



# **Exhibitor Registration & Exhibitor Profile How-to-Guide**

# Access Your Exhibitor Portal

- The primary booth logistics contact for your company will receive a dedicated email welcoming them to the AHE EXCHANGE24 Exhibitor Portal from [ahe@aha.org](mailto:ahe@aha.org). Within this email, you will find a unique link with access to your company portal page.
- From here, you will be prompted to login or create a new login password.
- If you have previously exhibited in any AHE events, please ensure you are logged into the correct event, “AHE EXCHANGE24”. If you are not, select the “Switch Event” tab located on the left side navigation.
- If available, select the AHE EXCHANGE24 event. If not available, click “Join event” and enter the below event code and organization for access.

Enter an event code to join a new event

[+ Join event](#)

**Event Code:**  
BDNKBN8KQ35

**Organization:**  
AHE EXCHANGE24

Add Event ×

Enter the Event Code of the event. The Event Code should be provided by the organizer of the event.

Event Code

Organization

Add event

# Register Your Onsite Staff

- Once logged in to your company portal, you will be able to manage your onsite staff along with setting up your team for success onsite.
- To register yourself and/or onsite staff, select “Team” from the left side navigation bar

Exhibitor Portal

AHE EXCHANGE24

Jul 21 - 24, 2024

Association for the Health Care Environment

## Welcome to AHE EXCHANGE24

📅 July 21, 2024 at 12:00 PM - July 24, 2024 at 1:00 PM    📍 JW Marriott Phoenix Desert Ridge Resort & Spa

- 🏠 Overview
- ☑️ Tasks
- 👤 Profile
- 👥 Team** ←
- 📄 Licenses
- 📊 Reports
- 📁 Lead Collection

### Details

[Purchase licenses](#)

#### Exhibitor Profile



Association for the Health Care Environment

[View profile](#)

#### Exhibitor Tasks



0/4 tasks completed

[View tasks](#)

#### LeadCapture Licenses

0 licenses

Manage and assign licenses to your booth staff. Additional licenses can be purchased before the event starts.

[Purchase licenses](#)

#### Lead Qualification

Qualify your leads

Customize questions to qualify leads. Find out more about attendees than just a lead score.

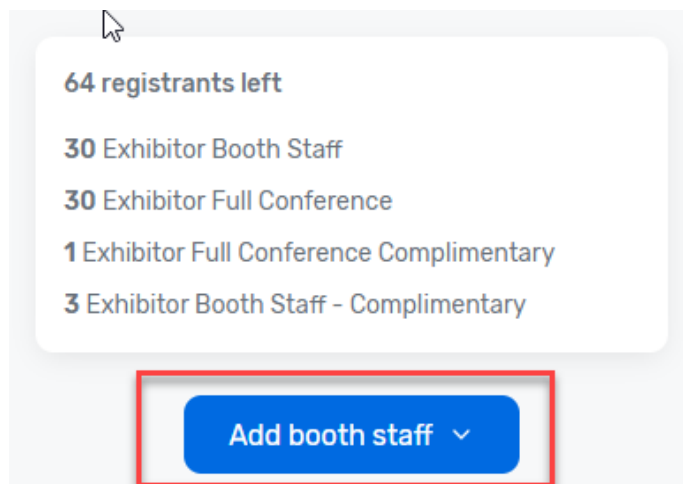
[View qualification questions](#)

#### Booth Staff

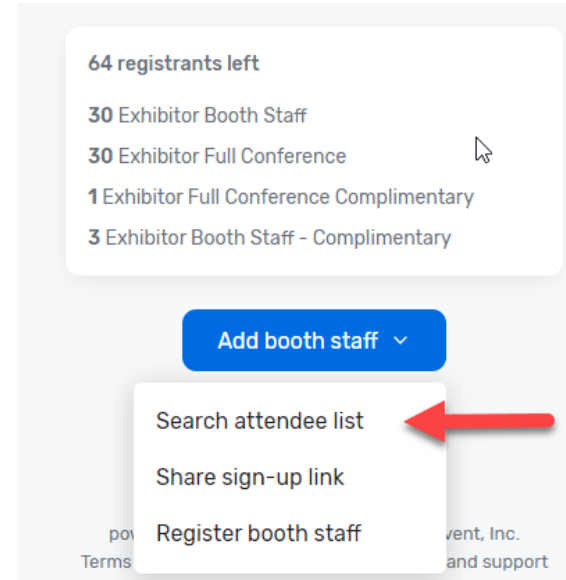
0 staff members

# Register Your Onsite Staff

- To begin, select the “Add booth staff” button. Here you will select your process forward by selecting either “Share sign-up link” or “Register booth staff”.




