

ActiveEvents Console User Guide

The ActiveEvents Console lets your organization manage multiple ActiveWorks Conference™ events from a single web application. Within the ActiveEvents Console, you can manage administrator user accounts, assign administrators as event owners, and access the Conference Admin Tool for your assigned events.

This guide explains:

- How to get started using the ActiveEvents Console—whether you are the administrator of the Console or an administrator of a single event.
- Additional management tasks for the Console.

Getting Started: For the Top ActiveEvents Console Administrator

If you are the top administrator for your ActiveEvents Console, complete these tasks to get started:

1. **Identify your deployments** (see page 4).
Talk with your Business Analyst about the types of events you plan to manage in the ActiveEvents Console. ActiveEvents will need to set up each deployment for you.
2. **Log in to the ActiveEvents Console** (see page 5).
3. **Create administrator accounts** (see page 7):
 - Assign Full Access rights to the users who will create new events or must access all events in the Console.
 - Assign limited access to users who own only specific events.
4. **Create new Conference events** if you have a multi-event deployment (see page 9):
 - Choose the correct deployment.
 - Enter the correct URL and event code.

Note: If your deployment is not multi-event, ActiveEvents must create your events.
5. **Assign the owners to each event** (see page 12):
 - Assign the appropriate security role to the administrator.
 - Assign at least one person (possibly yourself) to have the System Administrator role for that event.

Getting Started: For Event Administrators

If you are assigned as an owner of a Conference event, complete these tasks, as appropriate:

1. **Log in to the ActiveEvents Console** (see page 5).
2. **Create administrator accounts** for the people who will help you manage the event (see page 7).
3. **Assign other administrators as owners for your event** (see page 12). Be sure to assign the appropriate security role.
4. **Access the Admin Tool for a Conference event** (see page 15).
5. Set up the event:
 - Follow the setup instructions explained in the user guides. To access user guides, choose **Help > Documentation** within the Conference Admin Tool.
If you need additional help, contact your Business Analyst.
 - If appropriate, copy configuration settings or data from another event. (For instructions on copying from one event to another, see the *Copy Event Guide* available by choosing **Help > Documentation** in the Conference Admin Tool.)

6. [View the URLs for event web sites](#) (see page 16).

Console Management Tasks

After you set up administrator accounts and events, you may need to occasionally complete some management tasks in the ActiveEvents Console.

Managing your event list

As needed, complete these tasks to manage the events in your event list:

- [Filter the event list](#) (see page 17).
- [Remove a filter from the Event List](#) (see page 18).
- [Change an event name](#) (see page 18).
- [Change the start and end dates for an event](#) (see page 19).
- [Change the URL for an event](#) (see page 19).

Manage your own user account in the Console

As needed, complete these tasks to update your own user account:

- [Log in if you forgot your username or password](#) (see page 21).
- [Change your login ID \(username\) or password](#) (see page 22).
- [Change your first or last name](#) (see page 23).
- [Change your email address](#) (see page 24).

Manage administrator user accounts in the Console

As needed, complete these tasks to manage the user accounts for other administrators:

- [Filter the Administrators list](#) (see page 26).
- [Remove a filter from the Administrators list](#) (see page 27).
- [Reset an administrator's password](#) (see page 28).
- [Change an administrator's access level for the Console](#) (see page 28).
- [Change the security roles for an administrator for an event](#) (see page 29).
- [Change an administrator's first or last name](#) (see page 30).
- [Change an administrator's email address](#) (see page 30).

Additional Console administration tasks (Full Access user only)

As needed, a Full Access administrator may need to complete these additional tasks:

- [Edit your company name](#) (see page 32).
- [Resolve conflicts with user login credentials](#) (see page 33).
- [Delete an event](#)(see page 34).
- [Delete an administrator account from the Console](#)(see page 35).

Console-related tasks completed in a Conference event

When you are working in a Conference event, you can complete some Console-related tasks:

- [Access the ActiveEvents Console from within the Conference Admin Tool](#) (see page 36).
- [View or modify details for another event from within the Conference Admin Tool](#) (see page 37).
- [Modify a Console administrator account from within the Conference Admin Tool](#) (see page 38).

Technical Details

If you want to know more about the ActiveEvents Console or have questions while completing tasks, refer to these sections:

- [Overview of administrator user accounts](#) (see page 39).
- [Overview of deployments](#) (see page 40).
- [Troubleshooting](#) (see page 41).

If you still have questions after reading this guide, contact your organizations top ActiveEvents Console Administrator or your ActiveEvents Business Analyst.

Getting Started

This section explains these tasks:

- [Identify your deployments](#)
- [Log in to the ActiveEvents Console](#)
- [Create administrator accounts](#)
- [Create a new Conference event](#)
- [Create administrator accounts](#)
- [Assign an owner to an event](#)
- [Access the Admin Tool for a Conference event](#)
- [View the URLs for event web sites](#)

Identify your deployments

If you are the top administrator for your ActiveEvents Console, you must talk with your ActiveEvents Business Analyst about your plan for implementing your Console and the Conference events within the Console.

Each event managed in the Console is created from a deployment of Conference code. The deployment controls:

- The version of ActiveEvents Conference code.
- The branch of that code
- Whether you can create new events from that deployment, or whether ActiveEvents must create events for you.

For more information on deployments, see [Overview of deployments](#) on page 40.

Talk with your Business Analyst about the types of events you plan to manage and the types of deployments you will need. For example, if you have one large trade show and a series of a dozen small conferences, you may have two deployments: one for the trade show and one for the conferences.

NOTE

Your Statement of Work may identify the number of deployments you have contracted to use and the number of event templates you are allowed to have for each deployment. (If you still have questions about your Statement of Work after talking with your Business Analyst, contact to your ActiveEvents Account Director.)

For each deployment, you may need to discuss the following with your Business Analyst:

- The URLs (web addresses) and event codes you will use for your events.
- A plan for customizing the software (if customizations are included in your Statement of Work).
- A plan for populating new events by copying from a template event or from existing events of the same deployment.

For example, you may want to start out by creating just one Conference event per deployment. ActiveEvents can customize the event and help you set it up in the Conference Admin Tool. Then, any subsequent events with that same deployment will include the same customizations. If desired, you may also copy settings or data from the first event to subsequent events. (For instructions on copying from one event to another, see the *Copy Event Guide* available by choosing **Help > Documentation** in the Conference Admin Tool.)

Log in to the ActiveEvents Console

To get started, log in to the ActiveEvents Console.

Before you begin

Make sure you have the following. You should receive these in an email message when your ActiveEvents Console account is created:

- The URL (web address) for your ActiveEvents Console.
- Your username and password.

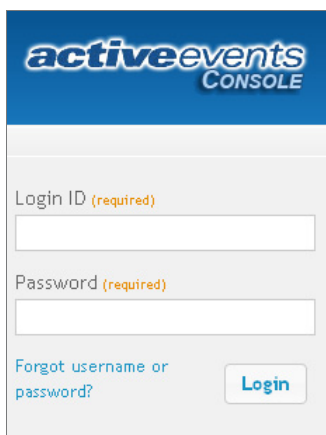
Also make sure you have one of these supported web browsers:

- Internet Explorer version 6, 7, or 8
- Mozilla Firefox version 3.5.x

To log in to the ActiveEvents Console

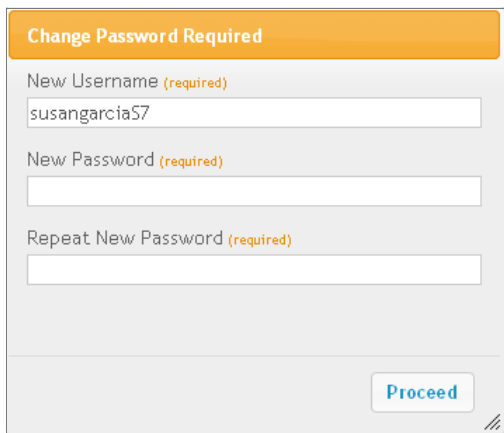
1. In a web browser, enter the web address for your ActiveEvents Console.

The ActiveEvents Console Login page displays:



2. Enter your username as the **Login ID**.
3. Enter your password in the **Password** field.
4. Click **Login**.

The first time you log in, you are prompted to change your username and password:



- If desired, edit the **Username** (your login ID) to something that is easy for you to remember.

NOTE

Your username must be unique. It can contain only letters and numbers and must be at least 6 characters long.

- Enter a new password in both the **New Password** and **Repeat New Password** fields.

NOTE

Your password can contain only letters and numbers and must be at least 8 characters long. It must contain at least one letter and one number.

- Click **Proceed**.

The system opens to your Event List showing any events for which you are currently an assigned owner. Here is an example:

Welcome: [Susan Garcia](#) (WingateWeb) | [Logout](#)

activeevents
CONSOLE

EVENT LIST

	NAME	START DATE	END DATE	EVENT CODE	DEPLOYMENT	VERSION
✘ ✎	Roadshow	06/11/2012	06/15/2012	roadshow	roadshow	6.0.0
✘ ✎	Showcase	10/08/2012	10/12/2012	show	showcase	6.0.0

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[Add New](#) [Filter List](#)

Continue with these tasks, as appropriate:

- [Create administrator accounts](#) on page 7
- [Create a new Conference event](#) on page 9
- [Assign an owner to an event](#) on page 12
- [Access the Admin Tool for a Conference event](#) on page 15

Create administrator accounts

Each person who manages events through the Console must have an administrator user account in the Console. Users who need to create or delete events must have Full Access rights. A Full Access user can view and edit any event in the Console. Other administrators can view and access only those events to which they are assigned.

