

Going LIVE in 3, 2, 1...



Refer to this guide before reaching out to support.

Still need help?  
Contact support@fixatedevents.com

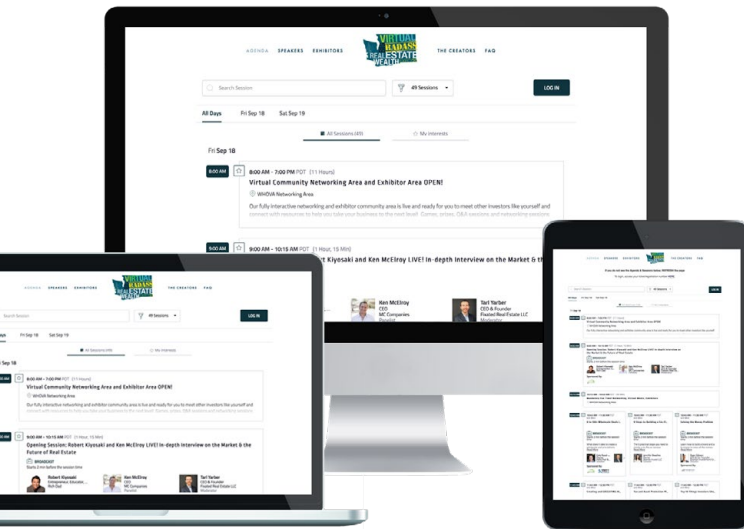
# Event Guide

## FOR THE BEST EVENT EXPERIENCE:

Live Speaker Sessions  
on Desktop or Tablet

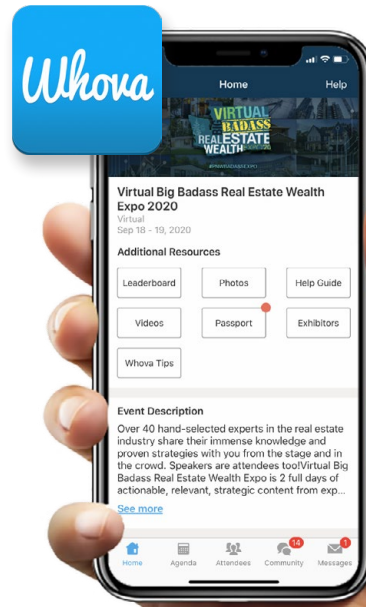
Go to Agenda at [BadassExpo.com](https://BadassExpo.com)  
(enter registered email & ticket # to access)

Find your ticket number [here](#).  
(Registration #)



Networking & Exhibitor Hall  
on Mobile (Whova App)

Download the free app [here](#).  
(make account with registered email)

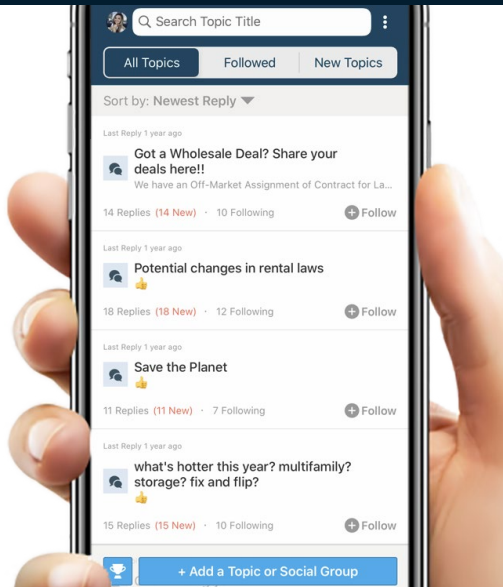


## Guide Contents:

<b>How to Network &amp; Connect</b> <i>active now!</i>	<b>2</b>
<i>Whova mobile app &amp; Whova web/desktop</i>	
<b>How to Attend Live Speaker Sessions</b>	<b>3</b>
<i>Step-by-step Instructions for Desktop</i>	
<b>How to Attend Live Speaker Sessions</b>	<b>4</b>
<i>Step-by-step Instructions for Mobile</i>	
<b>Setup your own Virtual Meet</b>	<b>5</b>
<i>Step-by-step for Whova web/desktop</i>	
<b>Setup your own Virtual Meet</b>	<b>6</b>
<i>Step-by-step for Whova mobile app</i>	
<b>How to Win Raffle Prizes!</b>	<b>7</b>
<i>Whova mobile app only</i>	
<b>Troubleshooting/FAQ</b>	<b>8</b>

# How to Network & Connect *active now!*

Whova mobile app & Whova web app



## What is Whova?

This is where you will network virtually, connect with exhibitors, enter raffles and more. It is available for mobile (suggested) and desktop web app (suggested for virtual meets).