Complimentary (included) badge allotments and available to purchase registrations can be found here.



Please do not select **Search attendee list** unless you are looking for someone who registered themselves already.

# Select Your Registration Type

Booth Staff Admins



Booth staff are members of your organization's team who will be at the event. If you have LeadCapture licenses, assigning them a license allows them to scan attendee leads.

Add booth staff

- Search attendee list
- Share sign-up link
- Register booth staff

If you choose to do the **Share sign-up link** option, you will be asked to select your staff's registration type. Then, copy the registration link so your booth staff can register themselves.

Share Self Sign-Up Link

Share this link with your booth staff so they can easily join your team!

Registration Type

Select registration type

- Exhibit Hall Only Upgraded to Full Conference...
- Exhibitor Full Conference - Paid - 30 left
- Exhibitor Full Conference - Complimentary - 1 ...
- Exhibitor Exhibit Hall Only - Paid - 30 left
- Exhibitor Booth Staff - Complimentary - 3 left

Share Self Sign-Up Link

Share this link with your booth staff so they can easily join your team!

Registration Type

Exhibitor Booth Staff - Complimentary...

https://cvent.me/i7a502?environ Copy link

Add booth staff

# Select Your Registration Type

Registration type required ×

Please select a registration type to continue.

Registration Type

Select registration type ▾

- Exhibitor Full Conference - Paid - 30 left
- Exhibitor Booth Staff - Paid - 30 left
- Exhibitor Full Conference - Complimentary - 1 ...
- Exhibitor Booth Staff - Complimentary - 2 left

Registration type required ×

Please select a registration type to continue.

Registration Type

Exhibitor Booth Staff - Complimentary... ▾

Launch event site

If you choose to do the **Register booth staff** option, you will be taken through the registration process to register each of your booth staff individually.



As a reminder:

- **Exhibitor Full Conference – Complimentary\*** = Exhibiting companies complimentary full conference registration allotment
- **Exhibitor Booth Staff – Complimentary** = Exhibiting companies complimentary exhibit hall only registration allotments
- **Exhibitor Full Conference – Paid\*** = An additional Full Conference registration you would like to pay for (\$350)
- **Exhibitor Booth Staff – Paid** = An additional exhibit hall only registration you would like to pay for (\$100)

# Personal Information

**Admins:** if registering on behalf of your booth staff, please check the “I’m registering on behalf of this person” box and enter your information. You will receive a confirmation email for this individual.

The CC Email Address will come in hand if you would like to modify, cancel, substitute or make hotel reservations for your registrant.

CC Email Address

I'm registering on behalf of this person

**Enter your personal information below**

Once registration is complete, you'll receive a copy of the confirmation email.

\* Your First Name

\* Your Last Name

\* Your Email Address

Cancel

Next

# Registration Confirmation

- You will receive a registration confirmation email once done registering
- This email will give you access to:
  - Cancel or Modify the registration
  - Official registration confirmation number
  - Link to book housing
  - Print or download the registration invoice



BB Sutton,

Your registration for AHE EXCHANGE24 is confirmed!

Add to Calendar



If you need to make any changes, use your confirmation number to [manage your registration](#).

Confirmation number: **J5NFSHBXQ4J**

[Print/Download Your Invoice](#)

## Hotel Information



Nestled within the serene beauty of Arizona's Sonoran Desert, the [W Marriott Phoenix Desert Ridge Resort & Spa](#) is truly a luxury desert oasis. This property boasts one of Phoenix's premier pickleball facilities with 17 courts, a spectacular pool area featuring five pools, a relaxing lazy river, luxurious cabana cottages and pool suites, and two championship golf courses.



# Modify an Existing Registration

- To modify an existing registration, locate the “**Click here**” link within the registration confirmation email.
- The link will direct you to the “**Already registered?**” landing page. Enter the registrant’s confirmation number and click “**Log in**”.
- On the Confirmation page, scroll down until you see the “**Modify Registration**” button.
- Complete the required fields and select “**Submit**” to process the modification.

**Special Note:** To substitute team members, you *must first cancel* the previous team member’s registration. Then, you will have the opportunity to register the new team member using the available badge allotment.

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Already registered? ×

Enter the email address you used to register for the event, along with the confirmation number you received.

\* Email Address

Email Address is required.

\* Confirmation Number

[Forgot your confirmation number?](#)

Log in

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# Substitutions or Cancellations

## • Substitutions

- Registrants who are unable to attend may send an alternate.
- All substitution requests must be made in writing to [AHE@aha.org](mailto:AHE@aha.org).
- The deadline to submit a substitution is **July 12, 2023**, at 11:59 PM CT.