For more information on Console user accounts and how they relate to the accounts in each Conference event, see [Overview of administrator user accounts](#) on page 39.

You can create a user account for each person who should use the Console. After you create the account, the system sends the person an email message which includes the username and password used to log in to the Console.

Before you begin

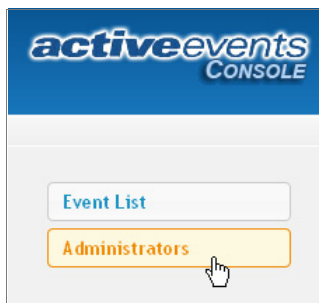
Decide which users should have Full Access rights in the Console.

NOTE

If you do not have Full Access rights yourself, you are not allowed to assign Full Access rights to others.

To create administrator accounts

1. On the left navigation bar in the Console, choose **Administrators**.

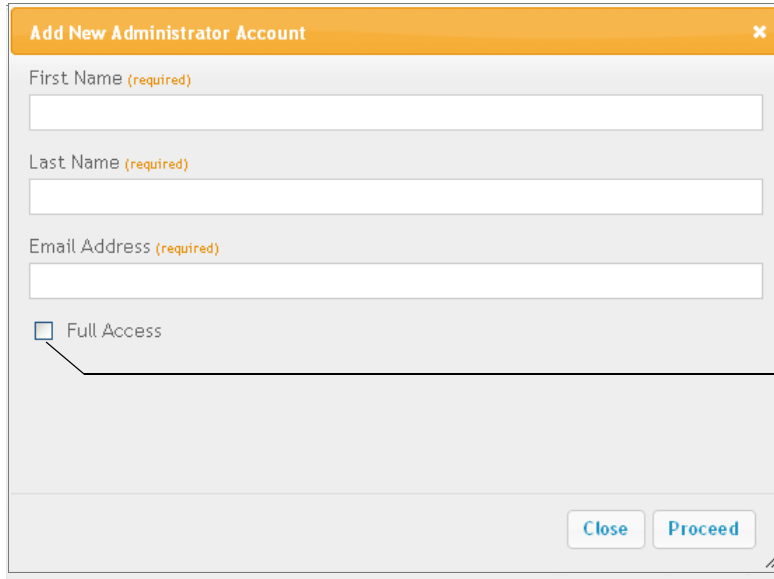


The system displays a list of Administrators that have already been created in your Console:

ADMINISTRATORS			
	FIRST NAME	LAST NAME	EMAIL ADDRESS
✘	Adam	Clark	adam.clark@anycompany.com
✘	Ed	Lopez	ed.lopez@anycompany.com
	Susan	Garcia	susan.garcia@anycompany.com
✘	Zoe	Watson	zoe.watson@anycompany.com

2. Click the **Add New** button at the bottom of the window.

The Add New Administrator Account dialog displays:



The Full Access option displays only if you are a Full Access administrator yourself.

3. Enter the **First Name**, **Last Name**, and **Email Address** for the administrator.
4. If you want this person to be able to view and edit any event that is added through this Console, mark the **Full Access** box.
5. Click **Proceed**.

The new user account is created and the system sends a message to the email address you entered. The message includes the username and a temporary password that the administrator uses to log in to the Console.

6. Repeat steps 2 through 5 to create additional administrator accounts.
7. To assign administrators to events, continue with these tasks:
 - [Create a new Conference event](#) on page 9 (if event has not already been created)
 - [Assign an owner to an event](#) on page 12

Create a new Conference event

In many cases, ActiveEvents will create the Conference events that are listed in your Console. However, you are able to create events if:

- Your Console includes a multi-event deployment (explained in [Identify your deployments](#) on page 4).
- You have a Full Access administrator account in the Console.

NOTE

To start out, you may want to create and set up just one event per deployment and then use it as a template when creating subsequent events. To do this, you would copy settings from your template event to other events created with the same deployment. (For instructions on copying from one event to another, see the *Copy Event Guide* available by choosing **Help > Documentation** in the Conference Admin Tool.)

Before you begin

Before you start to create an event, be sure to do the following:

- If you have not already done so, discuss your deployment needs with your ActiveEvents Business Analyst and have ActiveEvents create your deployments in your ActiveEvents Console. For more information, see [Identify your deployments](#) on page 4. (For more information on deployments, see [Overview of deployments](#) on page 40.)
- Decide which Deployment you will use for this new event. Once a deployment has been assigned, it cannot be changed.
- Decide which Event Name, Event Code, and URL you will use. These must be unique for each event. Once an event code has been assigned, it cannot be changed.

NOTE

Your Business Analyst should be able to help you decide which event code and URL are appropriate for your new events.

- Be sure you have adequate time. It takes several minutes for the system to provision each new event.

To create new Conference event

1. Log in to the ActiveEvents Console.
2. At the bottom of the Event List window, click the **Add New** button.

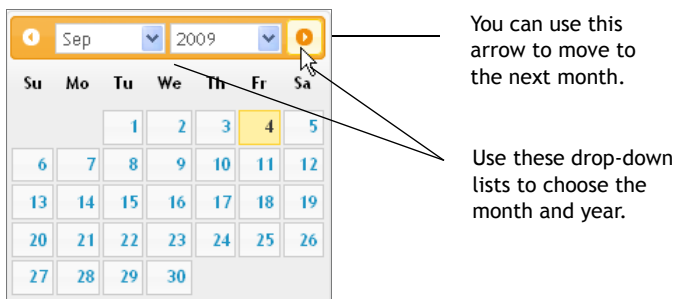
NOTE

If you cannot see the **Add New** button, you do not have the rights to create new events.

The Add New Event dialog displays:

3. Complete these fields:

- **Name.** Enter a unique name for this event. If you repeat the same event over several years, include the year or some other identifier to make the event name unique. The event name cannot include apostrophes (').
- **Start Date and End Date.** Choose the dates when this event will occur. For each date field, a calendar lets you choose the specific date:



(The End Date field automatically populates with the date you choose in the Start Date field, so be sure to update the End Date unless you are planning a one-day event.)

- **Deployment.** Choose the version and branch of Conference code for this event. (For more information on deployments, see [Overview of deployments](#) on page 40.)
- **Event Code.** Enter a unique code to identify this event. The code can contain both letters and numbers. It must be all lowercase and cannot contain any spaces.
- **Unique URL Identity.** Enter a unique identifier for this event to include in the event web address. If this event repeats over several years, you may want to include the year in the URL so the web address will be unique.

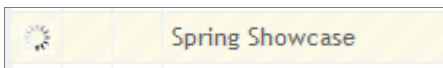
As you complete this field, the system automatically completes the URL field with the full web address for the Conference Admin Tool for this event. The URL includes the Unique URL Identity followed by your company's unique web address as configured for your Console.

Here is an example of the type of information you might enter to add a new event:

As you enter the Unique URI Identity, the system automatically completes the URL field.

4. Click **Proceed**.

It may take the system several minutes to create your new event. While the event is being created, the background appears yellow and an indicator spins, as shown in this example:



When the event is fully provisioned, the yellow background disappears.

To modify the event, click the pencil icon.

To view the URLs for this event, click the link icon.

This column shows the version of ActiveEvents Conference for this event

EVENT LIST								
			NAME	START DATE	END DATE	EVENT CODE	DEPLOYMENT	VERSION
			Spring Showcase	04/11/2011	04/16/2011	sprshow11	qatest	6.2.0

5. If you want other administrators besides yourself to manage this event, continue with [Assign an owner to an event](#) on page 12.

Assign an owner to an event

After you create accounts for administrators, you must assign administrators to each event. You do this by modifying the event and adding a list of owners with the security role for each.

NOTE

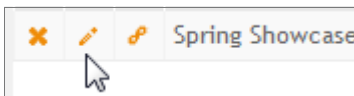
If you created an event, you are automatically assigned to that event as an owner. However, you still should assign yourself a security role for that event.

Before you begin

- If you have not already done so, create an administrator user account for the person whom you want to assign as the event owner. (For instructions, see [Create administrator accounts](#) on page 7.)
- Decide which security roles you want to assign to this person.
Most security roles that come with the system will allow access to the ActiveEvents Console. Exceptions are the Session Speaker, Session Owner, and Exhibitor Owner roles.

To assign an owner to an event

1. In the Event List in the Console, click on the **modify** icon next to the event name.



The Event Settings dialog displays:

Event Settings

Event Info Owners Advanced

Name (required)
Spring Showcase

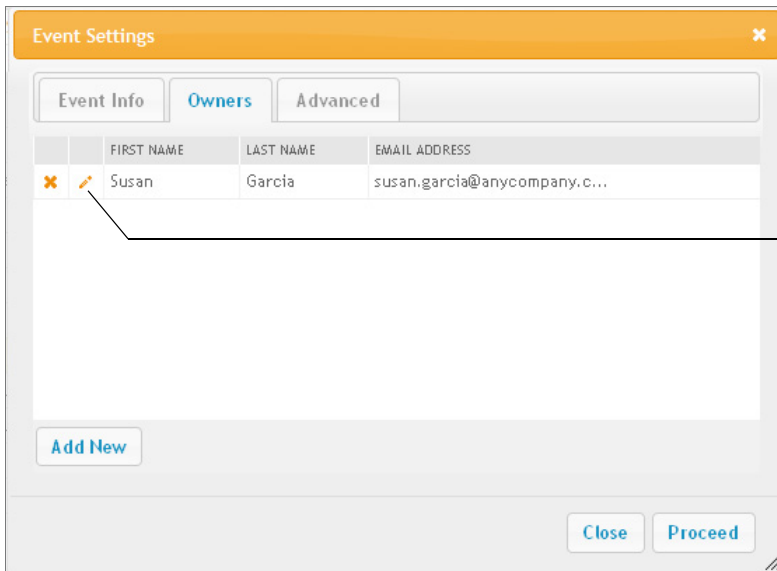
Start Date (required) End Date (required)
04/11/2011 04/16/2011

