

A Deep Dive into EventsAir 15 Webinar

December 2022

These questions have been collated from the 3 regional webinars. Some questions were asked by more than one person, so you may not see the exact same wording you used in your question.

In the Remote Attendee Portal, will we be able to have the rotating sponsor advertising like in 2D and 3D Mode? Is there any other way to provide sponsor branding in the new portal?

This functionality will be included in the Remote Attendee Portal in an upcoming release.

Isn't the Remote Attendee Portal pretty much the same as the 2D portal, but with fewer ways to promote sponsors?

Feedback is that part of the Remote Attendee Portal's appeal is its intuitive interface, like popular video streaming services. It represents a dramatic enhancement to how attendees can view and access sessions, exhibitions and more. It's also designed to reduce the number of clicks and navigation to access content and provides a truly clean and efficient modern interface for attendees to use, and its mobile device compatible (2D and 3D portals are for PC/laptop use).

Attendee reactions are not available when viewing in full screen. Will this become available at some point?

Reactions are available in full screen depending on the option that you choose.



if you choose this full-screen option at the bottom right of the video player will have access to the audience reactions.



if you choose this full-screen option at the top right of the video player you will not have access. This is because this option opens the player on top of the entire portal, so audience reactions are no longer visible.

Is the QR code that appears in the Google Wallet is the Contact QR code?

Yes, the QR code saved in the Apple and Google Wallet is the contact's QR code, and can be used for session access, function access, contact exchange and more.

If you set the column order, then Save as a Quick Export, does the column sort save too?

Yes, when you set the column order and then save a Quick Export, your saved column order is saved as well.

Can you save Comprehensive Exports with columns sorted to use across other events?

No, these will only work in the current event. This is because your other events may not have the same fields to export (type of registrations, functions etc.).

Is it possible to rename the column headings when you set the column order?

Not in Version 15. However, this is a great suggestion. Please log this via the suggestions email (suggestions@eventsair.com)

Can Comprehensive Exports show one function type or registration type per column, if an attendee has multiple? (e.g., dinner tickets in one column, breakfast tickets in another)?

What's available within a Comprehensive Export hasn't changed with this release; the improvement just relates to the ability to set the order of the columns.

I love the update to the name display in the Attendee Panel. Is it possible to show a person's name even if they are in a group? (At the moment it shows the group name, not the contact's name.)

No, this is not possible within this release, however you can submit it to the suggestions email (suggestions@eventsair.com).

Does the recurrence take payment schedules into consideration?

Some further information is needed to answer your questions correctly. Please reach out to the support team (support@eventsair.com) on this so that we can help with your question.

Can we use filters and send people emails, to remind them to send bios for example? Or is it just for registrations?

When you use planned communications, whether for a one-off email or for a set of recurring communications, you can filter on any area of the EventsAir database. For example, you could filter on presenters who haven't submitted their biographies and set it for a six-week recurrence. Each week, ONLY the presenters who have not submitted their bios would receive a reminder email.

If you're searching on a blank field with two terms (e.g., city + country), are these combined?

You can stack multiple fields in the Blank Field search, but it treats it as a combined search. In the example of city + country, the search would only return records that have BOTH the city and country fields blank.

Is there a way to display the room rate the guest is paying on the contact record under Accommodation?

The Accommodation section displays the total room rate across all nights (plus applicable taxes). This is because EventsAir supports a different room rate on each night of the room booking, and therefore this can't be displayed in this view.

We'd love to see a refreshed look for interactive sites – is this planned?

This is not planned at the moment however, we are very conscious of the user experience and interface and is something that we plan to focus on once the open API is released.

When do we think there will be a full refresh of the Presentation Module?

We are looking at a variety of updates and enhancements in 2023 and the Presentation Module will be one of the areas for discussion.

Can we have two keyword fields? It's handy to be able to show 'stage of career' and 'presentation keywords' and use both as a filter in the program.

You can create as many keywords as you need in the Presentation Setup area, and each presentation (assigned in the presenter's attendee panel) can be assigned as many relevant keywords as needed.

