



FAQ

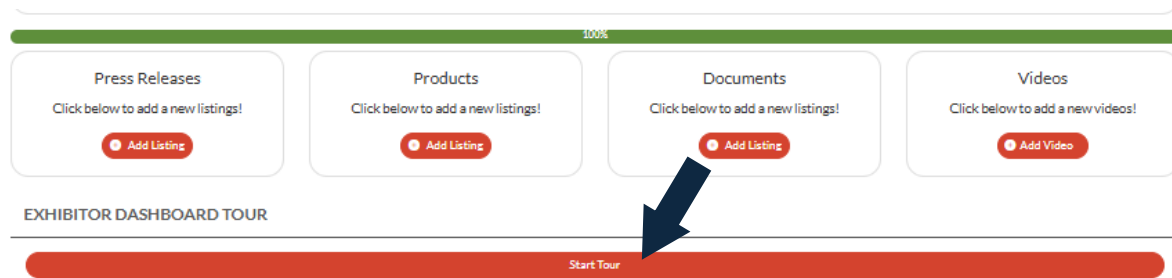
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If you need further assistance, please contact Angélique Lefrançois.
alefrancois@cpma.ca / 613-790-8007

[Here is a link to a detailed article by Personify](#) on using the event portal.

FAQ Event Portal Exhibitor Dashboard

Be sure to take the tour:



Create your Password

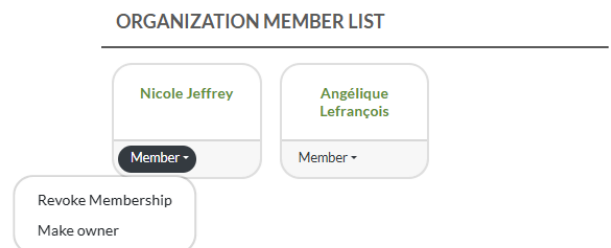
- The first time you visit the Event Portal, you must set a password before you can enter. Start by clicking here: [convention exhibitor dashboard](#)
- Click the Login button
- Click the Forgot Password/First Time Login hyperlink
- Enter your Email address then click Submit.
- You will receive an automated email from **Events IdP <noreply@personifyauth.com>** providing a link to set up a password that is unique to your account.

Log in to the Event Portal

- Once you've completed that form you will be returned to the login screen where you will enter your new credentials – email and new password.
- Once logged in, click the Exhibitor Dashboard link in the top navigation bar. This is where you'll manage your profile information, complete assigned tasks and more.

Who has access to the event portal?

- Only Booth Contacts will have access to the dashboard.
- Only one person can make edits at one time. Default ownership is given to the Main Booth Contact.
- Ownership can be shared by selecting the person's name in the Organization Member List at the bottom of the Dashboard and then choosing "make owner".



What are the different photos I can upload?

Select the ellipsis [...] to add the different photos.

Add Photo

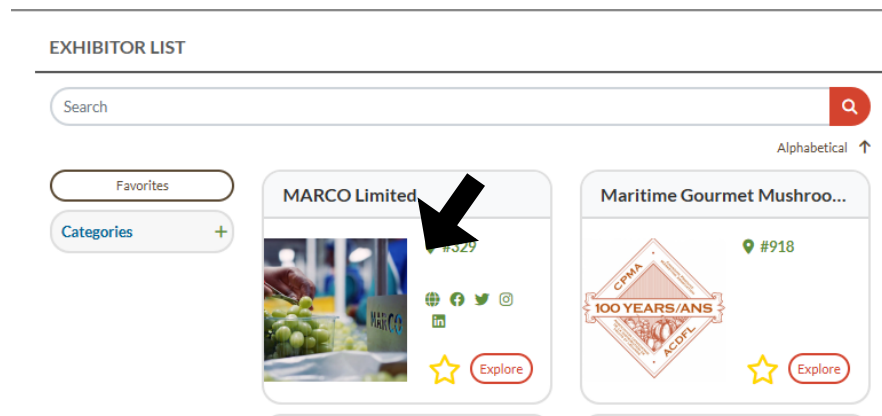
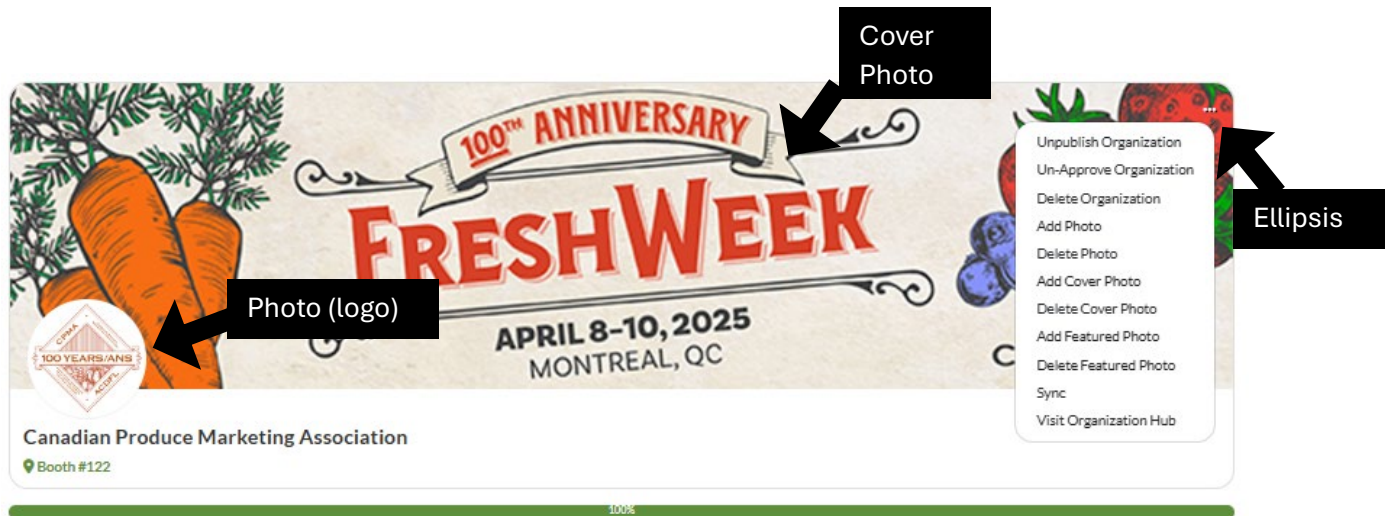
- This is your Company Logo
- The image should be 360x360px
- The Default Photo is the CPMA 100 years logo.