Publish Start Date Publish End Date
04/11/2011 04/16/2011

Close Proceed

2. Click the **Owners** tab.

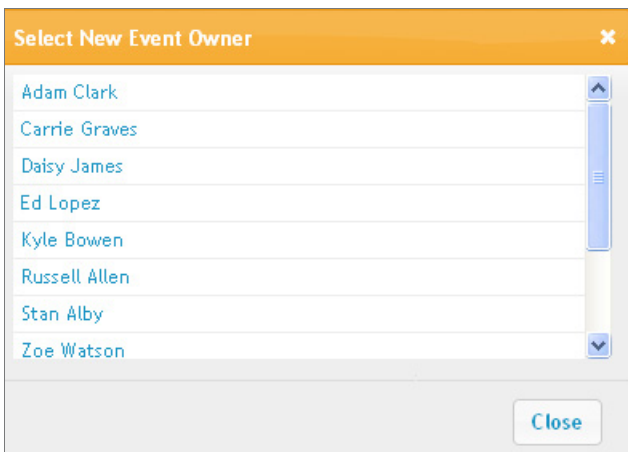
The Owners tab displays:



If you created this event, your name automatically is already listed as an owner. Click the Modify icon to assign yourself a security role.

3. Click **Add New**.

The Select New Event Owner dialog displays:



4. Click the name of the person you want to assign as the owner.

The Select Event Owner Roles dialog displays:

Select Event Owner Roles

Set the event owner roles for Ed Lopez.

Available Roles

- System Administrator
- Content Administrator
- User Administrator
- Session Speaker
- Session Owner
- Design Team
- Voting Committee
- SAC Administrator

Close Proceed

5. Mark the box next to each security role you want to assign to this person for this event.
6. Click **Proceed**.

The new owner displays in the list:

Event Settings

Event Info Owners Advanced

	FIRST NAME	LAST NAME	EMAIL ADDRESS
x ✎	Susan	Garcia	susan.garcia@anycompany.com
x ✎	Ed	Lopez	ed.lopez@anycompany.com

Add New

Close Proceed

7. Repeat steps 3 through 6 to assign additional owners.
8. Click **Proceed** to save your list.

Access the Admin Tool for a Conference event

The ActiveEvents Console provides single-sign-on access to the Admin Tool for Conference events.

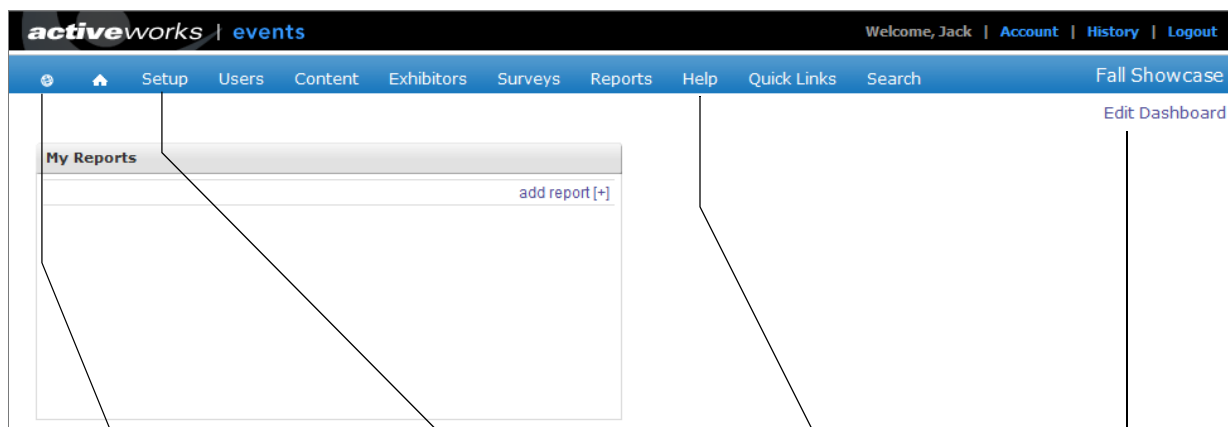
If you are a Full Access administrator in the Console, you can go to any Conference event in the system. The first time you access an event, the system creates a user account and assigns you the System Administrator security role in that event.

To access the Admin Tool for a Conference event

1. Log in to the ActiveEvents Console.
2. In the Event List, click the name of the event you want to open.

EVENT LIST						
	NAME	START DATE	END DATE	EVENT CODE	EVENT TYPE	VERSION
	Fall Showcase	10/11/2010	10/15/2010	fallshow	showcase	6.0.0
	Spring Showcase	04/12/2010	04/16/2010	sprshow	showcase	6.0.0
	Summer Showcase	07/12/2010	07/16/2010	smmrshow	showcase	6.0.0

The browser opens Admin Tool for the Conference event that you chose and displays the Home page:



You can return to the ActiveEvents Console by clicking the Globe icon and choosing Return to Console.

The Setup menu lets you setup your event.

Choose **Help > Documentation** to access user guides.

You can edit the dashboard to configure your Home page.

3. As desired, click **Edit Dashboard** to configure the Home page.
4. Use the options under the Setup menu to set up the event.

For setup instructions, see the user guides available by choosing **Help > Documentation**.

NOTE

Your Business Analyst may set up your event for you, as specified in your Statement of Work. Talk to your Business Analyst if you have questions.

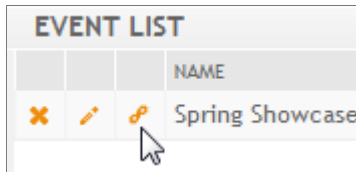
If you want to complete Console tasks from the Conference Admin Tool, see [Console-related tasks completed in a Conference event](#) on page 36.

View the URLs for event web sites

You and your event participants access event applications (such as Registration and the Speaker Resource Center) through a web browser. You can view the URLs for each ActiveEvents Conference web site for this event.

To view the URLs for event web sites

1. In the Event List in the Console, click on the **link** icon next to the event name.



The Event Links dialog displays. Below is an example:



2. Do one or more of the following, as appropriate:
 - Copy the URL and send it to participants who need to access that site.
 - To view the site now, click the URL link, or right-click to open the site in a separate browser window or tab.

Managing your event list

While working in the ActiveEvents Console, you may do several tasks related to events. This section explains how to:

- [Filter the event list](#)
- [Remove a filter from the Event List](#)
- [Change an event name](#)
- [Change the start and end dates for an event](#)
- [Change the URL for an event](#)

Filter the event list

If you are managing many events in the ActiveEvents Console, you may want to filter your Event List. Filtering lets you find a specific event or reduce the number of events that display in the list.

To filter the event list

1. In the ActiveEvents Console, click **Event List** in the left navigation to go to your list of events.
2. Click the **Filter List** button at the bottom of the page.

The Filter Event List dialog displays:

3. Do one of the following:

To do this	Do this
Filter the list by name	<p>At the Name field, do one of the following:</p> <ul style="list-style-type: none"> • Enter the full name of a specific event. • Enter the first word in the event name. • Use the percent sign (%) as a wild card to find events that include a certain word or in the title. For example, to find all events that include "showcase" or "road show" in the event name, enter "%show".
Find an event that starts and ends on specific dates	<ol style="list-style-type: none"> 1. At the Start Date field, choose the date the event begins. 2. At the End Date field, choose the date the event ends.

3. Click **Run Filter**.

The Event List displays only the event or events that match your filter criteria. The filter remains until you navigate away from the Event List or save changes in an event you have edited.

Remove a filter from the Event List

When you navigate away from the Event List, any filter you have created will automatically be removed. If you want to remove a filter you have just applied, you need to run the filter with blank fields.

To remove a filter from the Event List

1. While at the Event List in the Console, click **Filter List**.
2. In the Filter Event List dialog, leave all of the fields blank.
3. Click **Run Filter**.

The system removes any filter that has previously been applied and displays a list of all events you have the rights to see.

Change an event name

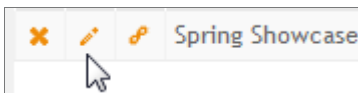
If necessary, you may change the name of an event.

Before you begin

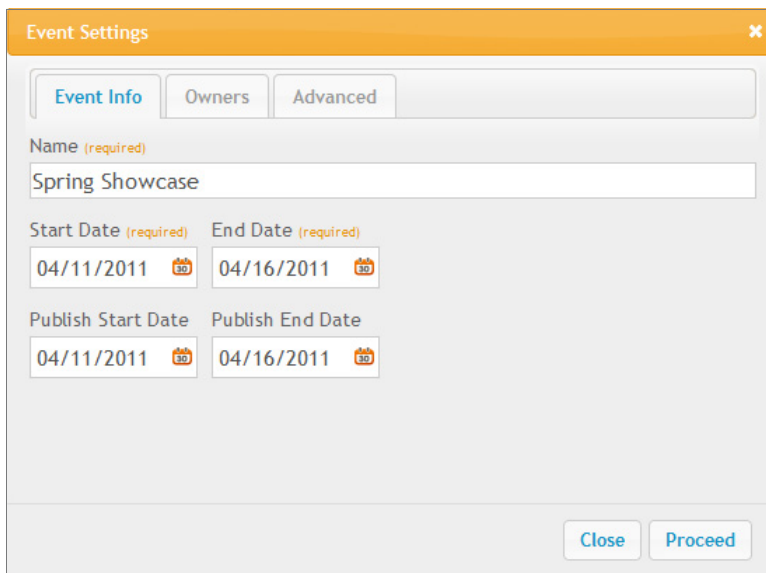
Decide the new event name and make sure it is unique.

