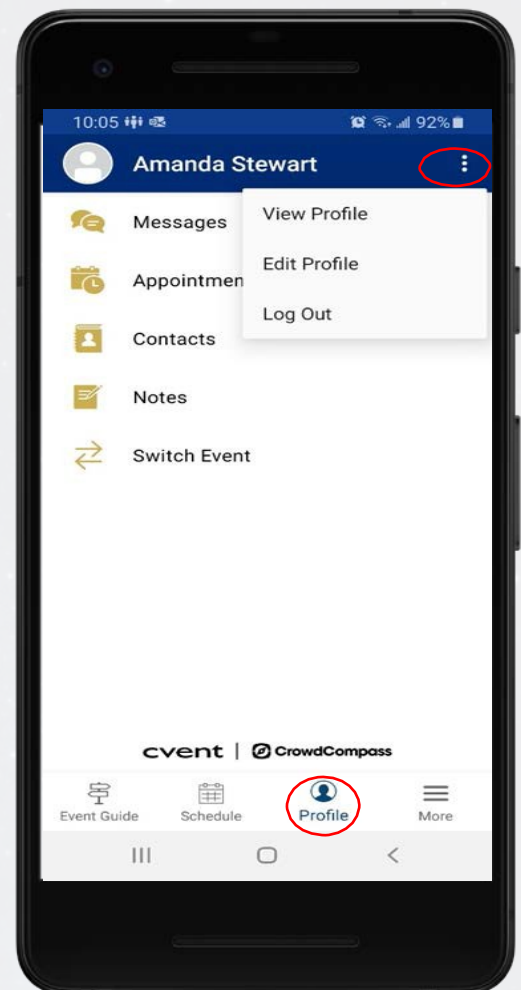
Via the Mobile App

1 Use the Profile Wizard. With your first log in, you will have the option to build your profile with a series of prompts for information. Some information may be pre-populated.

2 Edit your profile. View or edit your profile by selecting the **Profile** icon on the bottom toolbar navigation. Click on the three vertical dots next to your name at the top of the page to reveal a drop-down menu.

3 Tell us about you. Upload an image, connect relevant social media accounts, and fill out the text fields to give other attendees a sense of who you are.

4 Confirm Privacy Settings. Set your profile to **Visible** to show on the Attendee list and to connect with other attendees.



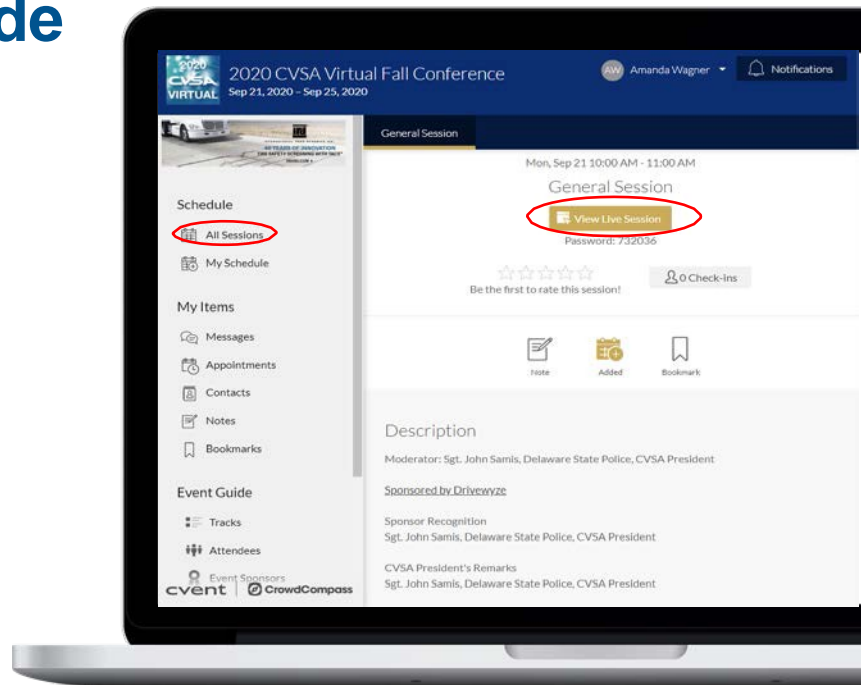
Join Live Sessions

Via the Online Event Guide

1 Find the Session. After logging in, click on **All Sessions** under **Schedule** on the left. Adjust the date. Click on the session title to access the session information.

2 View session resources. Scroll through the session description to locate session agendas, resource documents, dial-in numbers for audio-only participants and sponsor information.

