Why won't my attendee's photo (or my Exhibitor's logo, or my Static Content image) appear? [image sizes]

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This can happen because the file size (of the image) is too large. Incorrect file sizes can also cause sites and apps to load very slowly.

Below is a list of recommended image file sizes. You can also read more about editing and resizing images in our Education Resources article on this topic .

NOTE: The image sizes below may also vary depending on what device is being used to view the site, app, etc.

Image Dimensions in EventsAir

Contact Photos — Square	600x600 pixels
Contact Photos — Passport	600x800 pixels
Mobile App — Icon	144x144 pixels
Mobile App — Splash Image	640x960 pixels
Mobile App — Header	1440 pixels wide (any height is accepted)
Mobile App — Background Image	1440x2880 pixels
Organizer App — Icon	144x144 pixels
Organizer App — Splash Image	640x960 pixels
Organizer App — Header	1440 pixels wide (any height is accepted)
Organizer App — Background Image	1440x2880 pixels

Event website — Header & Footer	1200 pixels wide (any height is accepted). NOTE: This is a minimum size for a site being viewed on a mobile. You may have more success with images that are 1920 x 1080 pixels.
Interactive Sites — Header & Footer	1000 pixels wide (any height is accepted) – see note above about website images.
Interactive Sites— Hotel Images	371x255 pixels
Email – Header & Footer	640 pixels wide (any height is accepted)
App Store Apps — Header & Footer	1000px wide (any height is accepted)

Image Dimensions in OnAIR

Remote Attendee Portal

Session Thumbnail	1920x1080 pixels

OnAIR 2D Mode

Portal Sponsor Images	870x155 pixels
Sign In Screen	890x940 pixels
Header Bar Image	360x50 pixels
Gamification Icon	144x144 pixels
Lower Thirds Background Images	132x1280 pixels excluding logo (transparency allowed)
Lower Thirds Logo	144x144 pixels

OnAIR 3D Mode

Poster Lobby & Exhibition Hall Background	1920x1920 pixels
Exhibition Hall Panorama Image	3840x1920 pixels
Standard Exhibition Stand	940x650 pixels
Large Exhibition Stand	1400x650 pixels