To change the name for an event

1. Log in to the ActiveEvents Console.
2. In the Event List, click the **modify** icon for the event you want to edit.



The Event Settings dialog displays:

A screenshot of the 'Event Settings' dialog box. The dialog has a title bar with 'Event Settings' and a close button. Below the title bar are three tabs: 'Event Info', 'Owners', and 'Advanced'. The 'Event Info' tab is selected. The form contains the following fields:

- Name (required): A text input field containing 'Spring Showcase'.
- Start Date (required): A date picker showing '04/11/2011'.
- End Date (required): A date picker showing '04/16/2011'.
- Publish Start Date: A date picker showing '04/11/2011'.
- Publish End Date: A date picker showing '04/16/2011'.

At the bottom right of the dialog are two buttons: 'Close' and 'Proceed'.

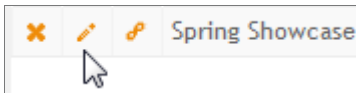
3. Edit the text in the **Name** field.
The name must be unique. It cannot include any apostrophes (').
4. Click **Proceed** to save your changes.
The new name appears both in the Console and in the Conference event.

Change the start and end dates for an event

If the dates of an event change, you may edit the start date, the end date, or both.

To change the start and end dates for an event

1. Log in to the ActiveEvents Console.
2. In the Event List, click the **modify** icon for the event you want to edit.



The Event Settings dialog displays:

3. Choose new **Start Date** and **End Date**, as necessary.
4. Click **Proceed** to save your changes.

The new dates are saved both in the Console and in the Conference event.

Change the URL for an event

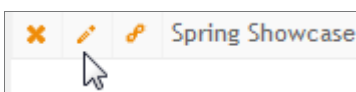
If necessary, you may change the URL for an event. You can change only the portion of the URL that is the unique identifier for this event.

Before you begin

Talk with your Business Analyst to make sure you are editing the URL according to best practices.

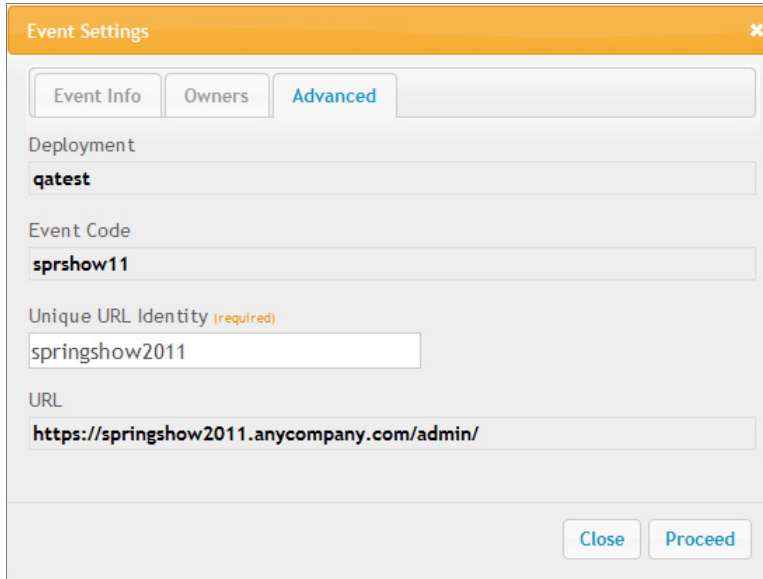
To change the URL for an event

1. Log in to the ActiveEvents Console.
2. In the Event List, click the **modify** icon for the event you want to edit.



The Event Settings dialog displays.

3. Click the **Advanced** tab.



The screenshot shows a dialog box titled "Event Settings" with a close button (X) in the top right corner. It has three tabs: "Event Info", "Owners", and "Advanced", with "Advanced" being the active tab. The dialog contains the following fields:

- Deployment:** A text field containing "qatest".
- Event Code:** A text field containing "sprshow11".
- Unique URL Identity (required):** A text field containing "springshow2011".
- URL:** A text field containing "https://springshow2011.anycompany.com/admin/".

At the bottom right of the dialog, there are two buttons: "Close" and "Proceed".

4. Edit the text in the **Unique URL Identity** field, as discussed with your Business Analyst.
As you edit this field, the URL automatically updates to show the new URL for the Admin Tool.
5. Click **Proceed** to save your changes.

Manage your own user account in the Console

This section explains these tasks related to your own ActiveEvents Console administrator account. It explains how to:

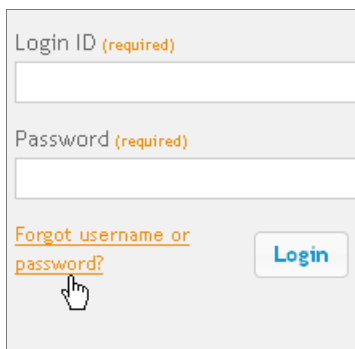
- [Log in if you forgot your username or password](#)
- [Change your login ID \(username\) or password](#)
- [Change your first or last name](#)
- [Change your email address](#)

Log in if you forgot your username or password

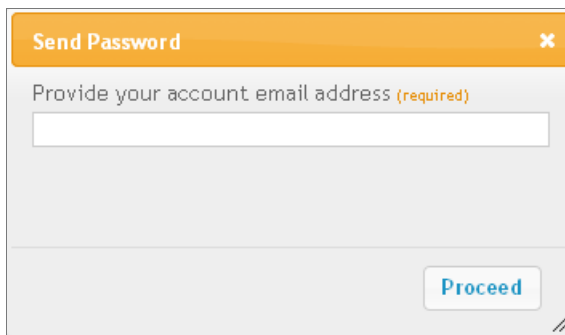
If you forget your username or password for your Console user account, the system can email you new login credentials.

To log in if you forgot your username or password

1. At the ActiveEvents Console Login page, click the **Forgot username or password?** link.



The Send Password dialog displays:



2. Enter the **email address** for your Console user account.
3. Click **Proceed**.

When the system identifies your user account by your email address, a Success message displays.

4. Go to your email inbox, open the email message sent from the Console, and find out your username and password.
5. Return to the Console Login window.
6. Enter your username in the **Login ID** field and your new password in the **Password** field.
7. Click **Login**.

Change your login ID (username) or password

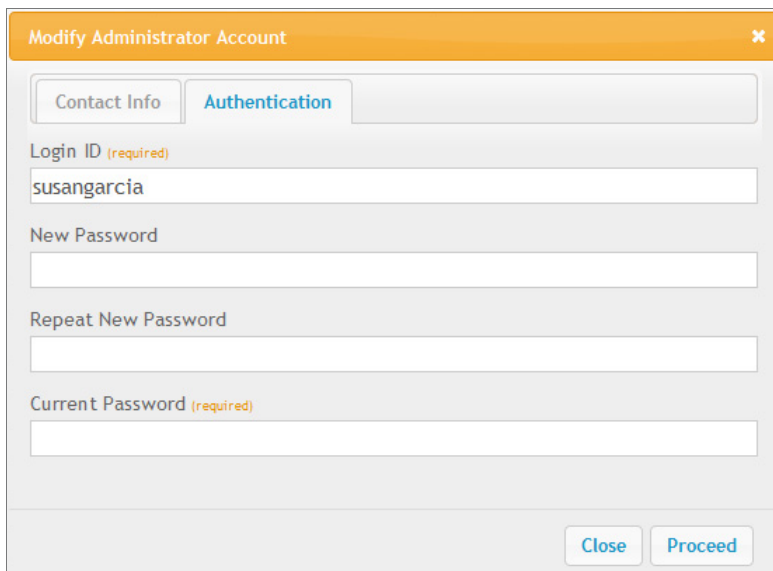
If desired, you can change the login ID (username) and password that you enter to log in to the Console.

NOTE

When you change your login credentials in the Console, those changes are also sent to all Conference events for which you are an administrator (as explained in [Overview of administrator user accounts](#) on page 39).

To change your login ID (username) or password

1. In the ActiveEvents Console, click **Administrators** on the left navigation bar.
2. Click the **modify** icon next to your name.
The Modify Administrator Account dialog displays.
3. Click the **Authentication** tab.



The screenshot shows a dialog box titled "Modify Administrator Account" with a close button (X) in the top right corner. It has two tabs: "Contact Info" and "Authentication", with "Authentication" selected. The form contains the following fields:

- Login ID (required)**: A text input field containing "susangarcia".
- New Password**: An empty text input field.
- Repeat New Password**: An empty text input field.
- Current Password (required)**: An empty text input field.

At the bottom right of the dialog are two buttons: "Close" and "Proceed".

4. As desired, edit your **Login ID** (your username).

NOTE

Your login ID (username) must be unique. It can contain only letters and numbers and must be at least 6 characters long.

5. To change your password, enter your **Current Password** and then enter your new password in both the **New Password** and **Repeat New Password** fields.

NOTE

Your password can contain only letters and numbers and must be at least 8 characters long. It must contain at least one letter and one number.