3 Join the Session. Click the **View Live Session** button under the session title at the top of the page. This will open a new window and redirect you to the live Zoom session. We recommend leaving the CVSA Events app window open so you can access session documents.

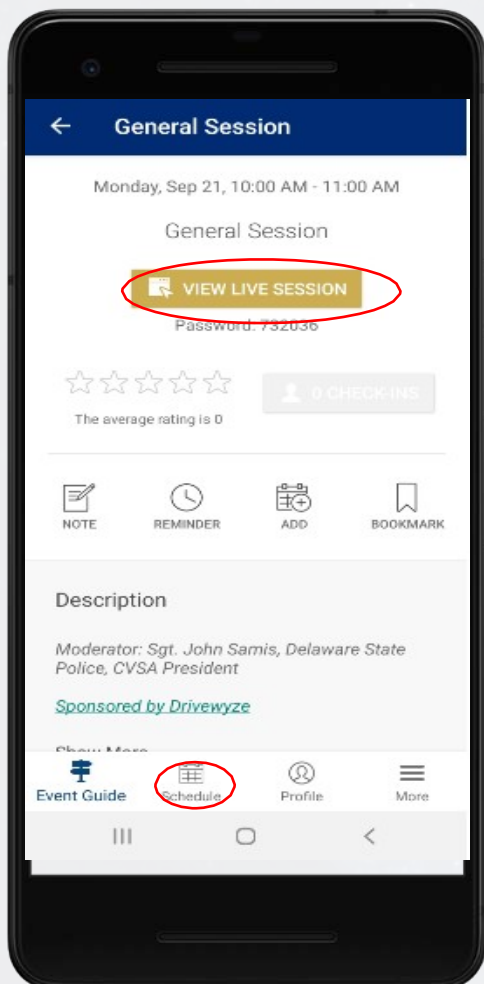


Via the Mobile App

1 Find the session. After logging in, click on **Schedule** on the bottom navigation. Click on the **All Sessions** tab to access the session information. Select the date via the drop-down menu. Select the session title.

2 View session resources. Scroll through the session description to locate session agendas, resource documents, dial-in numbers for audio-only participants and sponsor information.

3 Join the session. Click the **View Live Session** button under the session title at the top of the page. This will open a new window and redirect you to the live Zoom session. You may need to select the app you'd like to open to run Zoom. If you do not have the Zoom app on your mobile device, you can also select a web browser. Chrome or Firefox are recommended.



Adding to My Schedule

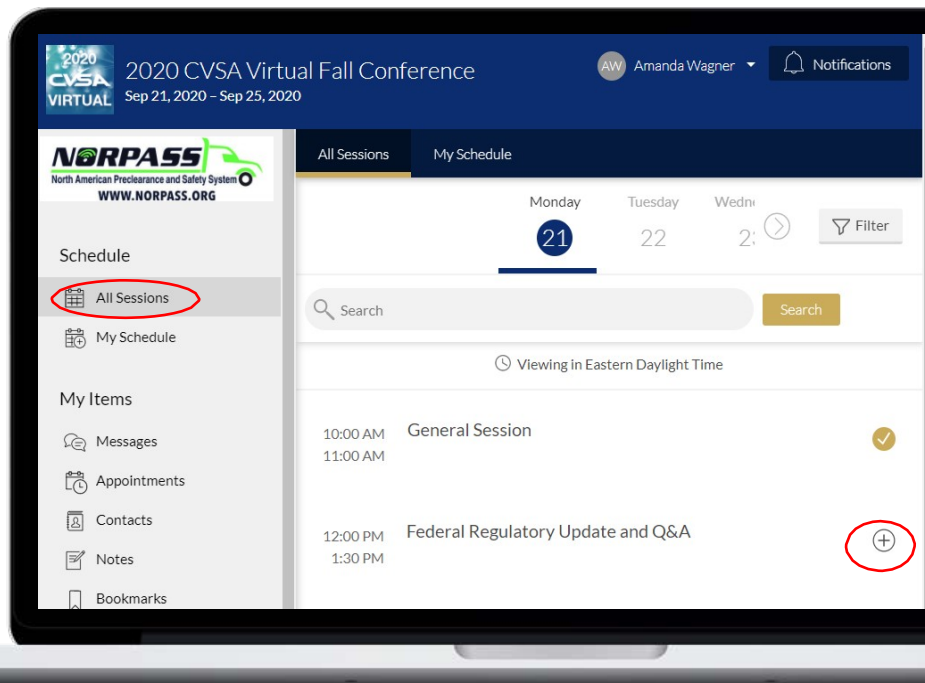
Via the Online Event Guide

1 Open the schedule. After logging in, click on **All Sessions** under **Schedule** on the left.

2 Browse the calendar. Switch days by using the date selector at the top of the screen. Scroll up and down to see all the sessions on a particular day.