- **Create an account with the email you used to buy your ticket**
- **Setup your attendee profile & add your interests**
- **Connect easily with community boards or private messaging**
- **Create & invite others to your own video chat called a “Virtual Meet” (see page 5)**
- **Visit the Virtual Exhibitor Hall and explore their offers & raffle prizes (via mobile app, see page 7)**
- **Share photos, videos, take notes, get announcements and more**

## How to get setup on Whova mobile (suggested):



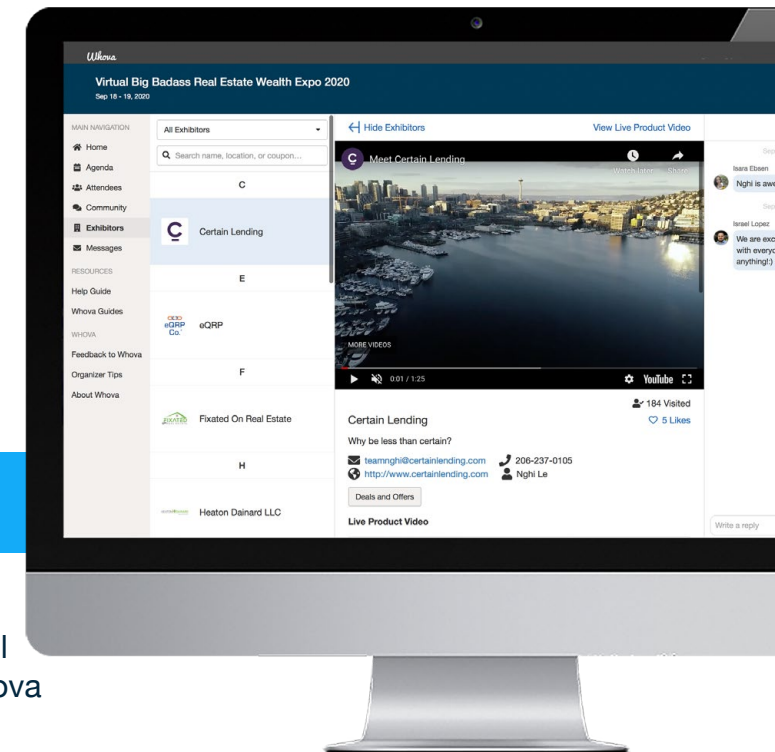
Download the free mobile app [here](#).

- **Please make sure to use the email you used when registering the event. Otherwise it won't allow you to join the event.**
- If you already have a Whova account but with an email address that is different than the one used to register for the event, open the Whova app and search for the event by clicking “Find My Event / Conference.” Request access by clicking “Join”.
- You will need to contact support if you need the Event Invitation Code.

## How to get setup on Whova web (suggested for virtual meets):

When you are on a desktop computer, [click here](#).

Follow the same setup instructions above except if you are signing in/up with a different email address that doesn't match your event registration email, it will require that you go to the Whova mobile app, search for the event and enter in the Event Invitation Code to continue.



# How to attend Live Speaker Sessions *Friday & Saturday*

Step-by-step Instructions for Desktop (suggested)

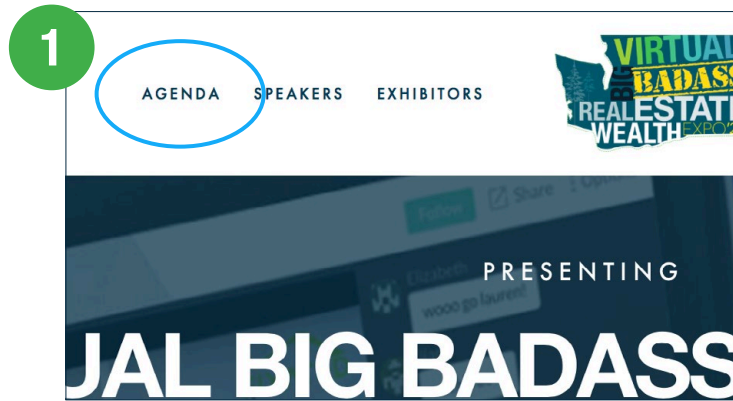
## Suggested Browsers

for streaming:

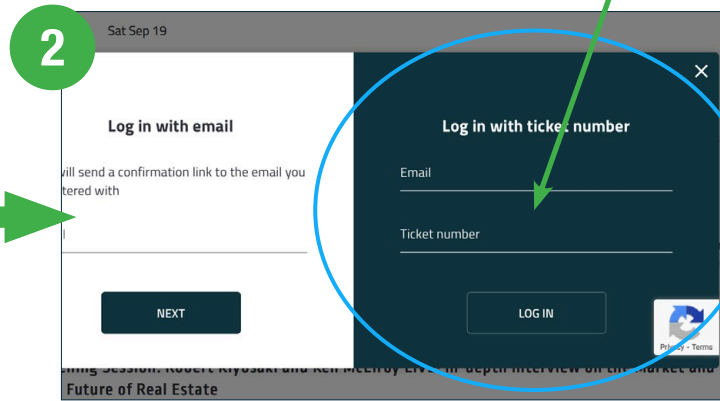
- Google Chrome
- Firefox
- Edge

Live Speaker Sessions are streamed through our event website's [Agenda page](#).

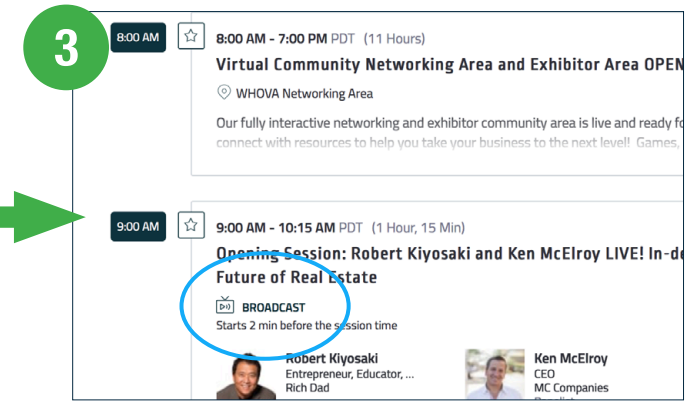
Only attendees have access by logging in. Follow instructions below. **TO FIND YOUR TICKET NUMBER, [click here](#).**



Go to the “Agenda” page on BadassExpo.com website.