6. Click **Proceed**.

Change your first or last name

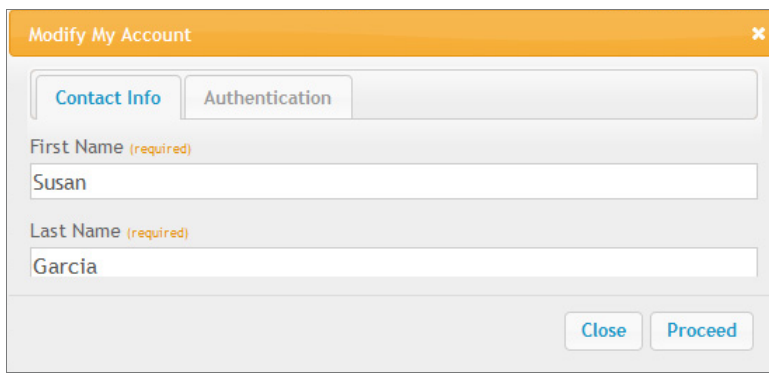
As desired, you can change the name in your Console user account. For example, you may want to edit your First Name to a nickname or edit your Last Name if your marital status changes.

To change your first or last name

1. Log in to the ActiveEvents Console.
2. In the upper-left corner of the window, click on your name.



The Modify My Account dialog opens:

A screenshot of the 'Modify My Account' dialog box. The dialog has an orange title bar with the text 'Modify My Account' and a close button. Below the title bar are two tabs: 'Contact Info' (selected) and 'Authentication'. Under the 'Contact Info' tab, there are two text input fields. The first is labeled 'First Name (required)' and contains the text 'Susan'. The second is labeled 'Last Name (required)' and contains the text 'Garcia'. At the bottom right of the dialog are two buttons: 'Close' and 'Proceed'.

3. Edit your **First Name** or **Last Name**.
4. Click **Proceed**.

Change your email address

If necessary, you may change the email address in your Console user account. For example, an email address change may be necessary if your corporation updates its email system.

IMPORTANT

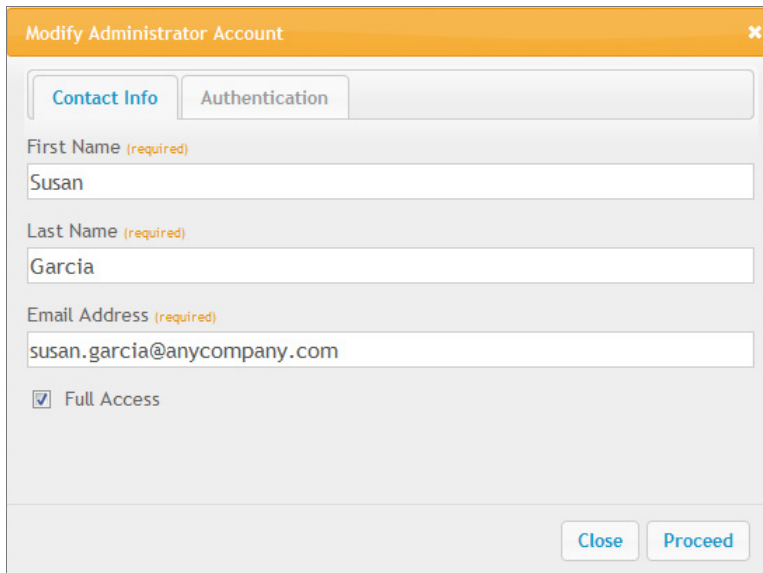
When you change your email address in the Console, the system does *not* automatically update the address in your associated user accounts in Conference events. This is because your email address is a unique identifier for your user account; therefore, once you change the address, the system no longer links your Console account with the Conference accounts.

After you change your email address in the Console, you will need to do some extra steps to ensure that you still have access to each Conference event for which you are assigned as an owner. If you have questions or concerns, talk with your Business Analyst before you complete the following steps.

To change your email address

1. In the ActiveEvents Console, click **Administrators** on the left navigation bar.
2. Click the **modify** icon next to your name.

The Modify Administrator Account dialog displays.



3. Edit your address in the **Email Address** field.
4. Click **Proceed**.

Your email address change is saved on the Console but is *not* populated to your Conference events. Your user account in each event still has your old email address. You cannot access your events until you re-assign yourself as an event owner. Then, when you access the event, the system creates a new user account for you on that event with your new user account.

5. Repeat these steps for each event for which you are assigned an owner:

To enable your event access after an email address change

1. In the Console, click **Event List** on the left navigation bar.
 2. Click the **modify** icon for the event.
 3. Click the **Owners** tab.
 4. Click the **delete** icon next to your name in the owners list.
 5. Click **Proceed** to confirm the deletion.
Your name is removed from the list. You need to add your name back to the list.
 6. Click **Add New** at the bottom of the Owners tab.
 7. Click on your name in the list of administrators.
 8. Make sure the correct security role is marked (usually the System Administrator role).
 9. Click **Proceed**.
A Success message displays and you are listed as an owner again.
 10. Click **Proceed**.
A Success message displays. The system creates a new user account for you on the Conference event with your new email address.
- NOTE:** It may take 5 minutes for the new account to be saved on the event. After that, you can click the event name in the event list to go to the event. If you still are not allowed to access the event, try logging out of the Console and logging back in.

NOTE

After you repeat the steps above for each of your assigned events, those events now have two user accounts for you: one with your old address and one with your new address. If you want to delete the old user account, you must ask your Business Analyst for assistance because a password is required.

Manage administrator user accounts in the Console

This section explains tasks you may complete in the ActiveEvents Console related to other administrator's user accounts. This section explains how to:

- [Filter the Administrators list](#)
- [Remove a filter from the Administrators list](#)
- [Reset an administrator's password](#)
- [Change an administrator's access level for the Console](#)
- [Change the security roles for an administrator for an event](#)
- [Change an administrator's first or last name](#)
- [Change an administrator's email address](#)















Filter the Administrators list

If your Administrators list shows many administrators, you can filter the list to make it easier to find a certain person's user account. Filtering lets you find a specific administrator or reduce the number of administrators that display in the list.

To filter the Administrators list

1. In the ActiveEvents Console, click **Administrators** on the left navigation.

The Administrators page displays, showing a list of administrators that have already been added to the system:

ADMINISTRATORS			
	FIRST NAME	LAST NAME	EMAIL ADDRESS
 	Adam	Clark	adam.clark@anycompany.com
 	Daisy	James	daisy.james@anycompany.com
 	Ed	Lopez	ed.lopez@anycompany.com
 	Kyle	Bowen	kyle.bowen@anycompany.com
 	Spencer	Josephs	spencer.josephs@anycompany.com
 	Stan	Alby	stan.alby@anycompany.com
	Susan	Garcia	susan.garcia@anycompany.com
 	Zoe	Watson	zoe.watson@anycompany.com

[Add New](#) [Filter List](#)

2. Click **Filter List** to filter the list.

The Filter Administrator List dialog displays:

3. Complete one or more of the following fields:
 - **First Name.** Enter the first name or first initial of the person you want to find.
 - **Last Name.** Enter the last name or first initial of the person's last name.
 - **Email Address.** Enter the person's email address.

NOTE

For any of these fields, you can use the percent sign (%) as a wild card to find names or email addresses that include a partial word. (For example, enter "%anycompany" to find those who have "anycompany" somewhere in the email address.)

4. Click **Run Filter**.

The Administrators list shows only those administrators who match your search criteria. For example, this list has been filtered to show only those administrators whose first name begins with the letter "S":

ADMINISTRATORS			
	FIRST NAME	LAST NAME	EMAIL ADDRESS
✘	Spencer	Josephs	spencer.josephs@anycompany.com
✘	Stan	Alby	stan.alby@anycompany.com
	Susan	Garcia	susan.garcia@anycompany.com

Remove a filter from the Administrators list

When you navigate away from the Administrators list, any filter you have created will automatically be removed. If you want to remove a filter you have just applied, you need to run the filter with blank fields.

To remove a filter from the Administrators list

1. While at the Administrators list in the Console, click **Filter List**.
2. Leave all of the fields blank.
3. Click **Run Filter**.

The system removes any filter that has previously been applied and displays the full list of Administrators.

Reset an administrator's password

If another Console administrator is unable to access the Console, you can reset that person's password. The system will email a temporary password to the email address on that person's account. When the person logs in, he or she is prompted to choose a new password. The system then populates the new password to this user's assigned Conference events.

To reset an administrator's password

1. In the ActiveEvents Console, click **Administrators** on the left navigation bar.
2. Click the **modify** icon for the administrator whose account you want to modify.

The Modify Administrator Account dialog displays.

3. Click the **Reset password** link.



A success message displays telling you that the password was reset and an email has been sent to the user.

4. Click **Close** to close the Modify Administrator Account dialog.

Change an administrator's access level for the Console

You can update the access level for another administrator, if necessary. The access level controls which tasks the person is allowed to complete in the Console.

Any Console administrator can:

- View a list of events for which he or she is an owner.
- Click an event name to access the setup and management tools for that event.
- Edit his or her own user account.
- Create user accounts or reset passwords for other administrators.
- Assign administrators to own events and assign the appropriate security role for each event.

Full Access administrators may also:

- Create new events (if you have a multi-event deployment).
- View all events on the system.
- Create user accounts for other Full Access administrators.
- Delete administrator accounts.
- Delete events.

Before you begin

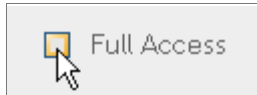
To edit the access rights of another administrator, you must be a Full Access administrator in the Console.

To change an administrator's access level for the Console

1. In the ActiveEvents Console, click **Administrators** on the left navigation bar.
2. Click the **modify** icon for the administrator whose account you want to modify.

The Modify Administrator Account dialog displays.

