



CUSTOMER  
CONTACT WEEK  
EUROPE

23 - 24 FEBRUARY 2021

DELEGATE JOINING INSTRUCTIONS





1. Go to the event website:

<https://www.customercontactweekdigital.com/events-ccweurope-virtual/>

2. Please Use **Firefox**. The platform does not support Internet Explorer.

3. Click the 'sign in' button which is located at the top of the right hand side of the page.

4. Using your email address and CCW Digital password sign in.

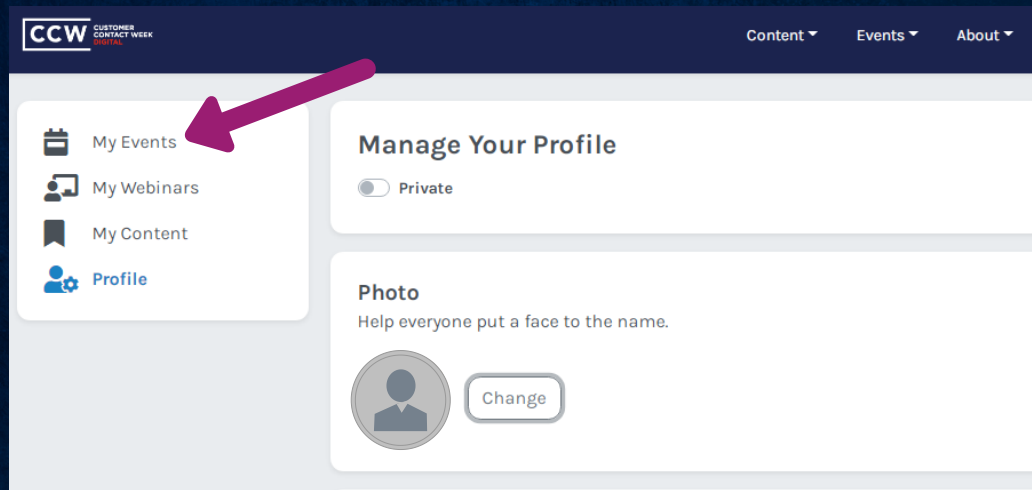
a. Your email address will be the one used to register for the event

b. If this is your first time accessing CCW Digital and you do not have a password select 'Forgot your password?' which will trigger a reset email so you can set your first password

c. If you are not receiving password reset emails please contact [customer.services@iqpc.co.uk](mailto:customer.services@iqpc.co.uk) and a password can be manually set for you.

A screenshot of a login form titled 'Sign in to your account' with the instruction 'Please enter your email address and password.' Below the title are two input fields: 'Email Address' and 'Password'. A red arrow points to the 'Email Address' field. Below the 'Password' field is a radio button labeled 'Remember Me'. At the bottom of the form is a blue 'Login' button, which is circled in red. Below the 'Login' button is a link that says 'Forgot Your Password?'.

