

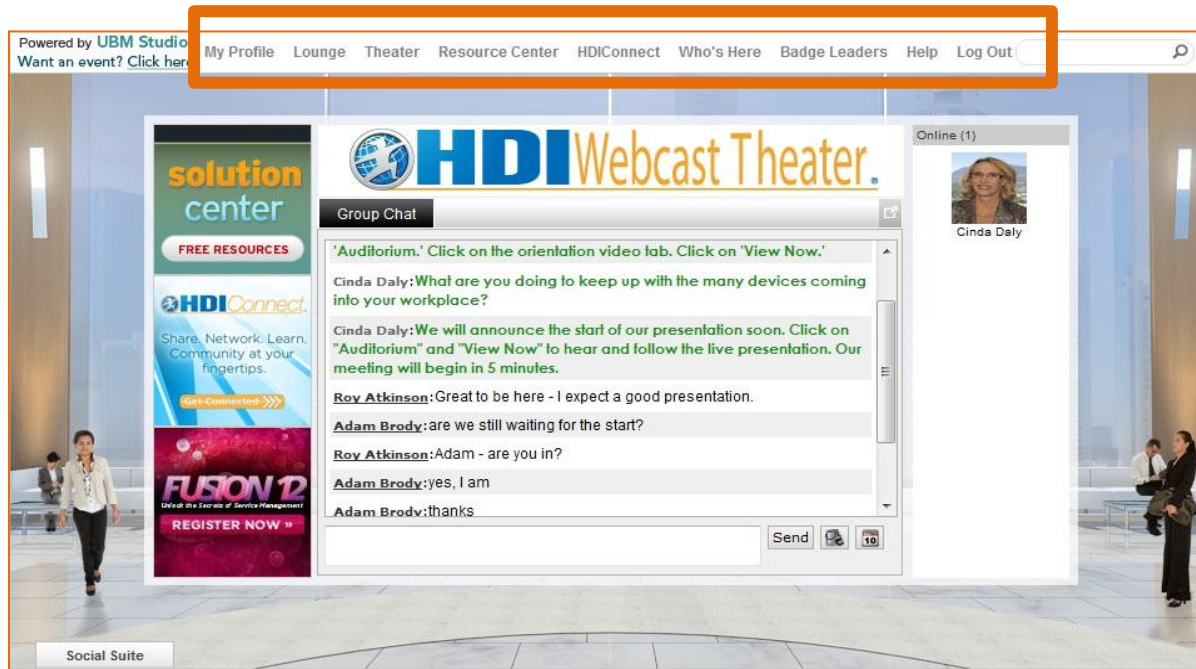


Attendee Guide



Tour the virtual environment

Welcome to the Lounge



You can add to your profile, enter the Auditorium for the live broadcast, access the Resource Center, and get “Help” from the toolbar at the top of the screen.

When you first enter the theater, you arrive in our *Lounge*. We invite you to update your profile to enhance your networking opportunities. Check out “Who’s Here” and chat with other attendees, presenters, and sponsors. Navigate a variety of other options like downloadable documents and links from the Resource Center, the social suite of tools, and communication channels.


Join the Chatter



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Want an event? [Click here.](#) My Profile Lounge Theater Resource Center HDIConnect Who's Here Badge Leaders Help Log Out

solution center
FREE RESOURCES
HDI Connect
 Share, Network, Learn.
 Community at your fingertips.
Early Connected
FUSION 12
 Unleash the Power of Service Management
REGISTER NOW

HDI Webcast Theater
Group Chat
 'Auditorium.' Click on the orientation video tab. Click on 'View Now.'
 Cinda Daly: What are you doing to keep up with the many devices coming into your workplace?
 Cinda Daly: We will announce the start of our presentation soon. Click on "Auditorium" and "View Now" to hear and follow the live presentation. Our meeting will begin in 5 minutes.
 Roy Atkinson: Great to be here - I expect a good presentation.
 Adam Brody: are we still waiting for the start?
 Roy Atkinson: Adam - are you in?
 Adam Brody: yes, I am

Online (1)

 Cinda Daly

Social Suite

Join in as our host and featured guests lead discussions on the Group Chat area in the Lounge. Just type your chat in the "Chat" field and click "Send."

