

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 E-Mail sent before your course's commencement.
2. Provide the requested information: First Name, Last Name, and E-Mail 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 E-Mail 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 your Welcome E-Mail.
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 Discussions tab 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 E-Mail address or do not receive the numeric code, contact us at tei@cgu.edu. We recommended to logging in 24 hours before the start of 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

TEI Summer 2023
Online Program

Log In

First name

Last name

Email address

Next

[Still haven't registered?](#)

[Event Policy](#)
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Numeric code verification

Almost done!

Check your phone and email for the verification code.

Verification code

Log In

[Didn't receive a code? Try again](#)

You might not be registered for this event. If that doesn't sound right, check your email for your event confirmation.

[Event Website](#) | [Event Policy](#)
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Once you have successfully logged in, the home page should look like this:

The screenshot shows the TEI user dashboard for a user named Maria. The dashboard includes a navigation bar with 'Home', 'Schedule', and 'Community' tabs, and icons for calendar, notifications, and profile. Below the navigation bar is a large blue banner with the TEI logo and 'Claremont Graduate University' text. The main content area is divided into several sections:

- Welcome Maria**: A greeting at the top left.
- Post-Course Survey**: A section with a checklist icon and a hand holding a red pen, with a link to 'Share feedback with TEI'.
- Connect with TEI**: A section with social media and contact options:
 - E-mail TEI**: A button with the TEI logo and the email address 'ogu.edu'.
 - TEI newsletter**: A button with an envelope icon and the sign-up link 'signup.e2ma.net'.
 - LinkedIn**: A button with the LinkedIn logo and the link 'linkedin.com'.
 - Twitter**: A button with the Twitter logo and the link 'twitter.com'.
- Event Details**: A section with a card for 'TEI Summer 2023 Online Program' (July 10 - July 28, 2023).
- Your Information**: A section with a card for 'TEI Summer 2023 Online Program' showing 'Maria Participant' and the email 'Maria.participant@email.edu', with a link to 'View your registration'.

Callout boxes provide additional instructions:

- To view all courses still open for registration, click the Schedule tab and choose 'All Sessions.'** (points to the Schedule tab)
- To join conversations about evaluation and other related topics, you may post your comments in the Discussion section by clicking the Community tab.** (points to the Community tab)
- To view your registered course(s), click the calendar icon.** (points to the calendar icon)
- For any questions, you may contact the TEI team.** (points to the E-mail TEI button)
- Post-course survey link.** (points to the Post-Course Survey section)
- For TEI updates, you may subscribe to the newsletter or follow TEI through these various social media platforms.** (points to the social media and newsletter options)

How do I use Attendee Hub?

Once you log in to Attendee Hub, you will see a list a calendar icon at the top right portion of the screen. Once you click this icon, it will display all the TEI course(s) you registered for. If you are registered to more than one course during the session, choose the appropriate course you want to access.

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 the Attendee Hub interface for a course. At the top, there is a navigation bar with 'Home', 'Schedule', and 'Community' options, and a calendar icon in the top right corner. Below the navigation bar is a header for 'TEI: THE EVALUATORS' INSTITUTE CLAREMONT EVALUATION CENTER Claremont Graduate University'. A notification banner says 'You're a bit early. Come back 5 minutes before the start time. See you soon!'. The main content area features a course card for 'Creating and Implementing Successful Evaluation Surveys' by Jason T. Siegel, scheduled for Wednesday, July 26, 2023, from 4:00 PM to 11:00 PM GMT+2. The card includes a 'Join session' button and a 'Remove session' button. Below the course card is a 'Resources' section with a 'Polls' icon and a 'Resources' icon. A PDF document titled 'Doucette TEI Eval TrainingProgramsOCT2023 (SlideDeck)' is listed under the Resources section. Three callout boxes provide instructions: one pointing to the calendar icon in the top right, one pointing to the 'Join session' button, and one pointing to the 'Resources' icon in the bottom right.

To view all courses, click the calendar icon.

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

All course materials are available under the 'Resources' section in the top right of the page.

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 using the link provided by TEI in the Welcome E-Mail. Welcome E-Mails are sent to registered participants one week before the course commencement. If you did not receive a Welcome E-Mail for your course, please contact tei@cgu.edu.
2. Provide the correct details to log in to Attendee Hub. Details should be identical to the details provided during the registration process. If you are unsure what information was used during registration, please contact tei@cgu.edu.
3. Check your spam and junk folder for the E-Mail 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 E-Mail us at tei@cgu.edu for additional support. We are happy to help!