

TEI's Guide to Using Attendee Hub

What is Attendee Hub?

Attendee Hub is an online event platform utilized by TEI and is used to house course materials and a link to your online classroom. All participants will have access to Attendee Hub for 30 days after the conclusion of their TEI Program.

How do I access Attendee Hub?

One week before your TEI course is scheduled to start, you will receive instructions for logging in to Attendee Hub. To access your course page, please follow these steps:

1. Visit the web page provided in the welcome email sent before your course's commencement.
2. Provide the requested information: First Name, Last Name, and Email address used during the registration process.
3. Click the 'Next' button, and the page will refresh to a screen indicating 'Almost Done' with a box requesting a numeric verification code.
4. A numeric code will be sent to your registered email address in less than a minute. Upon receiving the code, enter it in the box and tap the 'Log in' button to authenticate your registration.
5. To access a course you have registered for, search for your session by clicking the calendar icon at the top right portion of the screen. All your registered courses should be listed here. Choose your course by tapping the course name. Once you arrive at the specific course page, you can join the zoom room by tapping the 'Join Session' button.
6. Tap the 'Join Session' button to join the Zoom room session. As a reminder, this button will only be available five minutes prior to the start of the course. Alternatively, you may access the Zoom link directly from this welcome email.
7. If you need to log in again, please follow steps 1-4 to access the Attendee Hub platform. Note: Once you're logged in, you will stay logged into the event for 24 hours if you accept website cookies.
8. When you log into Attendee Hub, you will also see the option to connect with your peers on the Discussion Boards. Go to Community / Discussions to learn more.
9. When viewing all available sessions in the 'All Sessions' tab, please do not click on the 'Remove/Remove Session' button as this will unregister you from a registered session. If you inadvertently clicked this button, contact TEI (tei@cgu.edu) immediately to resolve this issue.

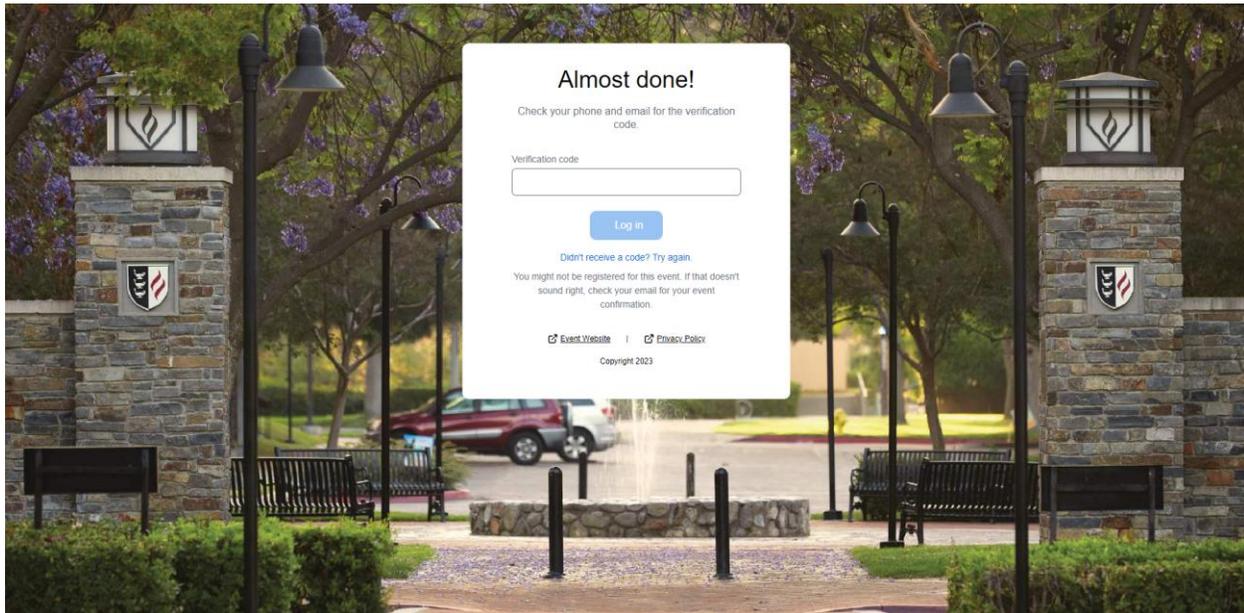
Note: If you encounter issues such as an invalid email address or not receiving the numeric code, contact us at tei@cgu.edu. It is highly recommended to log in PRIOR to your course to test your login credentials and familiarize yourself with the platform.