3. Mark **Full Access** box to grant access, or un-mark the box to disable this user's Full Access privileges.



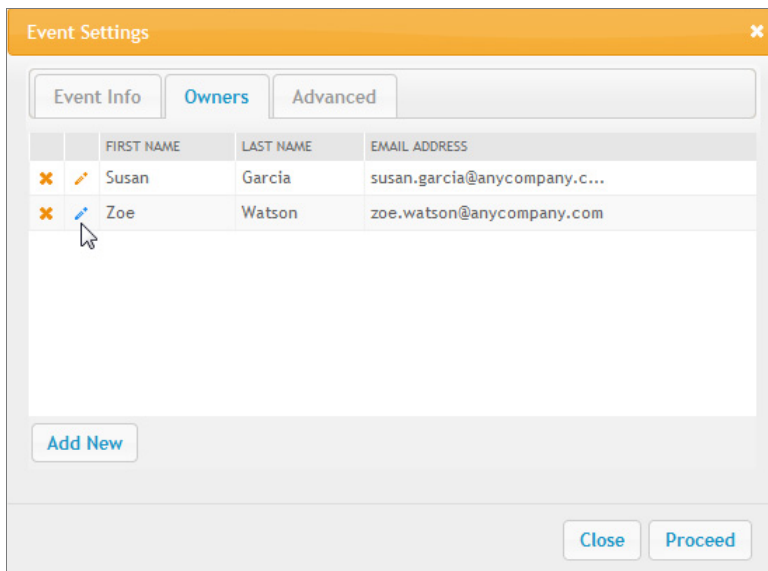
4. Click **Proceed** to save your changes.

Change the security roles for an administrator for an event

When you assign an administrator as an event owner through the Console, the system prompts you to choose that person's security role(s) for that event. If necessary, you can update those security roles through the Console. Security role changes are then populated to the Conference event.

To change the security roles for an administrator for an event

1. In the ActiveEvents Console, click **Event List** on the left navigation bar.
2. Click the **modify** icon for the event.
3. Click the **Owners** tab.
4. Click the **modify** icon next to the administrator whose security role(s) you want to change.



A list of security roles displays.

5. Do one or both of the following, as appropriate:
 - Mark the box next to each security role you want to assign to this person for this event.
 - Remove the check mark from any roles you want to unassign.

Most default security roles allow access to the event through the Console. Exceptions are the Session Speaker, Session Owner, and Exhibitor Owner roles.

6. Click **Proceed**.

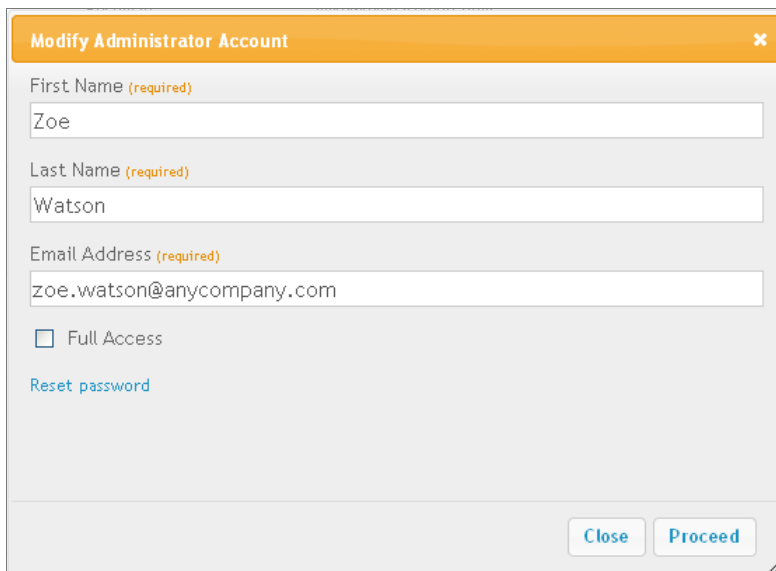
Change an administrator's first or last name

If necessary, you can edit an administrator's first or last name. For example, you might change the first name to a nickname or edit the last name if the person's marital status changes.

To change an administrator's first or last name

1. In the ActiveEvents Console, click **Administrators** on the left navigation bar.
2. Click the **modify** icon for the administrator whose account you want to modify.

The Modify Administrator Account dialog displays:



3. As necessary, edit the **First Name** or **Last Name**.
4. Click **Proceed** to save your changes.

Change an administrator's email address

If necessary, you can edit the email address in an administrator's Console user account. For example, an email address change may be necessary if your corporation updates its email system.

IMPORTANT

When you change an email address in the Console, the system does *not* automatically update the address in the associated user accounts in the Conference events. This is because the email address is the unique identifier for the user account; therefore, once you change the address, the system no longer links the Console account with the Conference accounts.

After you change the email address in the Console, you will need to do some extra steps to ensure that the administrator still has access to each Conference event for which he or she is assigned as an owner. If you have questions or concerns, talk with your Business Analyst before you complete the following steps.

To change an administrator's email address

1. In the ActiveEvents Console, click **Administrators** on the left navigation bar.
2. Click the **modify** icon for the administrator whose account you want to modify.

The Modify Administrator Account dialog displays:

3. Edit the address in the **Email Address** field.
4. Click **Proceed** to save your changes.
5. Repeat these steps for each event for which this administrator is assigned an owner:

To enable the administrators event access after an email address change

1. In the Console, click **Event List** on the left navigation bar.
2. Click the **modify** icon for the event.
3. Click the **Owners** tab.
4. Click the **delete** icon next to the administrator's name in the owners list.
5. Click **Proceed**.
The administrator's name is removed from the list. You need to add this person as an owner again.
6. Click **Add New** at the bottom of the Owners tab.
7. Click on the administrator's name.
8. Make sure the correct security role is marked (usually the System Administrator role).
9. Click **Proceed**.
A Success message displays and the person is listed as an owner again.
10. Click **Proceed**.
A Success message displays. The system creates a new user account for this user on the Conference event with the new email address.

NOTE: It may take 5 minutes for the change to be recognized in the Console and for the administrator to have access to the event.

NOTE

After you repeat the steps above for each of this administrator's assigned events, those events now have two user accounts for this administrator: one with the old address and one with the new address. If you want to delete the old user account, you must ask your Business Analyst for assistance because a password is required.

Additional Console administration tasks (Full Access user only)

This section explains tasks you may need to do as a Full Access administrator. It explains how to:

- [Edit your company name](#)
- [Resolve conflicts with user login credentials](#)
- [Delete an event](#)
- [Delete an administrator account from the Console](#)

Edit your company name

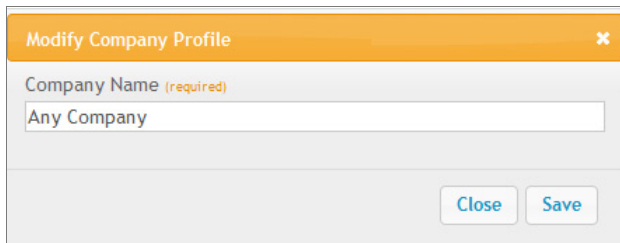
If necessary, you can modify the company name that displays in the upper-left corner of the Console.

To edit your company name

1. In the ActiveEvents Console, click on the **Company** text to the right of your name in the upper-left corner of the window.



The Modify Company Profile dialog opens:



2. In the **Company Name** field, enter the name of your company or organization as you want it to display in the ActiveEvents Console.
3. Click **Save**.

Resolve conflicts with user login credentials

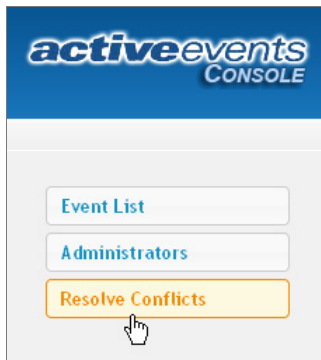
Administrator user accounts may be created in both the ActiveEvents Console and in separate Conference events (as explained in [Overview of administrator user accounts](#) on page 39). Because of this, conflicts in user account login credentials may occasionally occur.

For example, two different administrators may have the same username in two different Conference events. If the user records for those administrators are uploaded to the Console, the Console recognizes that there is a username conflict because usernames must be unique.

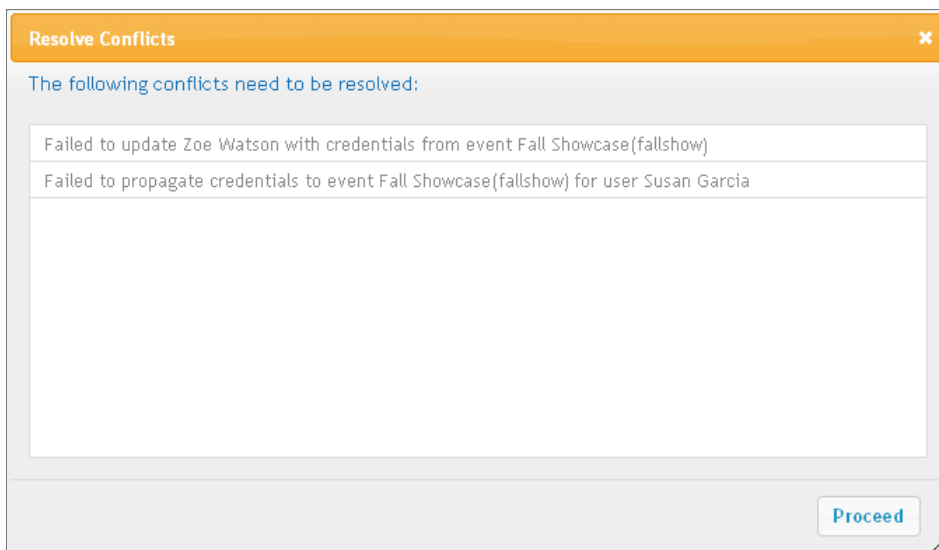
If a conflict in user login credentials exists between Conference instances or in the Console, the Console window will display an “Resolve Conflicts” button on the left navigation to inform you of the problem.