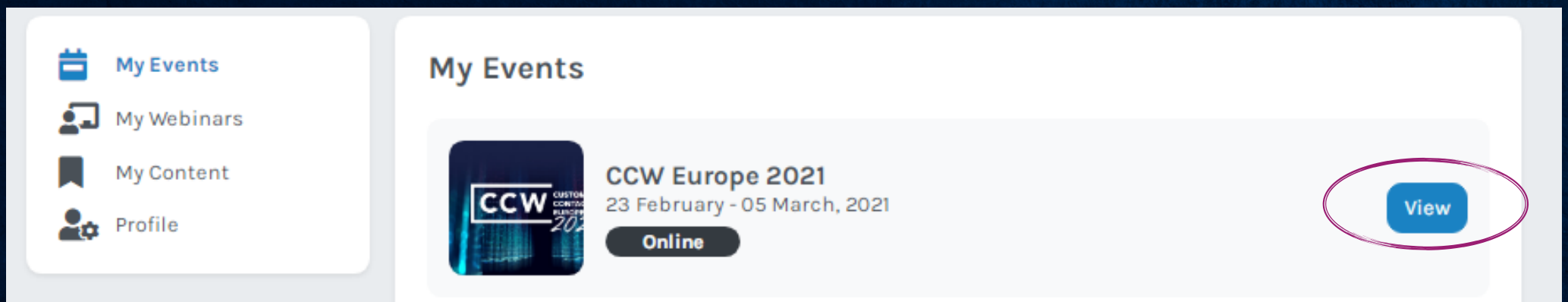


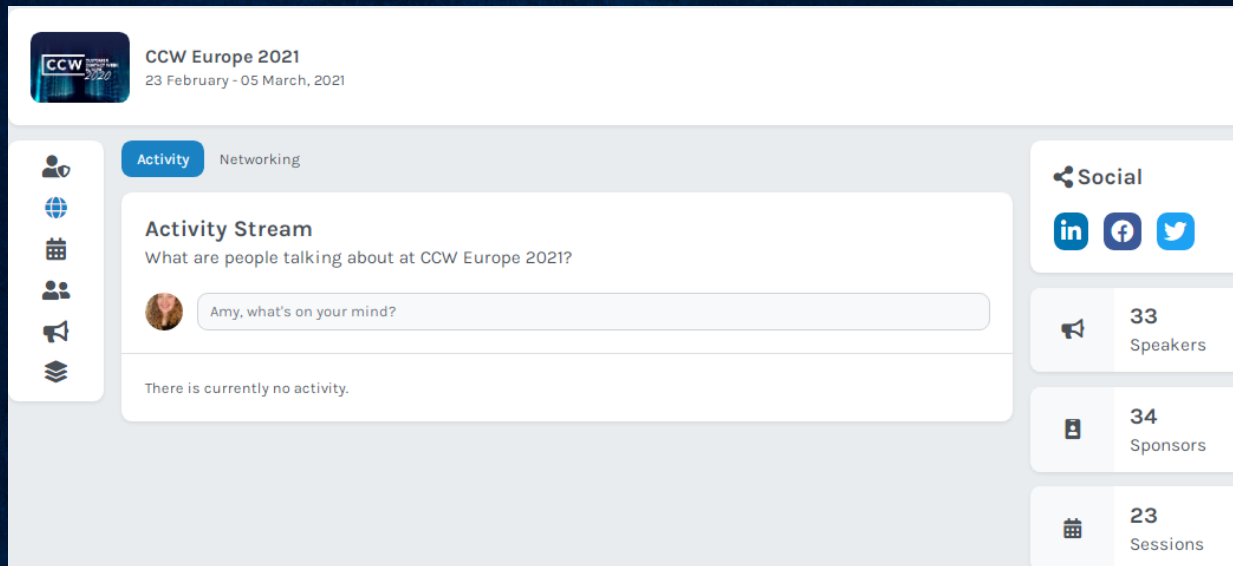


5. Once logged in you can personalise your account, add a photo and biography, or as much detail as you prefer.

6. Click 'My Events' on the menu on the top left to access the event you are attending

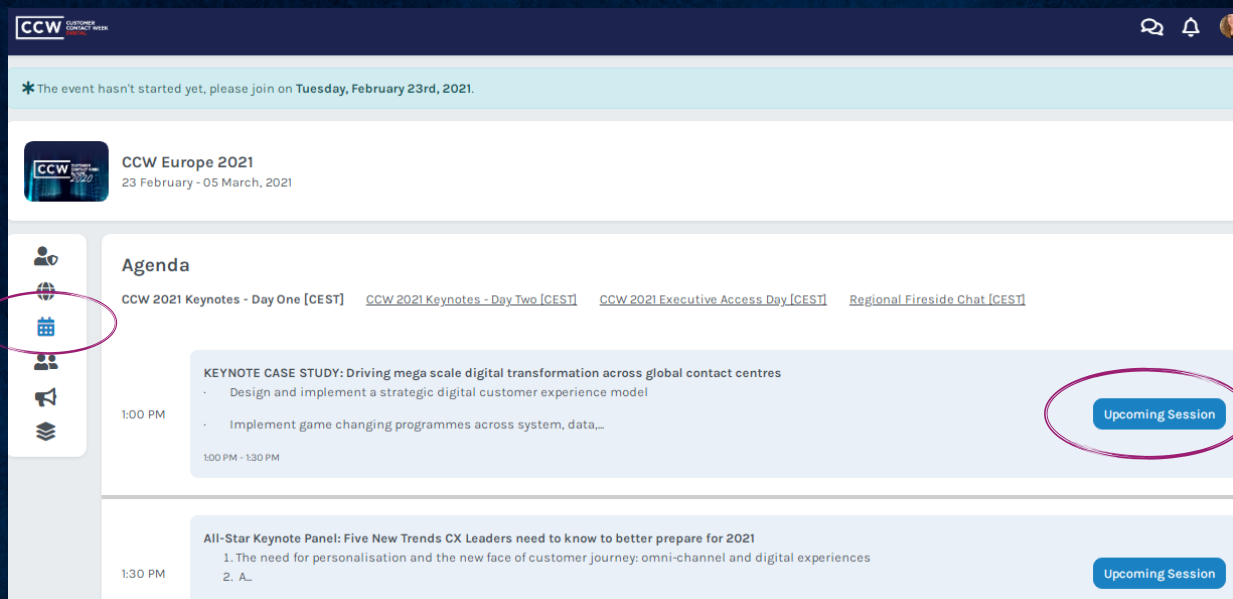
7. Here you should see the CCW Europe Virtual event. Click 'View', which will also show 'Join the Event' when you mouse over. Click to access the event.





