



FULL FEATURE LIST DETAILED

BROWSER & DEVICE SUPPORT

Our platform is fully responsive and designed for use on any modern supported browser and/or device. While other browsers and devices may work, we cannot guarantee any functionality.

SECTION 1:

ACCOUNTS, PERSONAS, CONNECTIONS & ROLES

In the world of Virtuavent the first thing you need to know is that your account and your Event Personas can be completely different from each other. One cool tidbit is that the Suffix field allows for a long string of information including certifications, etc.

ACCOUNTS

Your account information is your default information and the email you use here is how we notify you about account related things. This information rarely changes.

PERSONAS

Personas can be unique per event and allow you to control what information you want to share and with whom. Your Persona is initially a copy of your Name, Email, Position and Company when you first create or register for an event that you can change to be event specific without impacting your Account information. It's common to see different emails for Account versus Persona. Once you are in an event you can access "My Persona" where you can change information for that event as well as add additional contact information that can be shared via Connecting with another Persona at the event. See Connections (below) for more information on that.

CONNECTIONS

Modern events require modern networking tools. Gone are the days where your contact information can be easily harvested because it's shown by default. Only your Name, Position and Company are shown by default. Additionally, you can only directly message individuals you are connected to. Connections, located on the People section (left nav), allow you to request and/or accept connections to other Personas. Once a request is approved, each Persona can now see the others contact information. Additionally, you'll find these individuals on the "My Connections" tab of the People section. You can "Disconnect" at any time.

BLOCKING CONNECTIONS

Modern events also require the ability to Block and/or Report other individuals. Once you block another Persona, you won't see them in Chat, receive any messages, etc. The blocked individual will only see that you've disabled connections. Blocking someone doesn't trigger any alerts for staff and is a safe, quiet way to ignore annoying or undesirable behavior

REPORTING PEOPLE

If you need to report behavior, selecting "Report" will allow you to report this individual's behavior. This triggers a notification to all event staff, as well as displays on the event administrator's dashboard. Event staff are then able to address the issue with minimal impact to the event. In certain circumstances VirtuaVent may be notified about a report, and we may act independently of the Event owner/staff if the situation warrants it.

SECTION 2: GROUPING & PERMISSIONS

There are four types of grouping: **People Roles, Tags, Categories and Session Tracks.**

PERSONAS

Personas are all assigned a default role when created but just like real events, people often fulfill multiple roles. The list of roles are:

Hosts / Co-Hosts

- Have full access to all areas of the event including Financials
- Identical except for role name (organizationally, ego-centrally important)
- Can access all areas prior to payment
- Role outlined in Red (default) when shown

Staff

- Have full access to all areas of the event EXCEPT Event Details, Registration and Financials.
- Can access all areas prior to payment
- Role outlined in Red (default) when shown

Speaker / Presenters

- Can access the event space after publishing but before event start date
- Role outlined in green (default) when shown

Sponsor / Exhibitor

- Can access the event space after publishing but before event start date
- Role outlined in blue (default) when shown

Attendees

- Can ONLY access the event after the Event Start Date.
- May be additionally limited by ticketing restrictions

If someone has more than one role, all roles are considered then attempted to perform an action. If any allow, they may see/do the action.

TAGS AND CATEGORIES

These can be used simply to highlight a Persona, Session, or Room. They also act as filters in searches, so if you're looking for all schedule items with the tag "potato" just type "potato" in the search. This is all default behavior. Tags and Categories are identical except in how they look when displayed.

Whats really powerful about Tags and Categories is you can use them in coordination with Session and Room permissions so that only individuals with those specific Tags or Categories can see/enter items. Tickets allow for specifically selected Tags or Categories to be automatically assigned to a Persona on successful registration.

SESSION TRACKS

These are used to help group sessions together for filtering. They are only used as grouping mechanic and not used for permissions.

SECTION 3: VIRTUAVENT FEATURES

Now that you know the above, let's get down into the rest of the features

PUBLIC WEBSITE

The public website is the public facing piece of your event prior to registering. You can choose to show lists of Speaker / Presenters, Sponsors, Schedule and even a Contact form for questions. All of what displays is configured through the Event Administrator

MODERN NETWORKING TOOLS

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EVENT SPACE

This is where people will be during the event. An event space is comprised of a Lobby, People, Schedule, Sponsors, My Agenda, My Connections and My Persona.

