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

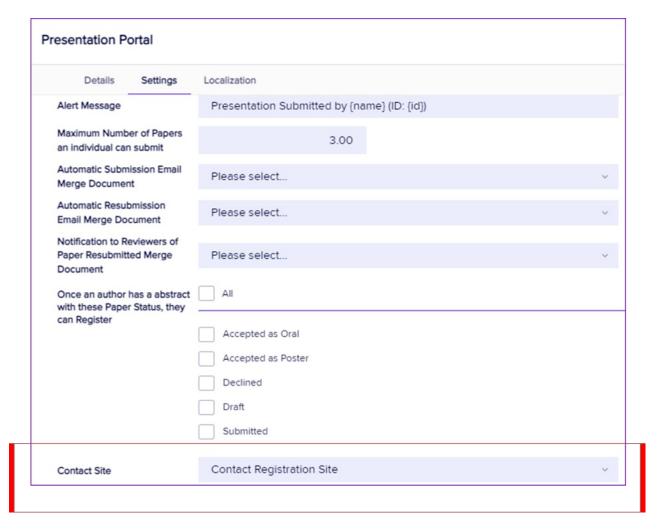
Last Modified on 11/24/2024 9:55 pm EST

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.



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.