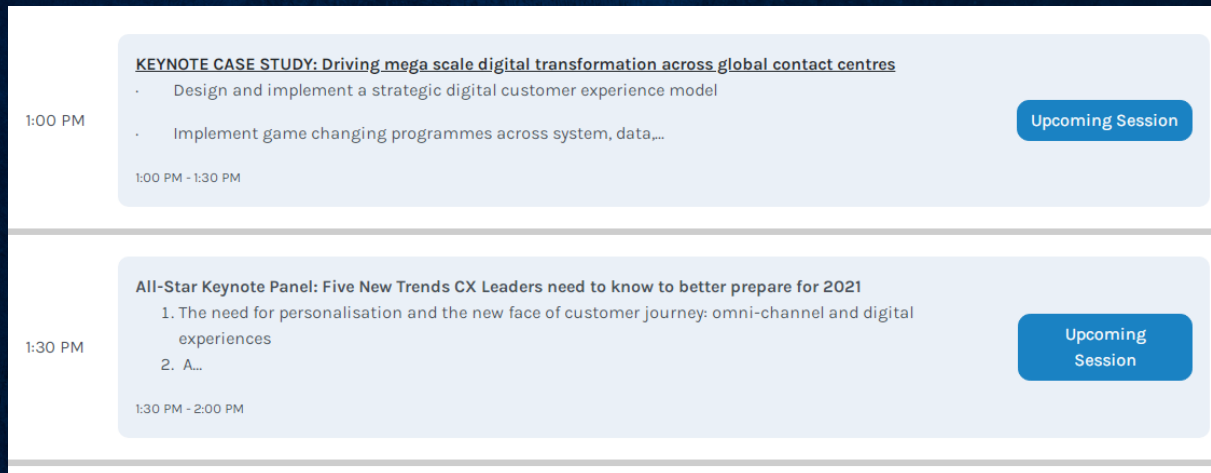
8. The landing page for the event is the 'Activity Stream'.

9. Navigate to the Agenda tab just below



10. The Agenda tab will open on the first webinar, with the rest of the webinars appearing as tabs along the top.

11. Select the session to view. Sessions are watched through the agenda, both live and on-demand by selecting 'Join' (currently showing 'Upcoming Session' as this is pre-event).