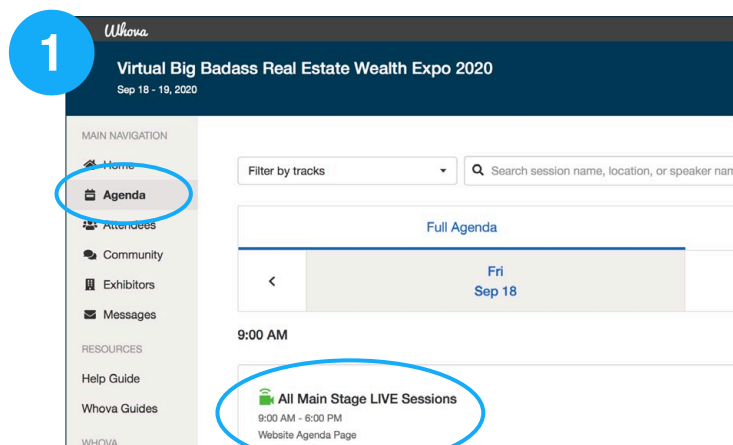
Click “**LOGIN**” button in top right corner of agenda. **Log in with ticket number** so your computer will keep you logged in



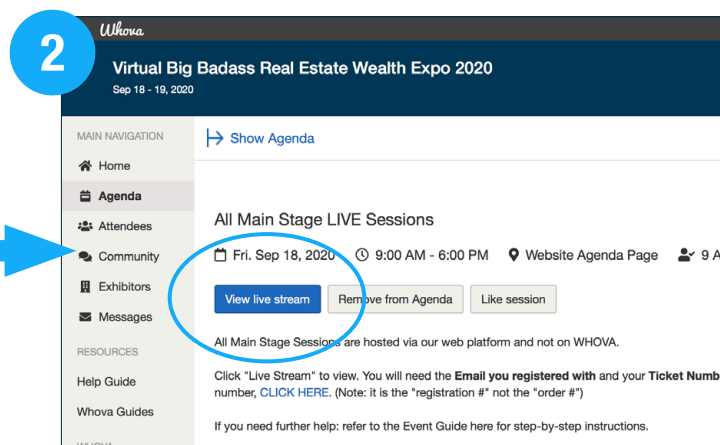
Scroll to an active session and click to **JOIN BROADCAST**

Or...you can access the Agenda page through the event's [Whova web page](#):

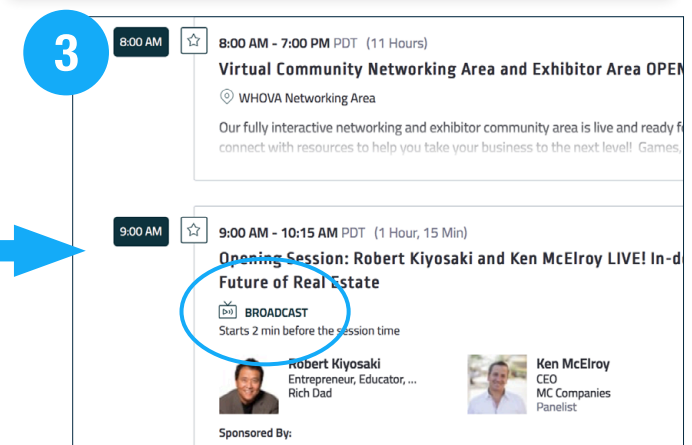
If you are getting a blank screen at any time, your browser is blocking pop-ups. Refer to page 8 & 9.



Click “Agenda” on Whova web page then click “All Main Stage LIVE Sessions”



Click “View live stream” button. **Log in with ticket number (shown above)** so your computer will keep you logged in



Scroll to an active session and click to **JOIN BROADCAST**

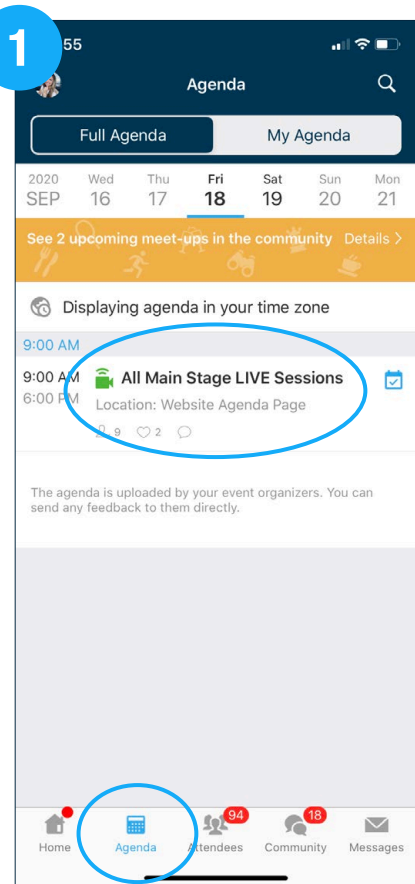
# How to attend Live Speaker Sessions *Friday & Saturday*