3 Add to My Schedule. Tap the **plus sign** to the right of the session name to add it to your personal schedule. A **check mark** indicates that session is already added to your schedule.

4 Make edits. Uncheck any session you've added to remove it from your schedule. You can also tap the name of any session to be taken to its detail page.



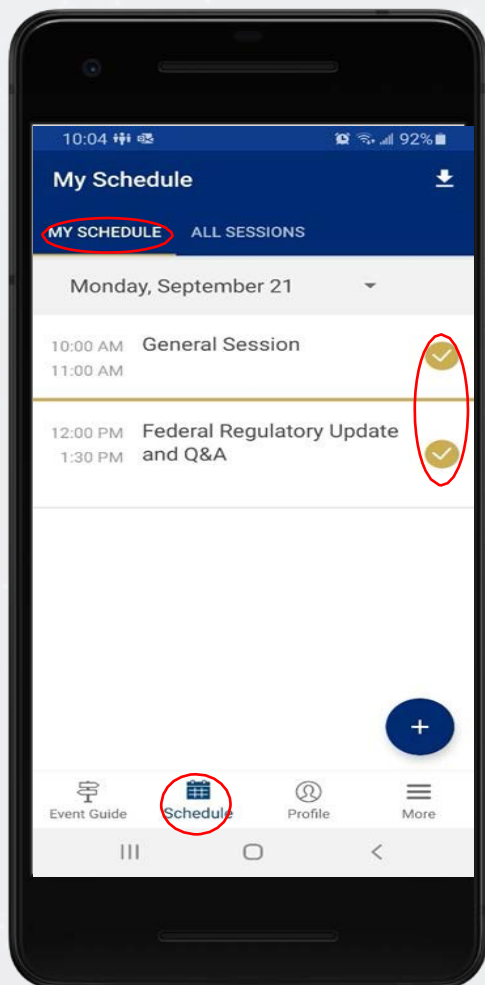
Via the Mobile App

1 Open the schedule. After logging in, click on **Schedule** on the bottom navigation menu. Select the **All Sessions** tab at the top of the page.

2 Browse the calendar. Switch days by using the date drop-down selector at the top of the screen. Scroll up and down to see all the sessions on a particular day.

3 Add to My Schedule. Tap the **plus sign** to the right of the session name to add it to your personal schedule. A **check mark** indicates that session is already added to your schedule.

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Exporting Your Schedule

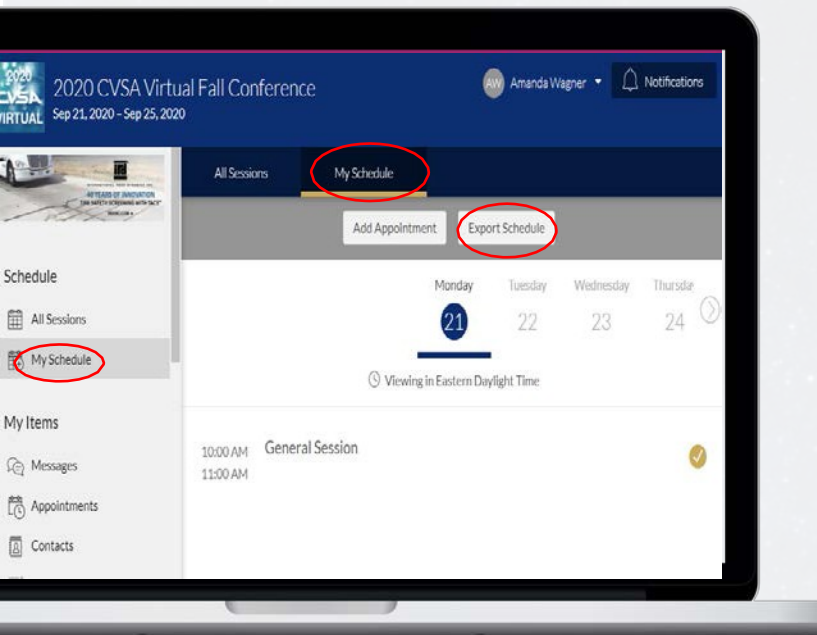
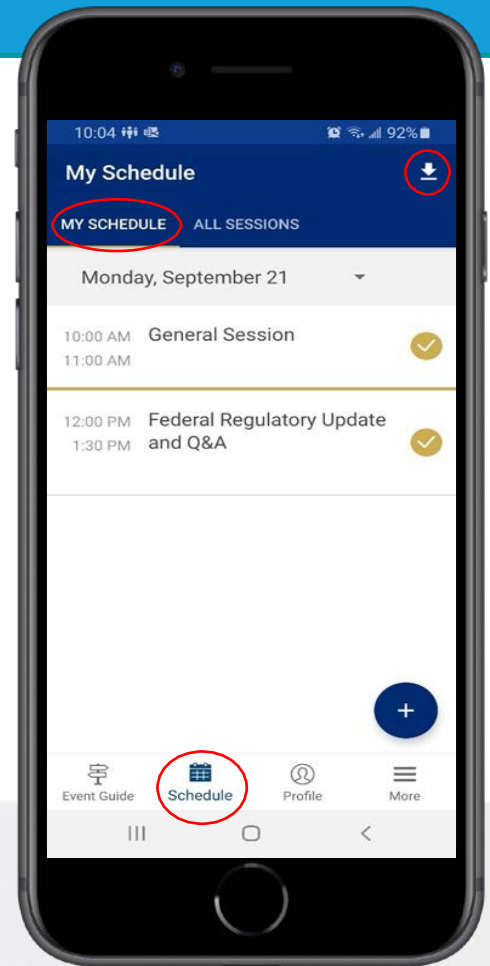
Export from the app