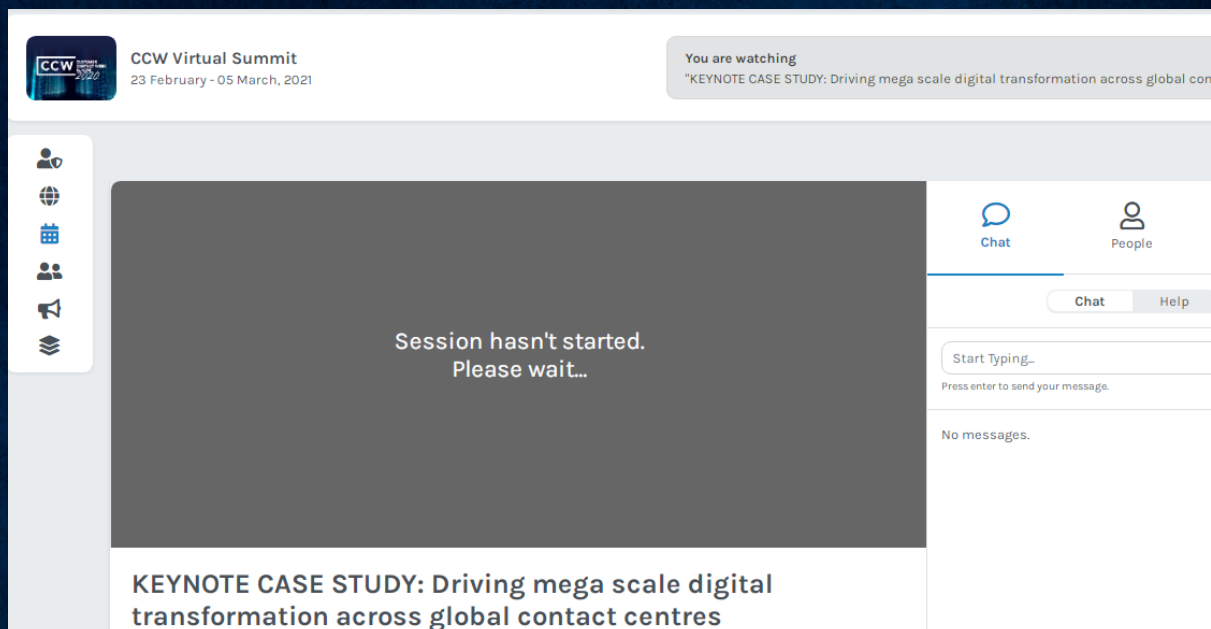


12. You will be able to see all the sessions, some of these might indicate breaks. the presentation sessions will have a 'Join' button in blue.

13. Click 'Join'

14. If you join the session ahead of time, it will not have started yet and ask you to wait. The session will start automatically. It may start with the sound Muted, so be ready to unmute.

15. On the right hand side you will see the options to chat with everyone, or message people directly.



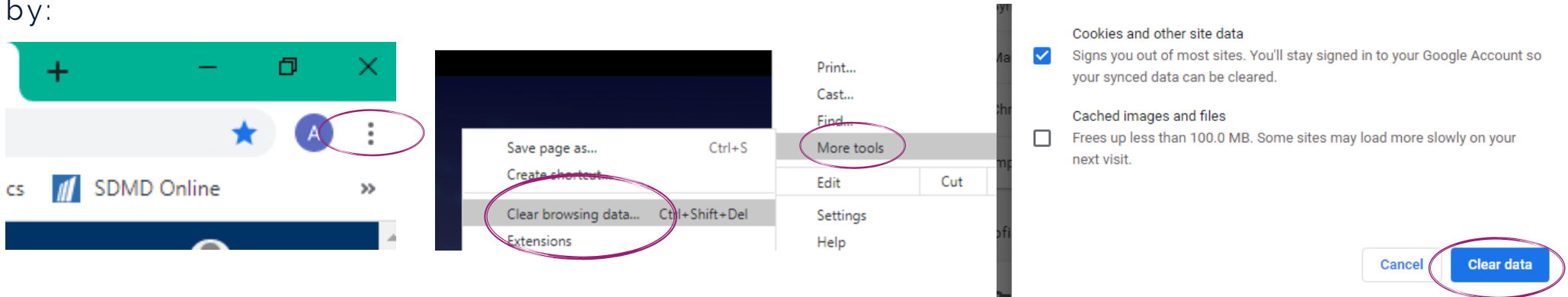
Please note: The session will load on mute. Please click in the bottom right hand corner of the video/presentation screen to unmute.



# FREQUENTLY ASKED QUESTIONS

## **I receive a 403 error when trying to access the forum/join a session, how do I solve this?**

This refers to the cookies/data on your computer. You need to access your setting on the internet and search for cookies/data and clear these. If you're on Google Chrome this is done by:



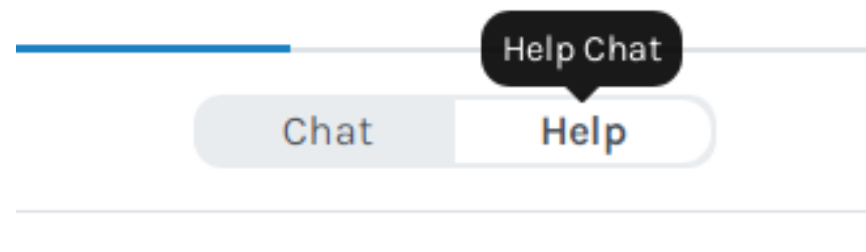
## **When I go to the agenda the session does not have an option to join?**

Please ensure on the conference day navigation you are on the correct day, e.g. pre conference day or day one. This can be found above the sessions.

## **When I join a session I cannot hear any audio**

All sessions begin on mute, simply click at the bottom of the presentation screen to unmute the audio and enjoy the session.

If you're experiencing any further issues please place your query in the help section of the chat, pictured here.





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**PLEASE ENJOY THE EVENT!**