Step-by-step Instructions for Mobile (best viewing is via desktop)

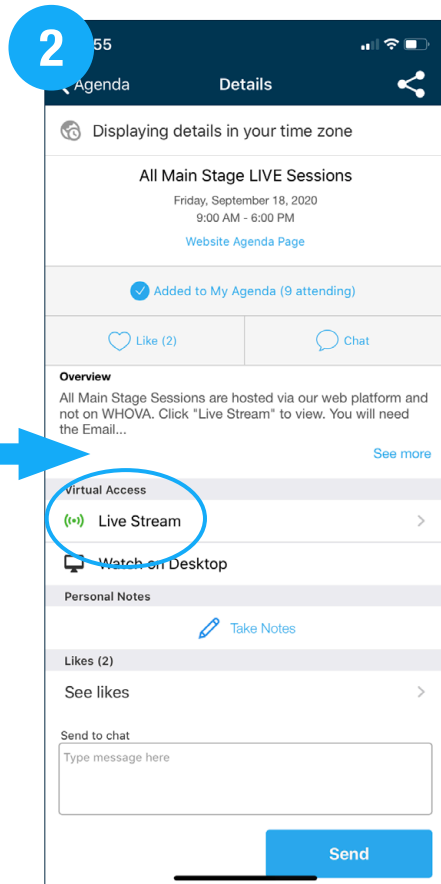
Live Speaker Sessions are streamed through our event website's [Agenda page](#) or be directed there through the app.

Only attendees have access by logging in with their ticket number. Follow instructions below. **TO FIND YOUR TICKET NUMBER, [click here](#).**

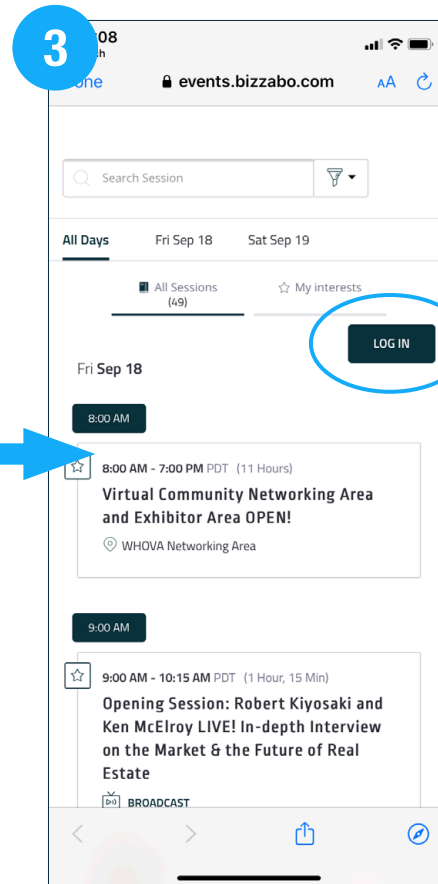
How to access the Live Speaker Sessions through the [Whoova mobile app](#) or Mobile browser:



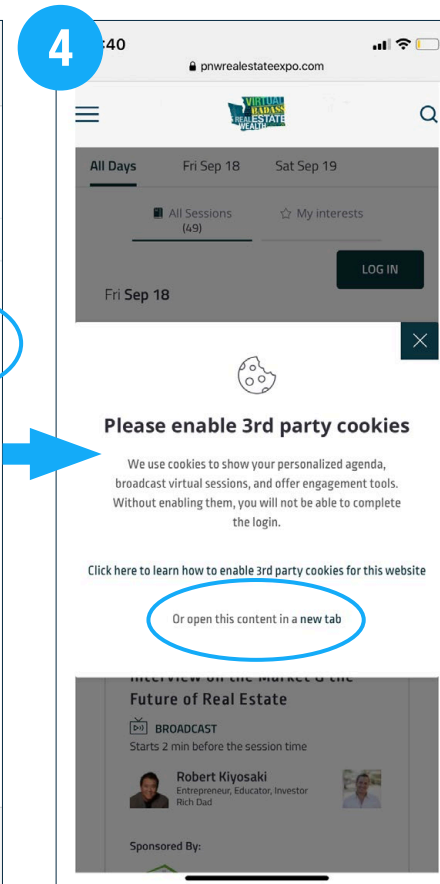
Click **"Agenda"** tab in app then click **"All Main Stage LIVE Sessions"**