Is there a possibility to add special requests on bulk change accommodation module?

Not currently. Generally, the special request field is quite unique to each individual in terms of Accommodation Bookings, e.g., Low Floor, Near the elevators, late check-out, etc. Please reach out to the success team (success@eventair.co) with some further information and we'll be happy to workshop this with you to help you find ways to meet your needs.

It would be great to add accessibility requirements to the contact function like dietary field.

You can create a custom field and assign it to the contact record. This field can collect this information both during online registration or by your team within the Attendee Panel.

Would there be a way to have the event barcode for name badges to be added to apple wallet and Google Pay?

In this release, only the QR code is saved to the Apple and Google Wallets.

Will we be able to have an "other" field so if people select 'other' they get a drop-down for additional text entry?

Not built into the current database, but you could easily use field logic to dynamically display a marketing or note text field only if "Other" is selected prior to it.

In merge docs, the 'add to calendar' button for Functions shows the button for each guest ticket, rather than just having one button. Can this be addressed so it only shows once even if someone has purchased more than one ticket?

Some further information is needed to answer this question accurately. Please contact the success team (success@eventsair.com) so that we can assist.

Will a voting function become available in EventsAir?

We know this is a useful function, especially for people looking to have virtual or hybrid AGMs. We have seen some use the Live Poll to create voting functionality.

What is the cost per event for the remote Attendee Portal?

As mentioned, the Remote Attendee Portal creates a significantly more engaging user experience and lends itself to certain types of events. It is charged on a per-event basis at the following rates:

AUD	2995
USD	2995
NZD	3295
EUR	2995
GBP	2695

(Prices as at Dec 2022)

Can you use 3D mode and the Remote Attendee Portal together?

Absolutely. You can create both a 3D Portal and a Remote Attendee Portal and make both available to your remote attendees.

Could you use the Google and Apple Wallet feature to speed up check-in at the registration desk?

Definitely. The QR code is the same as the QR code used on name badges and Merge Docs (in other words, it's the individual's QR code). It's also easy to include the QR code in a Merge Doc email that can be either printed out or opened on the attendee's phone and used for the self-check-in portal.

Can the wallet be custom branded?

When setting up the Event Pass/Wallet option, you will get to choose the logo, icon and text that you wish to display in the wallet.

Are we expecting the updates to also improve the laginess in the Interactive Site builder?

Yes, the Version 15 Service Pack that was released on 15th December has addressed the performance issues experienced in the Interactive Site Builder.

Can attendees use the Attendee App or OnAIR portal filter using keywords?

Yes, the filter option in the Attendee App and the OnAIR portals will let you search and filter on keywords.

Where do you add keywords?

Keywords are created in Presentation Setup, and when a contact's presentation is assigned to a session (in the Attendee Panel) you can assign one or more keywords at this point. Remember to enable to show the Keywords in either the Attendee App or OnAIR portal settings if you wish to show them.

What is the tile (session thumbnail) size in the Remote Attendee Portal?

The session thumbnail (what attendees see and hover over) is set at 1920 x 1080 pixels, which is the standard dimension for HD images.

Love the remote attendee portal! My question is if the 2D mode will ever be going away and we'll be forced to use the remote attendee portal?

This is not going to happen. 3D mode and the Remote Attendee Portal are optional extras and incur an additional per-event fee. 2D Mode is the standard portal available to all users.

Can you still use discount codes with registration types being displayed with Field Logic?

Absolutely. Discount codes will appear when a registration type is selected (and discount codes enabled for it).

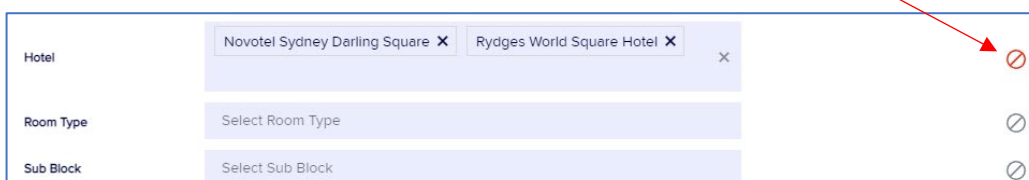
On the HTML component, where does the Header show?

