

How do I access the conference/log into the event?

Visit the following link: <https://diversitywoman-bltd.vfairs.com/en/login> and enter the email address you registered with. You will be taken inside the main event space.

I have entered the email that I registered with but I am getting an “invalid credentials” error.

If you are receiving this error message, please drop an email to [dw-bltd@getvfairs.io](mailto:dw-bltd@getvfairs.io) to get immediate assistance.

I do not know how to join the sessions.

In order to join the sessions, please navigate to the “**Auditorium**” and **click** on the screen there. You will see a listing of all the sessions. You can also access this directly by clicking on [this](#) link.

At the scheduled time, the countdown next to the session name will automatically turn into a **JOIN** button. You can click on that to enter the session.

I am in the auditorium but nothing is playing/I cannot see anything.

If you are viewing the Auditorium graphic, please note that you need to **click** on that to view the sessions.

You can also access the session listing directly by clicking on [this](#) link.

The sessions that are **LIVE** will have a **JOIN** button next to them.

The sessions scheduled for the future will have a JOIN button show up automatically at the scheduled time.

Will the sessions be recorded?

All sessions will be recorded and the recordings will be posted back on the platform within 48-72 hours. You will receive an email notification once the recordings are available on the platform. The recordings will be available for playback for 30 days.

I am not able to see the event correctly. The formatting is all off.

Please make sure you are using a modern browser such as Chrome, Firefox or Safari to access the event space.

If you are on your phone or tablet, we recommend joining the sessions from a laptop/desktop device.

## How do I visit a booth?

So you have logged in to the event page and you are ready to explore the booths set up by various vendors on the event platform? To do so, please find "Exhibit Hall" on the main menu bar, or while you are in the main lobby, try to locate the entrance to the "Exhibit Hall".

If you enter the front view of an exhibit hall, you can use the right and left navigation arrows to see different booths. To open a specific booth, either click on the booth display or click on the booth logo in the railing banner that exists just below the booths' display.

When you visit a booth, you will see the booth layout in the middle of the screen. To know what the booth is about, read the information on the Description tab. You can also navigate to other areas relevant to the booth, for example, there might be a content tab of "About Us" that will take you to the website of the exhibitor. Similarly, you can find other important information by clicking on the different content tabs available on the navigation bar, or just next to the booth Description tab.

The interesting fact is that you can not only watch or read the booth videos or documents respectively, but you can also email these resources to yourself.

To visit the next booth in the line, simply click the "Next" tab. To visit the booth before the current one, click on the "Previous" tab. To go back to the exhibit hall, click on the option "Back to Floor" given at the top left corner of the screen.

## How do I chat with the exhibitors?

In order to interact with the exhibitors, please visit the exhibit hall and click on the various booths.

Under each booth, you will see a "CHAT" button. Click on that to join the exhibitors chatroom where you can start a conversation with them.

## What is Whereby and why am I redirected there after initiating a call?

vFairs uses *Whereby* more often for audio/video calling.

What is a “swag bag”?

You can add documents from the vendor booths to your Resource Bag to view, print or email to yourself, for a later date.

Do I need to download or install any information to be able to attend this event?

No. You do not need to download or install any software to participate. You only need to have access to the internet.

Who do I contact if I have troubleshooting issues on day-of?

Send an email to [dw-bltd@getvfairs.io](mailto:dw-bltd@getvfairs.io) for any technical assistance.

Will I be able to take away information or brochures from the event?

Yes. Like any physical event, we will have a swag bag for you! You can add documents provided by each exhibitors to your online swag bag and then email them to yourself or share items with friends and family by simply entering their email.

Who do I contact if I have troubleshooting issues on day-of?

Send an email to [dw-bltd@getvfairs.io](mailto:dw-bltd@getvfairs.io) for any technical assistance.

There will also be a technical support chat room available within the event during the live days to answer any questions.

My question was not included in this list. Who do I contact?

You can find more resources and information here:

<https://vfairssupport.zendesk.com/hc/en-us/categories/360003358597-Using-vFairs-as-an-Attendee>

For immediate assistance, you can also send an email to [dw-bltd@getvfairs.io](mailto:dw-bltd@getvfairs.io) for any technical assistance.

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