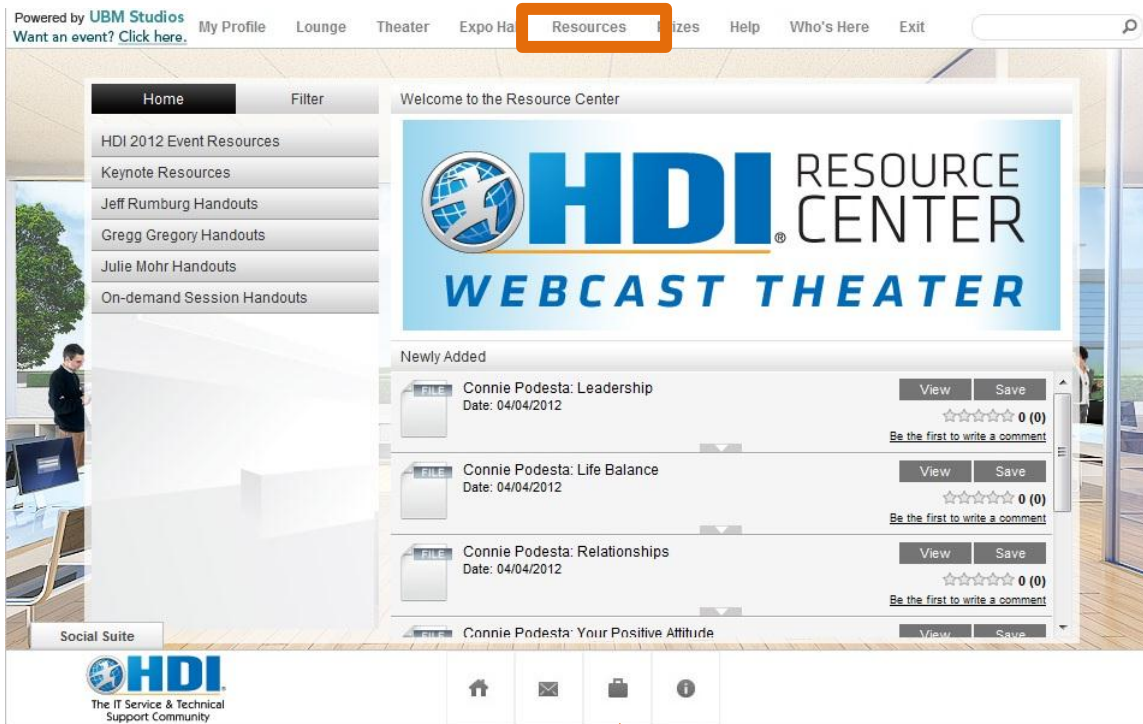
Don't be shy. Feel free to start a discussion topic of your own.

Join the chat to earn points toward the Social Butterfly badge.

Browse the Resource Center



Click on “Resources” to download white papers, articles, session handouts, and other valuable resources from the speakers.