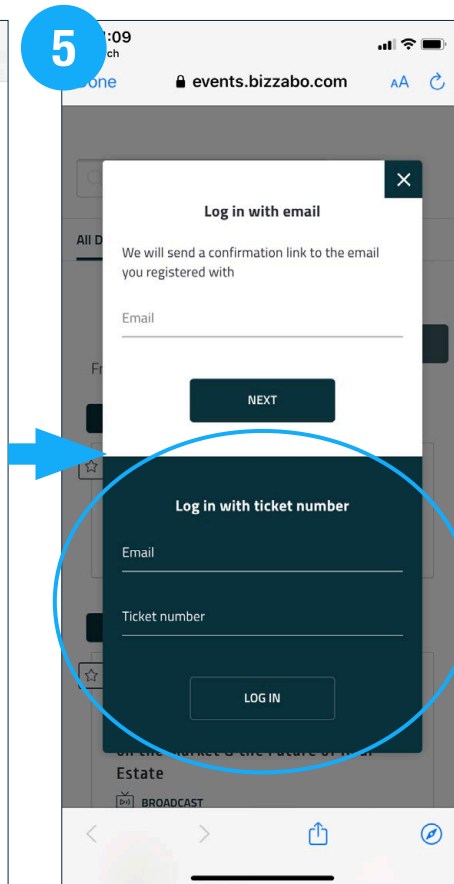
Click **"Live stream"** button



Click **"LOGIN"** button



**IF YOU SEE THIS PAGE,** click **"open this content in a new tab"**



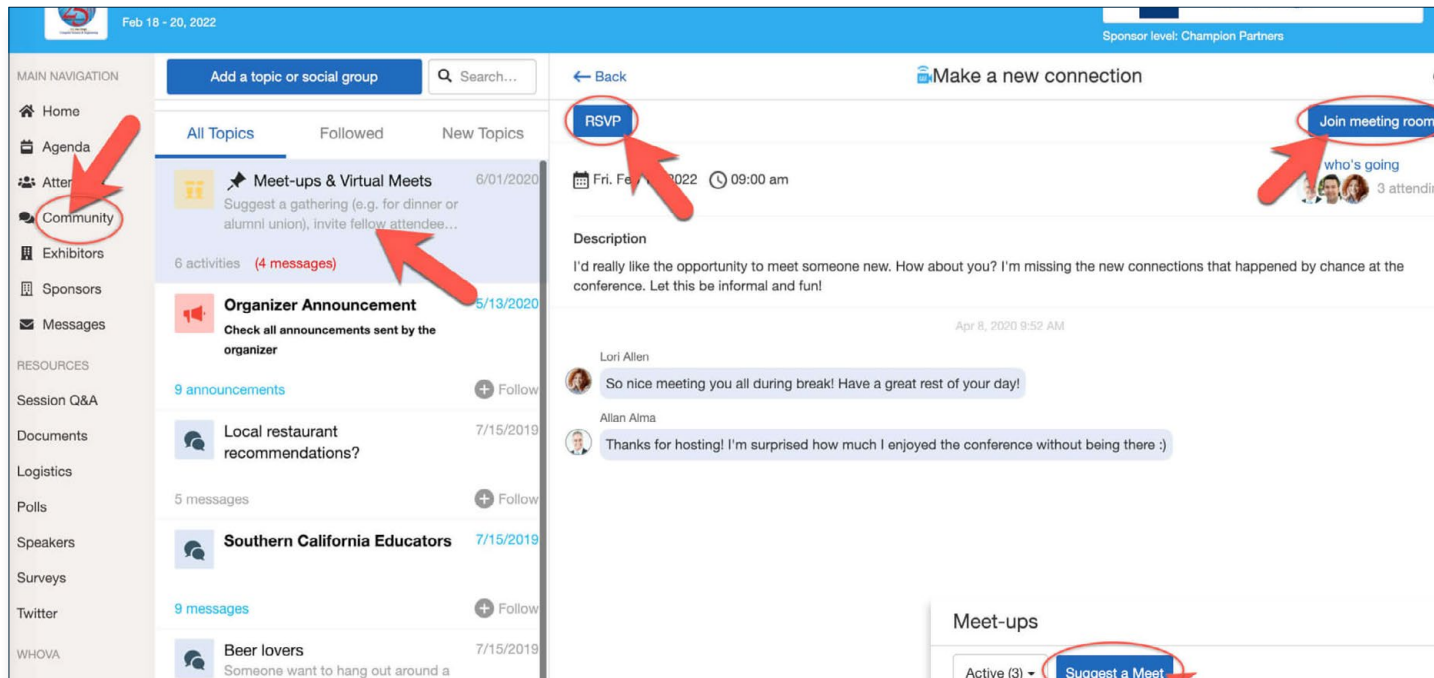
**Log in with ticket number** so your phone will keep you logged in. Scroll to an active session and click to **JOIN BROADCAST**

# How to setup your own Virtual Meet in Whova

## Step-by-step Instructions for Whova web/Desktop (suggested)

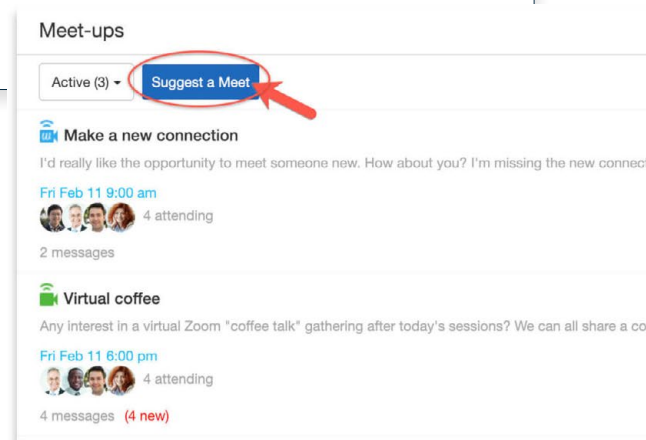
### Join an existing Meet

1. Go to the event's Whova web area [here](#). (To setup a Whova account, see page 2.)
2. Go to the Community Board, and find the board for Meet-ups and Virtual Meets.
3. Find the meetup you are interested in, join directly, or click into it to see more details, and then click "RSVP"
4. When the meetup starts, click "Join meeting room" to start chatting!