Every time you log in to Attendee Hub for a TEI session, the page should look like this:

Log in



Numeric code verification



Once you have successfully logged in, the home page should look like this:

The screenshot shows the TEI user dashboard. At the top, there is a navigation bar with 'Home', 'Schedule', and 'Community' tabs. A calendar icon is visible in the top right corner. Below the navigation bar is a large banner with the TEI logo and a network diagram background. The main content area is divided into several sections: 'Welcome Participant Name', 'Post-Course Survey' (with a 'Share feedback with TEI' link), 'Connect with TEI' (featuring links for E-mail TEI, TEI newsletter, LinkedIn, and Twitter), 'Event Details' (showing 'TEI Spring 2023 Online Program' from March 20 to March 30, 2023), and 'Your Information' (showing 'Participant Name' and 'ParticipantEmail@xxx.com' with a 'View your registration' link). Red callout boxes provide instructions: one points to the 'Schedule' tab and calendar icon, another points to the 'Connect with TEI' section, and a third points to the 'Post-Course Survey' link.

**To view all courses, click the calendar icon.
OR
Tap the Schedule tab and choose 'All Sessions.'**

For any questions, you may contact the TEI team.

Post-course survey link.

For TEI updates, you may subscribe to the newsletter or follow TEI through these various social media platforms.

How do I use Attendee Hub?

Once you log in to Attendee Hub, you will see a list of the courses under the "Schedule" tab at the center top portion of the webpage. Once you click on "All Sessions," the page will display all the TEI courses offered. Scroll the page for your registered course.

The course page will include a description of the course, a faculty biography, a 'Join Session' button, and access to the course materials. Here is the example of a course page:

The screenshot shows a course page with the following elements:

- Navigation:** Home, Schedule, Community, calendar icon, notification bell, and user profile icon.
- Course Title:** Creating and Implementing Successful Evaluation Surveys
- Instructor:** Jason T. Siegel
- Buttons:** Join session (highlighted with a red arrow), Remove session
- Description:** The success of many evaluation projects depends on the quality of survey data collected. In the last decade, sample members have become increasingly reluctant to respond, especially in evaluation contexts. In response to these challenges and to technological innovation, methods for doing surveys are changing rapidly. This course will provide new and cutting-edge information about best practices for designing and conducting surveys.
- Session Content:** A table listing files available for download.

Callout 1: To view all courses, click the calendar icon. OR Tap the Schedule tab and choose 'All Sessions.'

Callout 2: To access the Zoom link. The button will only be available 5 minutes prior to the start of the course.

Callout 3: All course materials are available here.

Session Content		
Files (3)		
Brief Eval Overview	2 MB	Download
MMEQ SURVEY	05 KB	Download
Preventing Satisficing	2 MB	Download

Frequently Asked Questions

“I’m having trouble accessing the Attendee Hub page – can you help?”

Try these troubleshooting steps:

1. Make sure you log in to the Attendee Hub page as provided by TEI.
2. Provide the correct details to log in to Attendee Hub. Details should be identical to your details during the registration process. If you are unsure what information you used during registration, please contact tei@cgu.edu.
3. Check your spam and junk folder for the email with the verification code.
4. Use an updated internet browser like Google Chrome, Microsoft Edge, Safari, or Firefox.

“How do I use Attendee Hub? I’d like more information about this.”

If you would like additional resources on how to use Attendee Hub, check out these resources:

- [Getting Started with Attendee Hub](#)
- [Logging into the Attendee Website](#)
- [Managing your schedule](#)
- [Additional information](#)

“I’m still having issues; how can I contact you?”

You can email us at tei@cgu.edu for additional support. We are happy to help!