

Why don't my presenters (exhibitors, sponsors, etc) receive their password reset email?

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Presenters, exhibitors, or sponsors may contact you saying they're unable to log into portals (such as the Presenter portal or Exhibition portal) because they haven't received their password reset emails. This may happen if:

1. They didn't finish registering
2. They're now using a different email address
3. There are email restrictions in their organization

You can prevent this by having your attendees register through an interactive site **before** they can access portals.

Set up a separate (basic) contact registration site and add it to your portal so people can create their account.

| Presentation Portal | | |
|--|---|--------------|
| Details | Settings | Localization |
| Alert Message | Presentation Submitted by {name} (ID: {id}) | |
| Maximum Number of Papers an individual can submit | 3.00 | |
| Automatic Submission Email Merge Document | Please select... ▾ | |
| Automatic Resubmission Email Merge Document | Please select... ▾ | |
| Notification to Reviewers of Paper Resubmitted Merge Document | Please select... ▾ | |
| Once an author has a abstract with these Paper Status, they can Register | <input type="checkbox"/> All | |
| | <input type="checkbox"/> Accepted as Oral | |
| | <input type="checkbox"/> Accepted as Poster | |
| | <input type="checkbox"/> Declined | |
| | <input type="checkbox"/> Draft | |
| | <input type="checkbox"/> Submitted | |
| Contact Site | Contact Registration Site ▾ | |

This helps ensure their registration is set up correctly and they can receive emails.

If they're still not receiving emails, ask them to check their spam and junk folders, and/or ensure their organization isn't blocking emails.

Consider sending an auto-login link

An alternative solution to emailing a password is to use an autologin token. This allows your presenters or exhibitors to open the portal and be logged directly in without needing a password. To make this more secure, you can set an expiry date on the link.