## • Cancellations

- All cancellation requests must be made in writing to [AHE@aha.org](mailto:AHE@aha.org).
- AHE can't be held liable for nonrefundable airline tickets, hotel, or other costs. 70% of your registration fees are refundable if written notice is received by 5:00 PM CT on **July 12, 2024**. No-shows are non-refundable.
- You may view all of the EXCHANGE24 Policies [here](#)

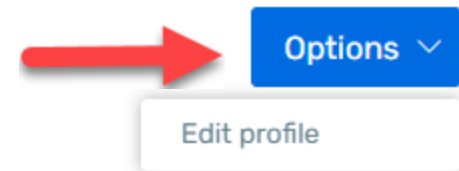
# Updating Your Exhibitor Profile

- Information uploaded directly into the Exhibitor Profile will be used in the mobile app.
- Select "Profile" from the left side navigation bar **or** "View Profile" on the landing page to begin.

Exhibitor Portal

The screenshot shows the Exhibitor Portal interface. On the left is a navigation menu with the following items: Overview (highlighted), Tasks, Profile (highlighted with a red box), Team, Licenses, Reports, and Lead Collection. The main content area displays a welcome message: "Welcome to AHE EXCHANGE24" with a date range "July 21, 2024 at 12:00 PM - July 24, 2024 at 1:00 PM" and a location "JW Marriott Phoenix Dese". Below this is a "Details" section containing an "Exhibitor Profile" card. The card features the AHE logo (a green 'A' and a blue 'E') and the text "Association for the Health Care Environment". At the bottom of the card is a "View profile" button, which is highlighted with a red box.

When the next page loads, click "Options" in the top right-hand corner and "Edit profile"




# Updating Your Exhibitor Profile


- When completing your exhibitor profile, please be sure to upload your company's logo. The platform recommends square images larger than 300 x 300 pxs.
  - Please note: if the image does not match the recommendation, this may cause the logo to appear distorted.
- Requested information includes:
  - Company name
  - Description
  - Company phone number
  - Company email address
  - Website
  - Social media handles and more

Edit Profile

We recommend square images larger than 300x300 pixels.



Virtual Booth Banner

  This banner will appear on virtual booths in Attendee Hub. We recommend in

Exhibitor Information

Company Name Required

Description  
  
5,000 remaining

Tagline  
  
120 remaining

Event/Booth Location

Tax ID/VAT Number

Virtual Meeting URL

Virtual Host Key

Address

Country

Street Address  Address 2

City  State/Province

ZIP/Postal Code

# Purchasing LeadCapture licenses

- From the overview homepage, select “Purchase licenses” on top right
- Purchase a single license for \$269 each or 3-Pack for \$499
- Leads can be seen on the portal from the “Lead Collection” at any time

Purchase licenses

.licenses

## Purchase LeadCapture Licenses

Single	\$269.00 each	<input type="checkbox"/>
OR		
3-Pack	\$499.00 each	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/> <span>Best Value!</span>
Additional LeadCapture License	\$169.00 each	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/> <small>For purchasing LeadCapture Licenses needed in addition to a single license or a 3-pack license.</small>

- Download the LeadCapture app to your device to scan leads
- All leads sync to your account
- iOS (15+) and Android (9+) devices supported

# Helpful Tips & Tricks

If you encounter any issues with registering, you may have old browser cookies. This may happen when a computer is recognizing previous logins. Please clear your cookies or you can go into Incognito mode. Shortcuts below by browser:

- Chrome: **Press Ctrl + Shift + N**
- Microsoft Edge: **Press Ctrl-Shift-N**
- Firefox: **Press Shift + CTRL + P**
- Safari:
  - For Windows: Press **Ctrl-Shift-N**
  - For macOS: Press **⌘ -Shift-N**

Direct exhibitor registration question to the portal platform. Reach out to the Lead Capture Team and mention the event: AHE EXCHANGE24 • How to reach the Lead Capture Team:

- Email: [leadcapture@cvent.com](mailto:leadcapture@cvent.com)
- Call: 866-318-4357 (when prompted press: 1 → 1 → 6)
- The exhibitors can let the team know their preference i.e. Zoom, Call or Email
- For questions regarding exhibitor registration on the portal platform, please contact [AHE@aha.org](mailto:AHE@aha.org).
- For questions regarding your exhibit logistics, please contact [AHE@smithbucklin.com](mailto:AHE@smithbucklin.com).
- For additional exhibitor resource information, such as important dates & deadlines, please visit and bookmark the [Exhibitor Resource Page](#).