### Create your own Meet

You can also suggest a new meetup by tapping "Suggest a Meet" and inputting the details. If you know someone will be interested, don't forget to invite them as well. If you have a meeting link (like Zoom), you can copy-paste there. Otherwise you can use Whova's virtual meet room, which allows up to 30 participants.

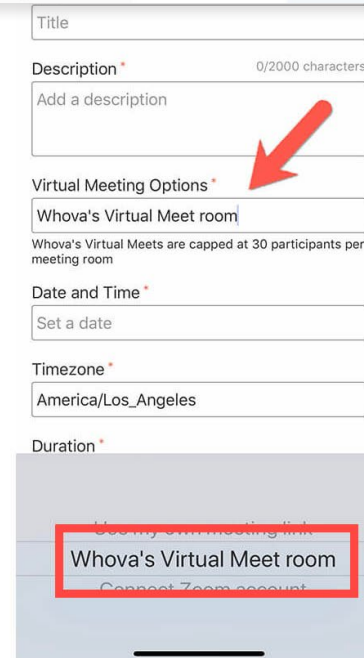
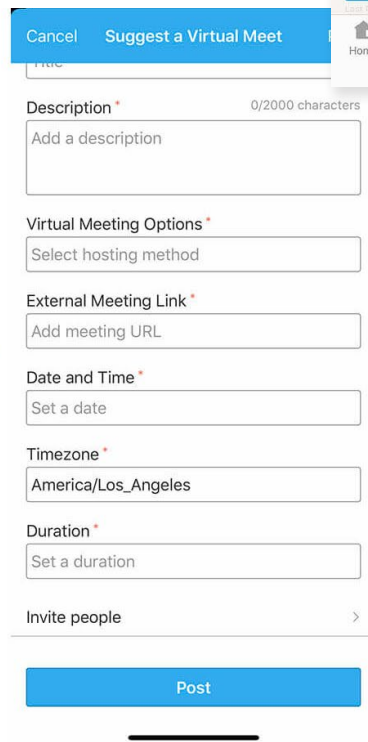
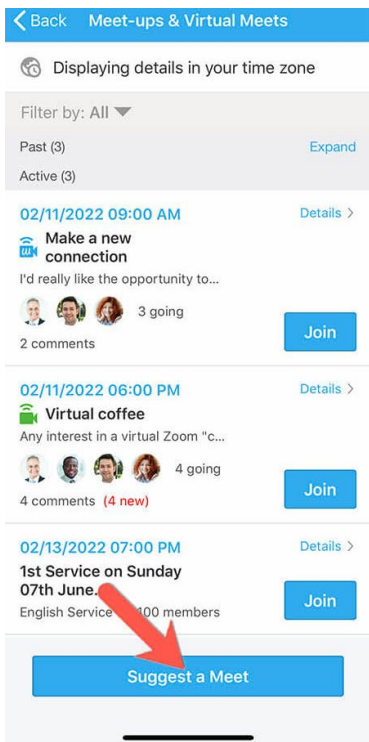
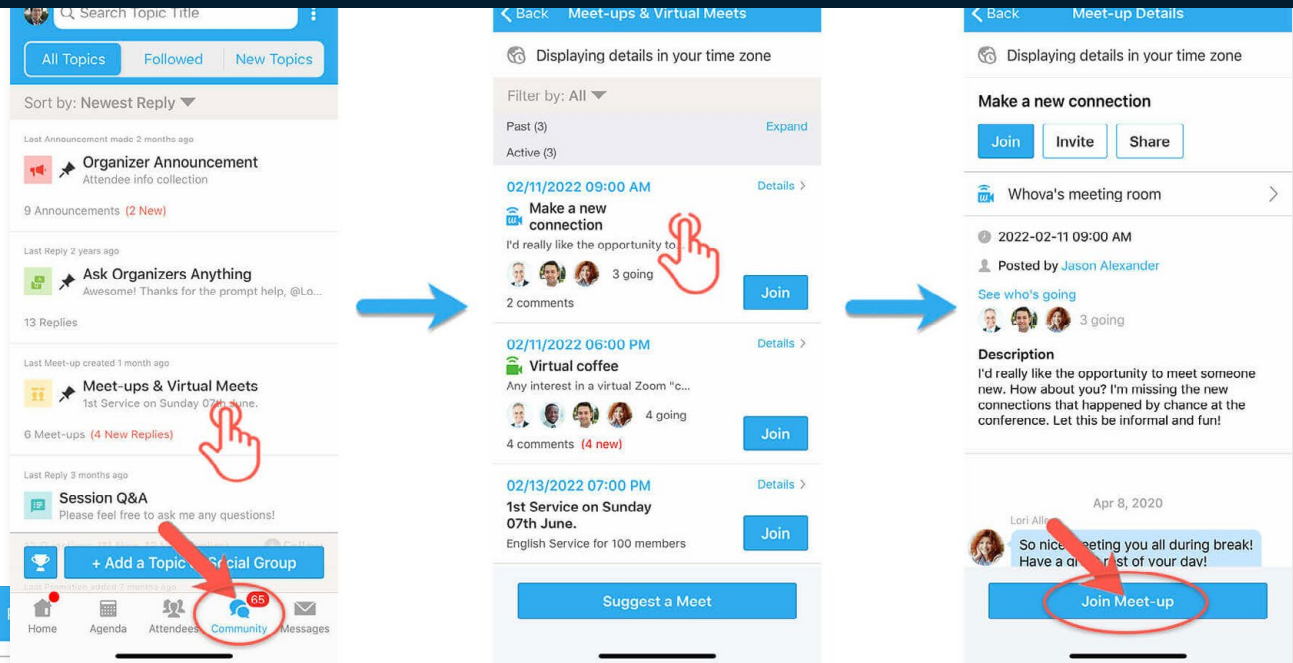