Add Cover Photo

- This is the banner on your dashboard
- The image should be 1440x360px
- The Default photo is the Fresh Week banner.

Add Featured Photo

- This image will replace your company logo on the Exhibitors List IF you choose to upload a Featured Photo. Your logo will appear here if you do not upload a Featured Photo.
- The image should be 360x360px.



NOTE: You must click "Save" after editing each section.

Printed Guide

About

What We Do

- The first 100 words of this description will be used in our printed guide.

Categories

- Please list all the categories your company is associated with. Your company name will appear under each category listed in the Printed Guide and in the Event Portal.

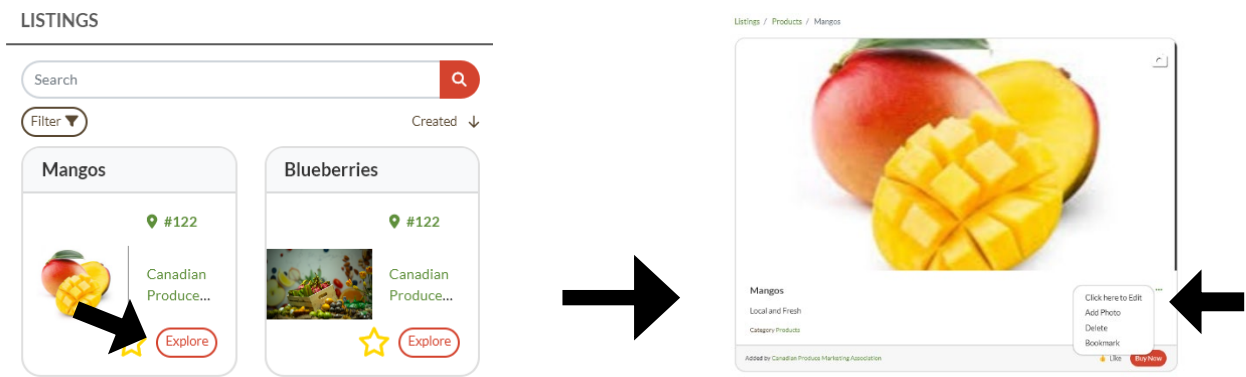
Contact

- Update your address and social media links by selecting “click here to edit”

NOTE: You must click "Save" after editing each section.

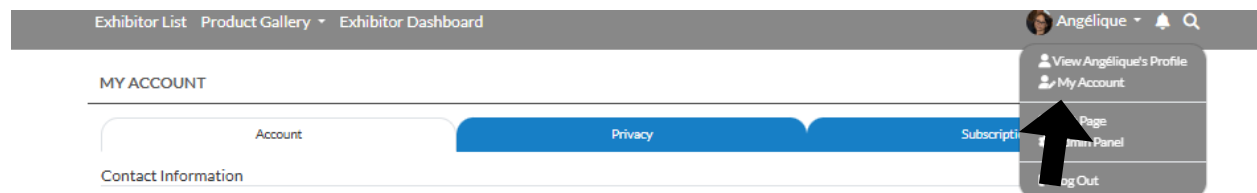
How do I edit / delete a listing?

- Go to the listing you would like to edit / delete,
- Select “Explore”
- Click the ellipsis [...] and select the action you would like to take.



How do I change my email address and password?

- Go to “My Account” and make the necessary changes



Can I change the order of my listings?

- Unfortunately, not. The only way to have the listings in the order you want them to be seen is to add them in the reverse order you would like them to appear. The last one you upload will be the first one on the hub.