To resolve conflicts with user login credentials

1. In the Console, choose **Resolve Conflicts** on the left navigation bar.



The Resolve Conflicts window displays a list of users and events that currently have conflicts:



2. Make a note of the names and events listed.
3. Click **Proceed**.

A “Success” message displays and the Resolve Conflicts button is removed from the left navigation.

4. Do one of the following to resolve the conflicts:

:

To solve the problem	To have the user solve the problem
<p>Log in to the problem event and edit the person's username so it is unique.</p> <ol style="list-style-type: none"> 1. Go to the Conference Admin Tool for the problem event. 2. Search for the user's record. 3. Choose User Data > Edit Login on the left navigation in the user record. 4. Enter a unique name in the User Name field. 5. Enter a new password so the user is sent an email message with the change. 6. Mark Force user to change password on next login. 7. Click Submit. <p>The new username and password is sent to the Console.</p>	<p>Tell the user about the username problem and ask him or her to edit the username so it is unique.</p> <p>The user can do one of the following:</p> <ul style="list-style-type: none"> • The user can change the username in the Conference event (as explained in the steps to the left). • The user can change their username through the Console (as explained in Change your login ID (username) or password on page 22), and then it will populate the change to their assigned events. <p>NOTE: When a user working in a Conference event changes his or her username to be the same as another user on another event, the changed username is not sent to the Console. Therefore, the user will <i>not</i> be able to log in to the Console with the new credentials and must instead log in to the Console with their old username and password.</p>

Delete an event

If necessary, you can delete an event from the ActiveEvents Console. For example, you might want to delete a test event that is no longer being used.

You can delete only those events that are tied to a multi-event deployment. If ActiveEvents created an event for you, you cannot delete it.

NOTE

Deleting an event removes it only from the Console. The event data still exists. If necessary, the event can be brought back. You may be charged for this service.

Before you begin

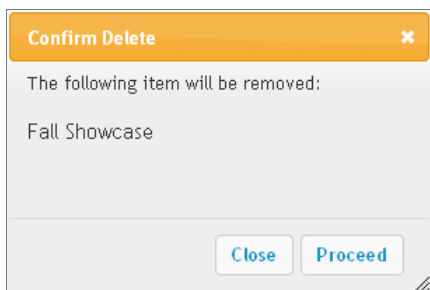
To delete events, you must be a Full Access administrator in the Console.

To delete an event

1. On the Event List in the ActiveEvents Console, click the X icon next to the event you want to delete.



The Confirm Delete dialog displays:



2. Click **Proceed** to confirm the deletion.

Delete an administrator account from the Console

If someone should no longer be allowed to access your ActiveEvents Console, you can delete that person's administrator account from the Console.

NOTE

Deleting the user account from the Console does not delete that person's user account from Conference events. If you need to deny access to Conference events, you must delete the user accounts separately through the Admin Tool for those events, which is a task that requires super administration rights and a password. If you need help, talk to your Business Analyst.

As an alternative, you can deny a user access rights to the Conference Admin Tool for an event by editing the Security Role for the user in that Conference event. A user cannot access the Console or the Admin Tool for the event if assigned one of these default security roles: Session Speaker, Session Owner, or Exhibitor Owner. Or you can remove all security roles from this user record.

Before you begin

To delete administrator accounts, you must be a Full Access administrator in the Console.

To delete an administrator account from the Console

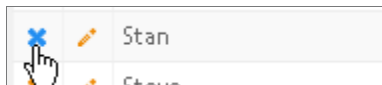
1. In the ActiveEvents Console, click **Administrators** on the left navigation bar.

The Administrators page displays, showing a list of administrator accounts:

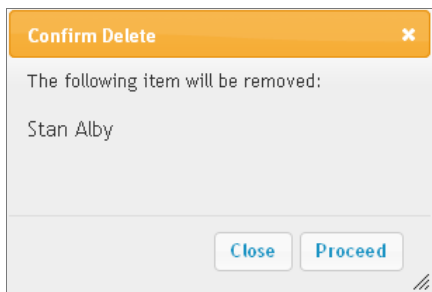
ADMINISTRATORS			
	FIRST NAME	LAST NAME	EMAIL ADDRESS
✘	Adam	Clark	adam.clark@anycompany.com
✘	Daisy	James	daisy.james@anycompany.com
✘	Ed	Lopez	ed.lopez@anycompany.com
✘	Kyle	Bowen	kyle.bowen@anycompany.com
✘	Spencer	Josephs	spencer.josephs@anycompany.com
✘	Stan	Alby	stan.alby@anycompany.com
✘	Susan	Garcia	susan.garcia@anycompany.com
✘	Zoe	Watson	zoe.watson@anycompany.com

You are not allowed to delete your own account, so no Delete icon appears here.

2. Click the X icon next to the administrator account you want to delete.



The Confirm Delete dialog displays:



3. Click **Proceed** to confirm the deletion.

The user account is deleted from the Console.

4. As necessary, go to the Admin Tool for Conference events and delete the person's user account from those events as well, or edit the person's security role.

Console-related tasks completed in a Conference event

This section explains these tasks related to the Console:

- [Access the ActiveEvents Console from within the Conference Admin Tool](#)
- [View or modify details for another event from within the Conference Admin Tool](#)
- [Modify a Console administrator account from within the Conference Admin Tool](#)

Access the ActiveEvents Console from within the Conference Admin Tool

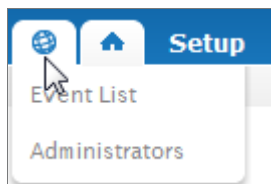
If you are working in the Admin Tool for a Conference event, you can return to the Console at any time.

NOTE

You can access the Console only from Conference events that are registered in the Console. Some of your events may not be available through the Console.

To access the ActiveEvents Console from within the Conference Admin Tool

In the Admin Tool for a Conference event, click on the **Globe** tab.



The browser window displays the ActiveEvents Console, showing the Event List.

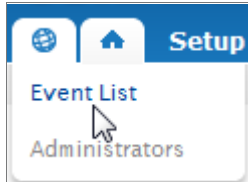
If you have not worked in the system for a while, you may be required to log back in.

View or modify details for another event from within the Conference Admin Tool

While working in the Conference Admin Tool, you can view details about another event. If desired, you may also edit details (such as the event name or dates) or assign new owners.

To view or modify details for another event from within the Conference Admin Tool

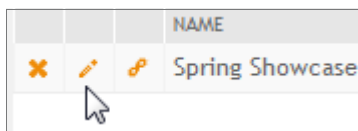
1. In the Admin Tool for a Conference event, point to the **Globe** tab and choose **Event List**.



The Event List displays showing the same events that you have the rights to see in the Console.

The list shows all events if you are a Full Access administrator in the Console. Otherwise, it shows only those events for which you are assigned as an owner.

2. If necessary, filter the event list to find the event you want.
(For instructions, see [Filter the event list](#) on page 17.)
3. Click **modify** icon next to the event for which you want to view details.



The Event Settings dialog displays:

 A screenshot of the 'Event Settings' dialog box. The dialog has a title bar with 'Event Settings' and a close button. Below the title bar, there are three tabs: 'Event Info', 'Owners', and 'Advanced'. The 'Event Info' tab is selected. The form contains the following fields:

- Name (required): Spring Showcase
- Start Date (required): 04/11/2011
- End Date (required): 04/16/2011
- Publish Start Date: 04/11/2011
- Publish End Date: 04/16/2011

 At the bottom of the dialog, there are two buttons: 'Close' and 'Proceed'.

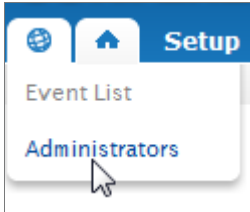
4. View or edit information as needed. For details on any fields, see the appropriate section:
 - [Change an event name](#) on page 18
 - [Change the start and end dates for an event](#) on page 19
 - [Assign an owner to an event](#) on page 12
 - [Change the URL for an event](#) on page 19

Modify a Console administrator account from within the Conference Admin Tool

While working in the Conference Admin Tool you can easily view a list of administrators that have been set up in the Console. You can view the user's details and modify that person's account.

To modify a Console administrator account from within the Conference Admin Tool

1. In the Admin Tool for a Conference event, point to the **Globe** tab and choose **Administrators**.



The Administrators list displays.

2. If necessary, filter the administrators list to find the user account you want to modify.
(For instructions, see [Filter the Administrators list](#) on page 26.)
3. Click the modify icon next to the administrator whose account you want to change.



4. Review or modify the user's account information as explained in these tasks:
 - [Reset an administrator's password](#) on page 28
 - [Change an administrator's access level for the Console](#) on page 28
 - [Change an administrator's first or last name](#) on page 30
 - [Change an administrator's email address](#) on page 30

Technical Details

This section gives details and technical information to help you better understand the ActiveEvents Console. It includes these sections:

- [Overview of administrator user accounts](#)
- [Overview of deployments](#)
- [Troubleshooting](#)

Overview of administrator user accounts

Administrator users are now created and assigned to events primarily at the Console level; however, the functionality still exists to create and manage users in each Conference event.

Administrator accounts created in the Console

When a new administrator is created in the Console, the system sends an email message that includes the user's login ID and password. When the administrator is assigned a security role for a Conference event, the administrator's user account is automatically created in the Conference Admin Tool for that event the first time the event is accessed through the Console. The associated security role(s) also are assigned automatically.

Administrator accounts created in the Conference event

If a new user account is created in the Conference Admin Tool and is assigned one of the system default a security roles, a new user account also is automatically created in the Console. Exceptions are the Session Speaker, Session Owner, or Exhibitor Owner roles; if a user is assigned only these roles, a new user account is not automatically created in the Console. (It may take about 5 minutes for the account to be uploaded from the Conference event to the Console.)