# How to setup your own Virtual Meet in Whova

## Step-by-step Instructions for Whova mobile app

### Join an existing Meet

1. Open the Whova mobile app.
2. Go to the Community Board, and find the board for “Meet-ups and Virtual Meets”
3. Find the meet-up you are interested in, join directly, or tap into it to see more details, and then tap “Join”



### Create your own Meet

You can also suggest a new meetup by tapping “Suggest a Meet” and inputting the details. If you know someone will be interested, don’t forget to invite them as well. If you have a meeting link (like Zoom), you can copy-paste there. Otherwise you can use Whova’s virtual meet room, which allows up to 30 participants.

# How to Win Raffle Prizes!

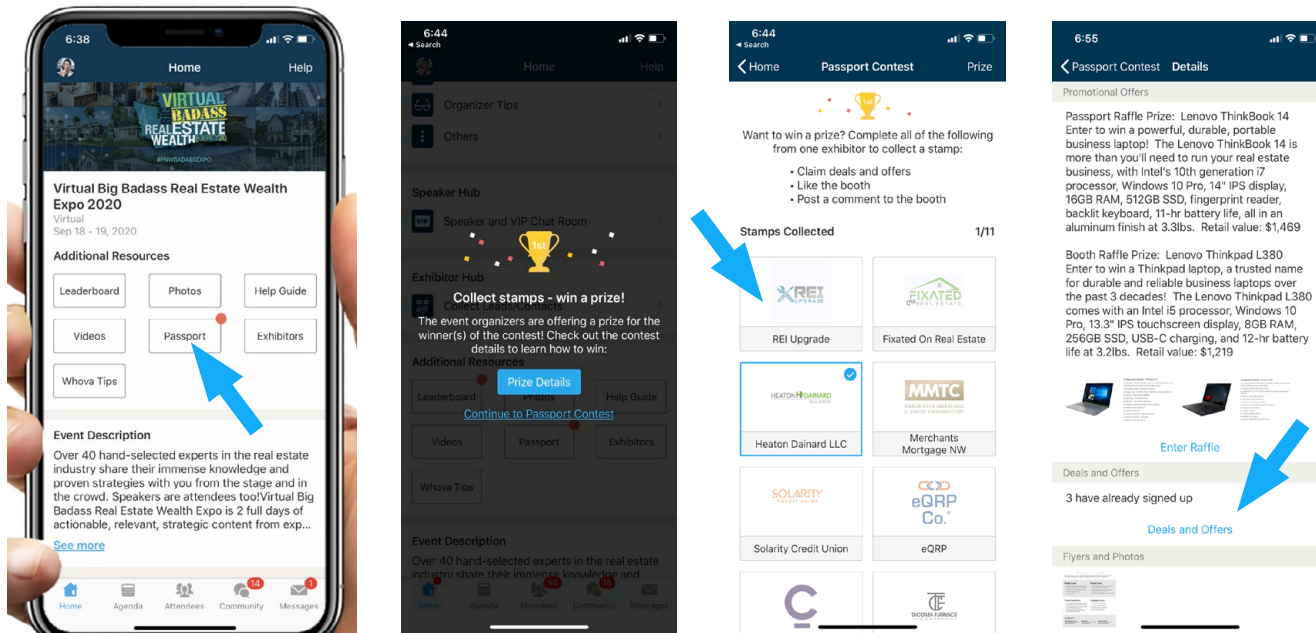
Whova mobile app only – Winners will be announced via the mobile app

There are multiple raffle contests at this event. Don't need to be present to win.

There is the main "Passport" raffle contest with big prizes AND a raffle contest at most exhibitor booths with more awesome prizes.

The more contests you enter, the better chances you have to win! **WINNERS will be announced via the Whova mobile app!**

## Enter the main "Passport" raffle contest (mobile only):



Some prizes include:

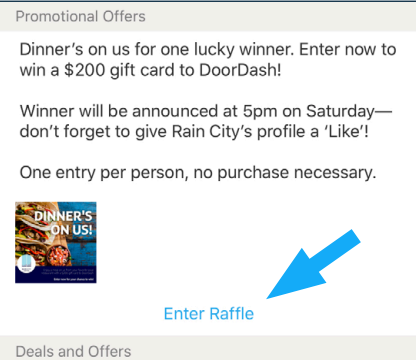
- **Lenovo ThinkBook 14**
- **DJI Mavic Mini Photography Drone**
- **YETI Tundra 35 hard cooler**
- **Weekend Beachhouse Getaway on WA Coast 7+ guests**
- **iPad Pro 2020**