The Lobby is an information hub where people can find a welcome message, their next session, details about speakers / presenters, event contacts and other information. People are shown by their last login under "Who's attending" with most recent logins to the top. Additionally, you can show advertising just above the Who's attending section All of this is configurable, either on page, or via the Event Administrator.

Everything attendees see in the left navigation under Event Menu is configurable. You can show/hide or edit the name of the navigation item. Changing it also changes the name on the associated page for consistency.

- People: Full list of all registered attendees. By default only showing their name, title, position and company. Allows you to save to My Connections and/or block unwanted connections
- Schedule: Full event schedule with ability to add items to My Agenda
- Sponsors: List of sponsors in a hierarchical format
- My Agenda: List of Schedule Items the attendee adds to My Agenda on Schedule
- My Connections: List of People you requested connections to or have requested of you. If you/they accept, you may then see their contact information including email, phone, mailing... based on what they entered.
- My Persona: This is where you manage all information for this specific event.

AGENDA / SESSION BUILDER

This is where you create new schedule items. One cool feature is how the next schedule item automatically sets the date/time to the end of date of the previous session. This makes it much faster to enter sessions manually.

However, if you prefer working in excel and importing into our system, you can do that to by using the import function. Make sure to download a copy of our template as the names of columns are important. We strongly recommend copy/pasting into our template before import. It solves a lot of problems.

There are two types of schedule items, Sessions and Breaks. Breaks will display with a light blue background (default) and are intended for between session breaks and/or lunches so are somewhat limited in functionality. Sessions are full featured.

SESSIONS

These make up the bulk of your event and where you'll enter all the information people need to join your video conferencing solution. Creating a session starts with some basic information. Once created you'll have additional options to enter:

- Virtual Meeting Information: This drives the "Join" button and controls where it links to.
- Add a Session Banner: This image will display on the schedule (sized down) as well as the session detail page
- Upload Files: You may upload to 10 files at 10mb each.
- Add a Sponsor: One sponsor per schedule item
- Assign Speaker / Presenters: Add 1 to X, and they will display on the Schedule and Session Detail page under the title. Their image/name will link to their profile on the people page.
- Assign Staff: Staff will only display on the detail page and are intended to be there for support and/or schedule purposes.
- Add Session Tracks, Tags and Categories
 - Assign any of the following or click "Manage" to add/edit/remove them.
 - Examples of what they will look like show underneath
 - Items added this way will not limit access to this session.

REGISTRATION / TICKETING / PAYOUTS

This area is only accessible by the Event Creator due to the sensitive nature within.

This feature allows you to create Tickets and Add-ons for your event and allows registration through your public facing site. All funds are held by a third party until 7-10 business days after the event where payout occurs. VirtuaVent takes a percentage of all purchases made through our system to cover fees and service costs.

Registration / Ticketing is an optional feature for paid for ticketing. If you'd rather use your own registration/ticketing solution or are doing a non-paid for event you will need to manually add the Personas in the Event Administrator.

If you do utilize this functionality, the first step is to Connect your account with Stripe for the purposes of payout. We need a way to send you funds securely. This is only done once per account, or if Stripe detects a problem with your Stripe Account. You'll be forwarded to Stripes secure website to enter that information. The only thing Stripe passes back to us is your Stripe AccountID.

This means all funds are processed and held by Stripe, a third party, until your event is complete. 7-10 Business days after the event you'll get your payout. Hosts and Co-Hosts can view expected financial information on the Dashboard of the Event in the Administrator.

Once you have your account connected to Stripe, you can create your first Ticket.

BLOCKING CONNECTIONS

Modern events also require the ability to Block and/or Report other individuals. Once you block another Persona, you won't see them in Chat, receive any messages, etc. The blocked individual will only see that you've disabled connections. Blocking someone doesn't trigger any alerts for staff and is a safe, quiet way to ignore annoying or undesirable behavior.

REPORTING PEOPLE

If you need to report behavior, selecting "Report" will allow you to report this individual's behavior. This triggers a notification to all event staff, as well as displays on the event administrator's dashboard. Event staff are then able to address the issue with minimal impact to the event.

In certain circumstances VirtuaVent may be notified about a report, and we may act independently of the Event owner/staff if the situation warrants it.

CHOOSE FROM 45+ THEMES

Select from a variety of color themes including dark mode versions. See how it looks before you save by clicking “Change Theme” at the top and selecting an option. It’s just that easy!

BRANDING CONTROL

Control your branding by uploading banners and choosing from over 45+ color themes. You’ll also experience a consistent theme between your public facing site and event space. We do plan to allow you to select your colors, but that is not available at this time.