1 Access your schedule. After logging in, tap the **Schedule** icon on the bottom, then **My Schedule**.

Here you'll see a personalized calendar of the sessions you'll be attending. You can tap a session to see more details.

2 Export it. Tap the download icon at the top right of the screen. A confirmation screen will appear. Tap **OK** and your schedule will be added directly to your device's calendar.

Before the export begins, you'll be prompted to give the app access to your calendar, if you haven't already.



Export using the Online Event Guide

1 Access your schedule. After logging in, click **My Schedule** under **Schedule** on the left.

2 Export it. Click the **Export Schedule** button in the top center of the screen. Your schedule automatically downloads.

Click the download file and choose which calendar you'd like to export your schedule to, then click **OK**.

App Navigation At-a-Glance

Tracks View the schedule by tracks: Committee, Program and Membership tracks.

Notifications View important messages here.

Sponsor Ads View event sponsor banner ads and click on the ad for more sponsor information.

Attendees View attendee profiles, add contacts, send messages and request meetings. Note: Individual profile settings must be set to "visible" to appear on this list.

Event Sponsors and Annual Sponsors View the list and profiles of all sponsors.

Featured Sessions View all sessions and featured sessions. View each session description where you will find web links to access the live session, agendas, resource documents, dial in information for audio-only participants and more!

Featured Sponsors View CVSA's featured sponsors and find more sponsor information by clicking on each logo. You can also access the full list of sponsors here.

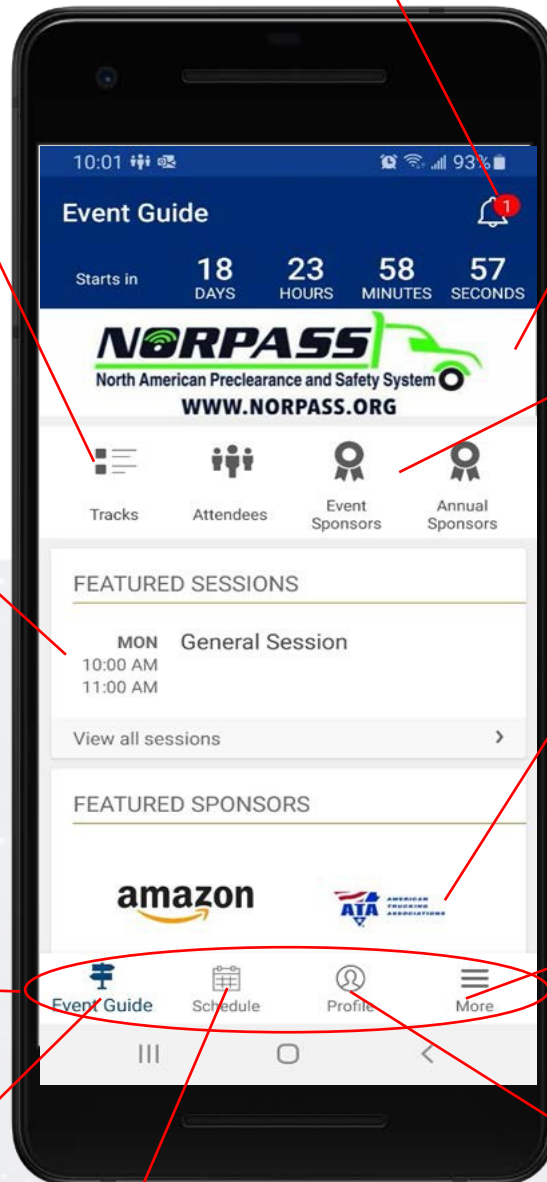
Navigation Menu These four icons are visible on every page to help you access all information in the app.