### INSTRUCTIONS:

1. Open the Whova mobile app
2. Click on "Passport" button on Home page
3. Collect a stamp from each exhibitor by:
  - Claiming "Deals and Offers"
  - Like the booth
  - Post a comment to the booth
4. Once you collect stamps for ALL exhibitors, you will be entered to win the big raffle prizes
5. The organizers will announce the winners via Whova mobile app announcements

## Enter the Exhibitor Booth raffle contests:

1. Open the Whova mobile app
2. Go to Exhibitors button on home page
3. Click on each exhibitor profile and click "Enter Raffle"
4. Exhibitors will contact the winner(s) of their raffles either through Whova or directly



## THANK YOU DIAMOND SPONSORS!



# Troubleshooting & FAQ

See if we can answer your question here. Still need help? Contact us at [support@fixatedevents.com](mailto:support@fixatedevents.com)

## Setup / Getting Access / Ticket Number / Registration

### How do I know which email I used to register my ticket?

Some of you registered a long time ago! We don't blame you. The email associated with your registration/ticket is the one we have been emailing you attendee information about. Check your junk/spam folders if you can't find any emails from "Virtual Real Estate Expo."

### Where do I find my ticket number?

[Click here](#) & follow instructions. Note: it is the Registration # NOT the Order #.

### Whova is asking me for an Event Invitation Code. What is it?

For instant and automatic access, create a Whova account with the email you used to register for the event. If you already have a Whova account and don't want to do that, reach out to us at [support@fixatedevents.com](mailto:support@fixatedevents.com) providing us the name on your ticket and once we verify that you own a ticket, we will either give you access within the system or send you an access code.

### I setup my profile and uploaded a picture already when I registered for my ticket but it isn't in my Whova profile. Why?

Technology is amazing but it isn't perfect. We have to use two platforms to bring you a great event. The platform for ticketing and live sessions is different than the platform for networking and exhibitors. So, you technically have two profiles you can set up. Access your live sessions profile through the button in your confirmation email and access your Whova profile by downloading the Whova mobile app and creating an account with the email you used to register for the event. This was the only way to provide attendees the best virtual conference possible!

### I'm trying to login but when I enter my credentials I'm getting a blank screen.

#### How do I get in?

This could be happening because you were manually assigned a ticket or someone transferred you a ticket. Because of that, you did not check a box to accept our terms of service when your ticket was created. You should receive a prompt to accept our terms of service but if you are not receiving a prompt and only getting a blank screen, **check your settings to allow Pop-up Windows**.

If you are still having issues, contact support.

### I haven't received any instructions for the event. How do I get them?

If you unsubscribed from our event emails then you won't receive communication from us. Reach out to [support@fixatedevents.com](mailto:support@fixatedevents.com) for info.

### I'm having trouble signing up/logging in to Whova mobile app. What do I do?

[Here](#) is more information, provided by Whova.

### Is there any information about the 2021 event yet?

Good question! We will release the information ASAP! (once it is finalized)



# Troubleshooting & FAQ

See if we can answer your question here. Still need help? Contact us at [support@fixatedevents.com](mailto:support@fixatedevents.com)

## Networking / Whova mobile app / Whova web app (desktop)

### How do I find people who are in the same geographical location as me?

You can do this a few ways. **(1)** Add your location in your Whova profile so people can see where you are from when they scroll through Attendees. **(2)** Start a community board chat asking if there are any people from your area. **(3)** Schedule and direct people to your own Virtual Meet for people in your area. **(4)** Go to “Attendees” and click on “Recommended” then go to “Your Interests” and add your location as an interest.

### What is the difference between Whova mobile app and Whova web app?

Whova mobile app is an app you need to download on your mobile. The Whova web app does not require an app to be downloaded (it is a web page) but you will need an account to access the event’s Whova web page since it is exclusive to attendees, dependent on your registered email.

## Live Speaker Sessions / Agenda page / Recordings

### I received an error message saying that my browser is not compatible.

#### What do I do?

Access the speaker sessions through a browser that it suggests. Chrome v72+, Firefox v65+ or Edge v79+. Or update the application that you’re on. The suggested browsers are free and quick to download.

### I keep having to log in to view the sessions, how do I stay logged in?

Log in using your ticket number so your computer/mobile web browser will remember you. If you have done that and it still requests you log in every time, it has something to do with your browser settings (cookies or cache). Record your ticket number somewhere close for easy access.

### When I go to the website Agenda page it doesn’t appear, what do I do?

Refresh the page.

### I need help with Whova (in general) or want to explore all of its capabilities.

#### Where do I go?

[Here](#) is more information, provided by Whova.

### It looks like I have two profiles in the Whova app. Why?

If we gave you access to the Whova app associated a different email other than the one you registered for the event, you may have duplicate attendee profiles within the app until we are able to go through and delete any duplicates.

### Whova is asking me for an Event Invitation Code. What is it?

Refer to page 8.

### I got a pop-up asking to “enable 3rd party cookies,” what do I do?

Click where it says “Or open this content in a new tab”

### I’m trying to login but when I enter my credentials I’m getting a blank screen. How do I get in?

See this item on page 8.

### Will the recordings be available to attendees after the event?

Yes. All attendees will receive exclusive access to the speaker session recordings at a later date. After the event, we will work on getting those to you. You may be able to replay some or all of the sessions on the Agenda.

### The speaker sessions are lagging or not good quality. What’s wrong?

Check your Wifi connection or your mobile service. If your Wifi and service is working properly, there shouldn’t be issues with quality.