Administrator accounts edited in the Console event

If a user's login credentials (login ID and password) or security role are edited in the Console, the changes are automatically sent to the user's associated Conference events. However, if the email address is edited in the Console, the new address is *not* sent to the Conference events. This is because the email address is the unique identifier for the user account; therefore, once the address is changed in the Console, the system no longer links the Console account with the Conference accounts. After a user's email address is changed in the Console, extra steps are required to ensure that the administrator still has access to each Conference event for which he or she is assigned as an owner. (For details, see [Table 1: Troubleshooting email address change](#) on page 42.)

Administrator accounts edited in the Conference event

If the administrator's data is edited in a Conference instance (such as username, password, and security role), the change is uploaded to the Console and then populated to any other Conference instances for which this user is an assigned administrator. (See note below for one exception.)

NOTE

If a user is in a Conference event and changes his or her username to be the same as another user on another event, the changed user name is not sent to the Console. Therefore, the user will *not* be able to log in to the Console with the new credentials and must instead log in to the Console with their old username and password. The Console does not allow two users to have the same username. If such a conflict occurs, the Console administrator is prompted to resolve the conflict (as explained in [Resolve conflicts with user login credentials](#) on page 33).

Administrator access privileges in the Console

Administrators who work in the Console have access to different features depending on the assigned access level.

Any Console administrator can:

- View a list of events for which you are an owner.
- Click an event name to access the setup and management tools for that event.
- Edit your own user account.
- Create user accounts or reset passwords for other administrators.
- Assign administrators to own events and assign the appropriate security role for each event.

Full Access administrators may also:

- Create new events (if you have a multi-event deployment).
- View all events on the system.
- Create user accounts for other Full Access administrators.
- Delete administrator accounts.
- Delete events.

To grant or deny full Console access, see [Change an administrator's access level for the Console](#) on page 28.

Overview of deployments

Each Conference event is created using a specific deployment. The deployment determines several things:

- **The version of ActiveEvents Conference code.**
As of October 2009, the current software code release is version 6.0.
- **The branch of that code.**
As with all previous Conference releases, your organization receives a separate branch of Conference code. This branch may then be configured to meet your organization's requirements. If custom software development is included in your Statement of Work, your branch may include custom features or workflow.

If your organization requires different custom code for different types of events, your organization may have multiple deployments.
- **Whether you can create new events from that deployment.**
A deployment can be either single-event or multiple-event:
 - **Single-event deployment.** Generally, if you have one large event a year, ActiveEvents will create that event for you. You do not see an option to add a new event with this type of deployment.
 - **Multi-event deployment.** If you plan to manage multiple similar events throughout a year, one or more deployments will be configured so your organization can create new events. ActiveEvents creates the first event (an event template) for each deployment. Then, a Full Access administrator can create any new events with this same deployment (that is, with the same code version and branch, including any customizations).
Your Statement of Work should specify whether you have a multi-event deployment and may also specify how many event templates ActiveEvents creates for you. If you have questions, talk to your Account Director or Business Analyst.

NOTE

If you create your own events, be aware that any custom software coding will be included in the deployment, and thus will appear in all events created from that deployment. If you request custom code changes for a later event, those code changes will also appear in any previous events created with that deployment.

Any setup that an administrator or Business Analyst may complete within the Conference Admin Tool is *not* included in a deployment. Instead, you must complete the setup or copy this setup from another event, such as new custom fields, registration paths, content tasks, etc. (For instructions on copying from one event to another, see the *Copy Event Guide* available by choosing **Help > Documentation** in the Conference Admin Tool.)

Troubleshooting

Refer to this section if problems occur. If you still have questions or concerns, talk with your top ActiveEvents Console Administrator or your ActiveEvents Business Analyst.

Possible error messages:

- **“An account with your username already exists on [event URL]”** (see page 41)
- **“Your account does not exist on [event URL]”** (see page 42)

Possible problems related to events:

- **I don't see an option to add a new event** (see page 42)
- **I tried to add an event but the event appears red in the Event List** (see page 42)
- **I tried to filter the Event List and now the list is blank** (see page 43)
- **The Event List isn't displaying all of my events** (see page 43)
- **I don't see an option to delete events** (see page 43)

Possible problems related to administrators:

- **The Administrators List isn't displaying all administrators** (see page 43)
- **I don't see an option to delete administrator accounts** (see page 43)

Possible problem related to your own user account:

- **I can't log in to the ActiveEvents Console using my Conference event login** (see page 43)

“An account with your username already exists on [event URL]”

When this message displays, click the **Back** button in your browser to return to the Console.

This message displays for one of two reasons:

1. You are accessing the event for the first time and as the system automatically tries to create your user account on the event, it encounters another user record that already has the same username.

To solve this problem, edit your login ID in your Console account and change it to something that will likely be unique across all events. (For instructions, see [Change your login ID \(username\) or password](#) on page 22.) The system will automatically update your username in all events for which you are an owner.

2. You recently changed your email address in the Console and the Conference event does not recognize you.

Your email address identifies you as a unique user. When you change your email address in the Console, that change is not populated automatically to the Conference event. Therefore, the system identifies two user accounts with the same username.

To fix this problem, repeat the steps on the following page for each event for which you are assigned an owner:

Table 1: Troubleshooting email address change

To enable your event access after an email address change
<ol style="list-style-type: none"> 1. In the Console, click Event List on the left navigation bar. 2. Click the modify icon for the event. 3. Click the Owners tab. 4. Click the delete icon next to your name in the owners list. 5. Click Proceed to confirm the deletion. Your name is removed from the list. You need to add your name back to the list. 6. Click Add New at the bottom of the Owners tab. 7. Click on your name in the list of administrators. 8. Make sure the correct security role is marked (usually the System Administrator role). 9. Click Proceed. A Success message displays and you are listed as an owner again. 10. Click Proceed. A Success message displays. The system creates a new user account for you on the Conference event with your new email address. <p>NOTE: It may take 5 minutes for the new account to be saved on the event. After that, you can click the event name in the event list to go to the event. If you still are not allowed to access the event, try logging out of the Console and logging back in.</p>

NOTE

After you repeat the steps above for each of your assigned events, those events now have two user accounts for you: one with your old address and one with your new address. If you want to delete the old user account, you must ask your Business Analyst for assistance because a password is required.

“Your account does not exist on [event URL]”

You recently changed your username and email address. The change was not populated to the Conference event. When this message displays, click the **Back** button in your browser to return to the Console. Then complete the steps in [Troubleshooting email address change](#) on page 42 to fix the problem.

I don’t see an option to add a new event

You are allowed to add new events only if:

- You are a Full Access administrator in the Console.
- You have a deployment that allows your organization to create events. (For details, see [Overview of deployments](#) on page 40.)

I tried to add an event but the event appears red in the Event List

If the system cannot create the event, a Red background appears:



When you click on the event, this message displays: “This event failed to provision.”

If this problem occurs, it is possible that your local machine lost its network connection to your ActiveEvents Console. Try deleting the event and creating it again.

If the event still fails to provision, contact your top Console administrator or your ActiveEvents Business Analyst for help.

I tried to filter the Event List and now the list is blank

The Filter List feature (explained in [Filter the event list](#) on page 17) currently works best to help you find an event when you know the event name and/or the specific dates.

When you filter by name, you must do one of the following:

- Enter the first word in the event name.
- Enter the full event name.
- Use the percent (%) sign as a wild card.
The wild card lets you find any event names that contain the term you entered. For example, entering “%show” will display events that include “road show” or “show case” in the event name.

When you filter by date, you must choose the exact start and end dates. The Select Date Range filter is not useful at this time unless you have an event with start and end dates that exactly match the date range you choose (not very likely).

The Event List isn't displaying all of my events

It is possible that you filtered the list. You need to remove the filter by running the filter with blank fields. (For instructions, see [Remove a filter from the Event List](#) on page 18.)

If you still cannot see the events you are expecting to see, talk to your ActiveEvents Console administrator to make sure all necessary setup has been completed:

- You must be assigned as an owner for all of your events (as explained in [Assign an owner to an event](#) on page 12). To have access to the Conference Admin Tool for listed events, you must have an administrator security role.
- If your Event List should display all of your company's events, your Console administrator must enable you as a Full Access administrator (as explained in [Change an administrator's access level for the Console](#) on page 28).

I don't see an option to delete events

You are allowed to delete events only if you have Full Access rights in the ActiveEvents Console.

The Administrators List isn't displaying all administrators

It is possible you filtered the list. You need to remove the filter by running the filter with blank fields. (For instructions, see [Remove a filter from the Administrators list](#) on page 27.)

I don't see an option to delete administrator accounts

You are allowed to delete administrator accounts only if you have Full Access rights in the ActiveEvents Console.

I can't log in to the ActiveEvents Console using my Conference event login

You likely changed your username in the Conference event. Try logging in to the Console with your old username (login ID) and password.

In most cases, the system synchronizes your Console login credentials (username and password) with your credentials in all of the Conference events in the Console for which you are assigned an administrator security role. However, a problem can occur if you change your username in an event to be the same as an administrator in another event. When the system attempts to upload both your credentials and the other administrator's credentials to the Console, the Console detects a conflict. Usernames must be unique, so your new username is not changed in the Console. You can still log in to the Console using your old username and password.

If you want to have the same login credentials for the Console and all of your Conference events, change your username in the Console to be something unique. (For instructions on editing your Console username, see [Change your login ID \(username\) or password](#) on page 22.)

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This document is compatible with ActiveWorks Conference 6.3 released in August 2011. Information in this document may also be compatible with later versions.

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