ADVERTISING / PROMOTIONS

Unlike most Virtual Event platforms, we don’t make this complicated. Display advertisements in a rotating gallery in the lobby and link them to Custom Rooms, Profiles or their website. We provide suggestions on ideal images sizes and provide free tools for you to size them. However, our system is setup to handle whatever size image you want to throw at us and automatically size it accordingly. We’ve made uploading advertising images in bulk as simple as dragging and dropping into a window.

ANALYTICS FOR ALL

We track every page view, message, file download and connection. See how engaged your attendees were with each other, which sessions were most popular, what sessions people liked the most! Sponsors are able to see analytics for all schedule items or rooms they are assigned.

CUSTOMIZABLE ROOMS FOR ANY PURPOSE

We provide highly configurable spaces that you control who can see and make edits. This is great if you need a place to show off a speaker or sponsor, have files you need to make available to your executives / sales team, or create a VIP experience. Delegate editing powers to anyone!

Rooms come in three template formats: Default, Profile and Sponsor

- Default: All areas of the room are editable except for the Room Name
- Profile: Replaces Banner Image option with that Persona’s Photo, Name, Position, Company, Social Media and Biography
- Sponsor: Replaced Banner Image option with the Sponsor Logo and/or Name and Contact Information

Rooms can have up to two columns and include a banner. Upload and share files, images, links, and/or text-based information. We help make sure it looks nice and consistent for your users.

- Delegate edit permissions to anyone: Delegate manage of room content to ANY Persona, Tag or Category easily. This allows non-staff to edit the content of the room, but not change the name, or manage permissions. Only Staff and above can do that.
- Delegate to Persona: To delegate edit permission to a persona simple select their Persona in the select list under Who can manage room content and save.
- Group Permissions: If you create a tag called “Room 3” and select it in the select list under Who can manage room content, any Persona assigned that tag can now edit that room.
- Private / Hidden rooms: By default rooms are public and easily found. By adding Personas, Categories or Tags under Visibility, you will automatically make the room hidden and only visible to those Personas, or Personas assigned those Categories or Tags.

UPLOAD & SHARE FILES

Sessions and Rooms allow you to upload documents, presentations, spreadsheets, images and zip files. It’s as easy as dragging and dropping files into a window.

IMPORT / EXPORT CONTENT

We aim to allow you to import and export just about any content. One of our biggest frustrations with other Virtual Event Platforms is the simple fact you have to add things manually or pay a ridiculous fee for someone to do it for you. We want you to feel empowered with your Event, not hamstrung.

SECTION 4: VIRTUAVENT SUPPORT

HELPFUL DOCUMENTATION

We've all found documentation that suppose to be helpful but isn't right? Our documentation is page specific and immediately helpful. No pouring through pages only to find something is not even documented. Everything you need to know about a page you're on can be found by clicking the blue button with a question mark.

CONTENT SUGGESTIONS

As you create your event, we'll show you totals and suggest additional things for you to do on the Dashboard. If you're a power user and/or don't want these suggestions, just click the minus sign at the top to minimize it. Don't worry, if you close it be accident, or want to double check if you missed anything, just click it again.

POSSIBLE ISSUES

Once your event is published, this replaces the Content Suggestions box and acts as an alert window for possible concerns.

ATTENDEE SAFETY TOOLS

The shift to online events has shown a concerning increase in situations of harassment. Have peace of mind that we have built in tools to help keep attendees feeling safe and allow you to manage any issues behind the scenes without disrupting the event.

Any Persona can block and/or report other Personas. Blocking simply makes that other individual incapable of messaging you or appearing in chat. Reporting a Persona notifies all Hosts and Staff via email and via the Admin dashboard. This allows Event Staff to manage the issue without impacting the event itself.

Event Staff are empowered to suspend or ban the offending persona at their own discretion. Personas suspended or banned from an event are subject to our Terms and Conditions and may result in an account ban.

In certain circumstances, such as a suspension/ban, or multiple reports on the same Persona, VirtuaVent may intervene. Our staff are trained and empowered to review the situation and act accordingly to prevent further disruption of your event.

FREE EMAIL SUPPORT

VirtuaVent offers free support via support@virtuavent.com. Please note, that you must click the support link from within the application or you may not receive a prompt reply. A unique code is added to the body of the email that adds it to our ticketing system. Removing or editing this code may result a significant delay in response.