More This menu reveals additional pages. See the next page for details.

Event Guide This will return you to this home page when you navigate away from it.

Schedule View your personal schedule and all sessions.

Profile View and edit your profile, send messages, appointment requests, add contacts and notes. See next page for details.



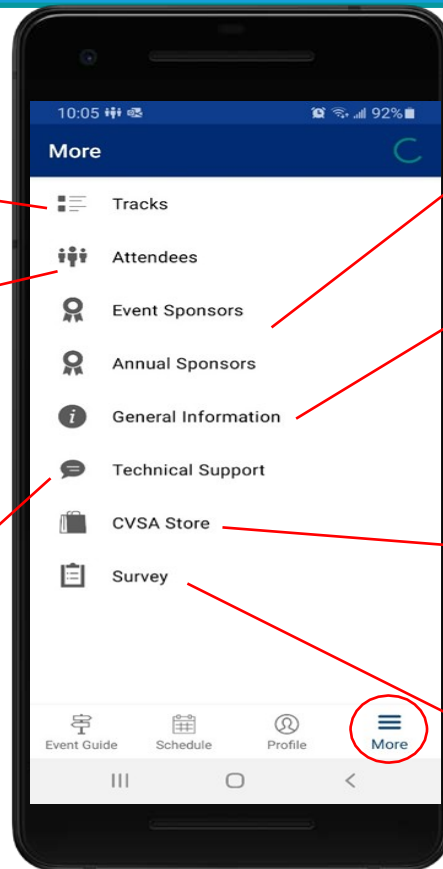
App Navigation At-a-Glance (Continued)

More Menu

Tracks View the schedule by tracks: Committee, Program and Membership tracks.

Attendees View attendee profiles, add contacts, send messages and request meetings. Note: Individual profile settings must be set to "visible" to appear on this list.

Technical Support View day-of best practices, technical recommendations and additional resources to help you navigate the CVSA Events app and participate in each virtual session. Find contact information for the virtual help desk.



Event Sponsors and Annual Sponsors View the list and profiles of all sponsors.

General Information View the Virtual Code of Conduct, Media Policy, Consent to Multimedia Use and Copyright Acknowledgement.

CVSA Store Shop for Out-of-Service Criteria handbooks, apparel, padfolios, challenge coins and more.

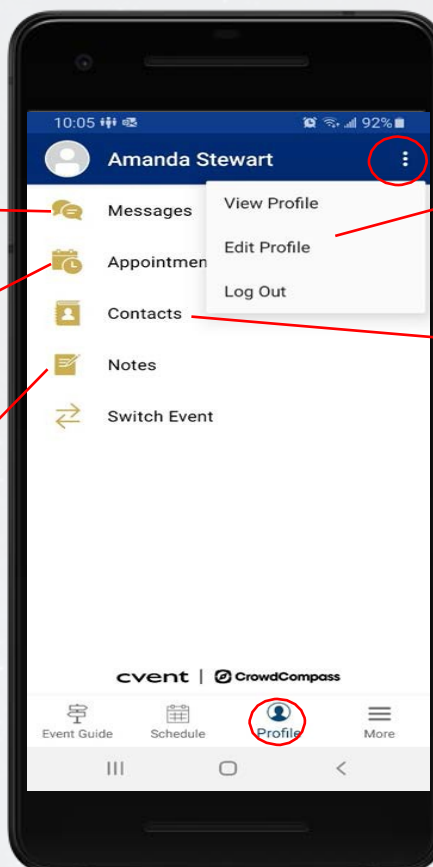
Survey Access the post-conference survey. This survey will also be emailed at the conclusion of the event.

Profile Menu

Messages View messages to and from attendees.

Appointments Add attendee appointments and view appointment requests.

Notes View and download all personal notes you've made throughout the conference.



View/Edit Profile Click on the three dots to reveal the View/Edit Profile and Log Out buttons.

Contacts Add and view contacts and download contact lists.