On HTML, Text and Heading Components, you will see a "name" field at the beginning of available fields. Once you enter a name, it will be visible on the component to the right of the component name.



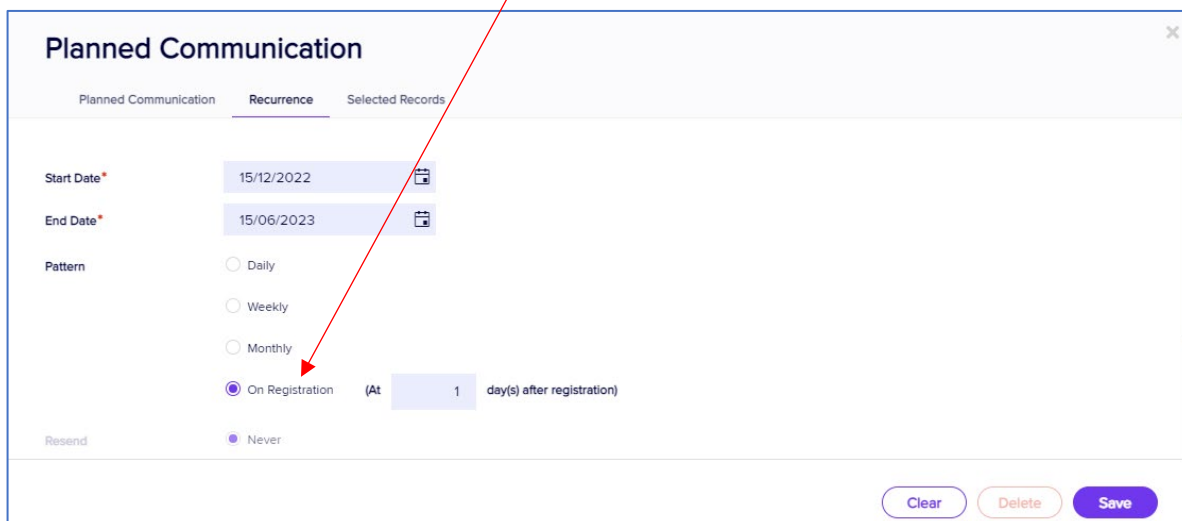
When sending an email, can you filter and say don't send to anyone who already has a hotel?

For sure. Emails sent right away or planned to send at a later date (including recurring communications) can be filtered to exclude any attendee already registered for a hotel. This is done by selecting the available hotels and then selecting the exclude option to the right of the search field.



Where do you set the 'send 3 days after they register' option?

This is found in Planned Communications, in the Recurrence Option. In the Pattern section, you will find the On Registration radio button. When selected, you can enter the number of days to wait after the registration is submitted.



The screenshot shows the 'Planned Communication' dialog box with the 'Recurrence' tab selected. The 'Start Date' is 15/12/2022 and the 'End Date' is 15/06/2023. Under the 'Pattern' section, the 'On Registration' radio button is selected, and the 'At' field is set to '1 day(s) after registration'. A red arrow points to the 'On Registration' radio button.

Can you block users from using the SendGrid button?

No, this option is not available in the user setup area. Since each organization receives just one login and password, we would recommend only making this available to authorized persons on your team.

A feature I haven't heard mentioned is virtual backgrounds for speakers (or attendees in peer networking functions). Is that something that is in the works at all?

This is a resource-intensive function that can affect the presenter and AIRCast Studio functionality. In addition, at this stage our upstream provider is not able to provide what we need to be able to achieve this.

Would it be possible, when in the Setup - Registrations panel, that the Registration Types filter could be tagged to a particular registration group?

Some further information is needed to answer your question correctly. Please reach out to the support team (support@eventsair.com) so we can help.