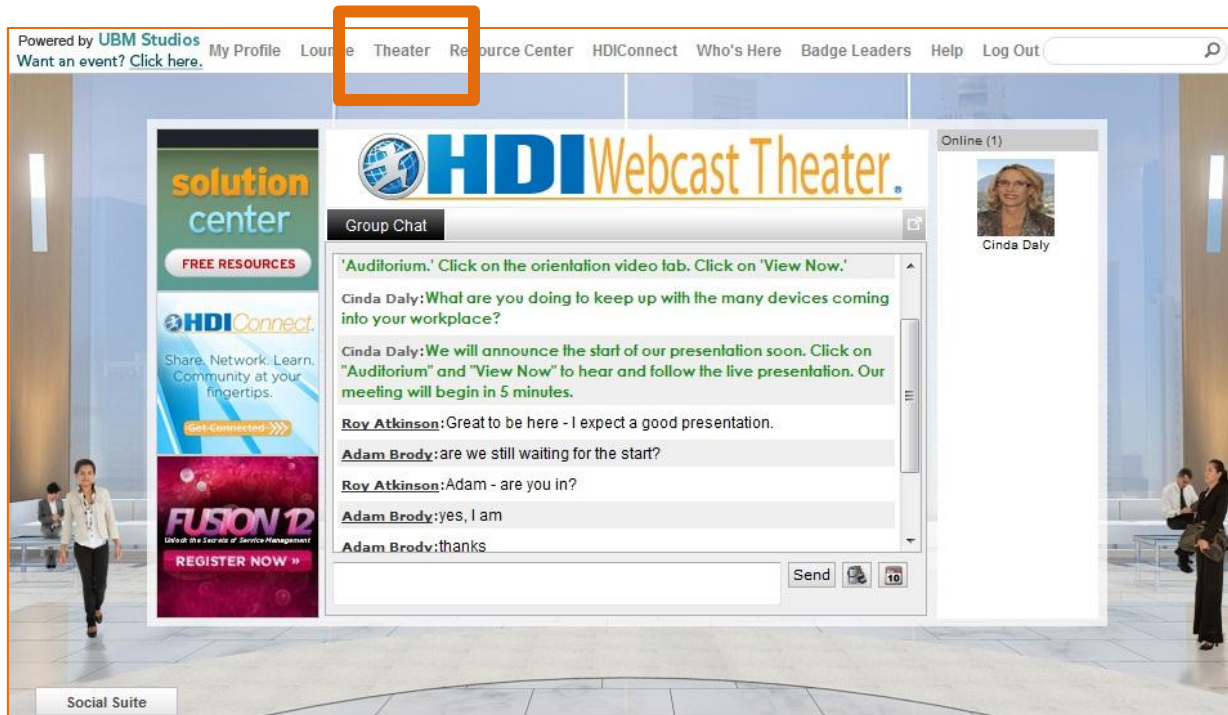
Briefcase

Collect resources in your briefcase. Just click “Save” next to the resource you want, and it goes directly to the briefcase. Then, download everything all at once at the end of the event.

Each document you add to your briefcase earns points toward the Avid Reader badge.

Enter the Theater

The live presentations take place in the theater. We'll let you know five minutes before the live webcast is ready to begin and will start promptly at the top of the scheduled hour. Watch for messages at the top corner of your screen.

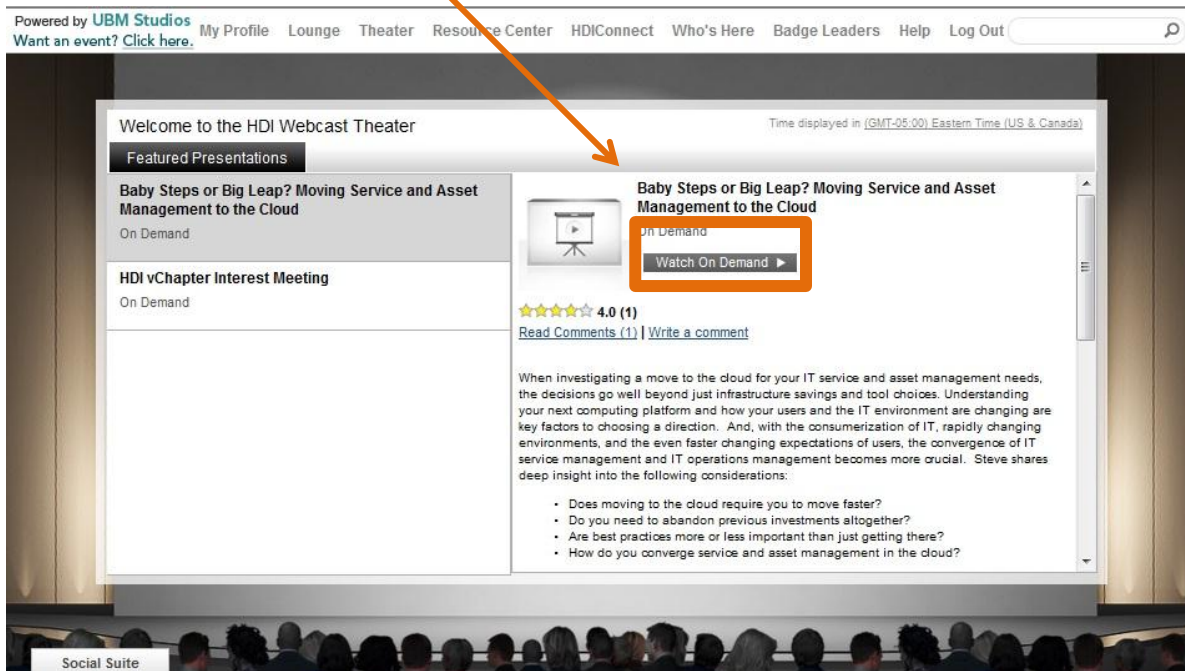


Select “Theater” from the menu bar to enter the theater when it is time for the live session to begin.

Start the Featured Presentation



When the theater screen displays and it's time for the session to begin, click **"Enter Now"** to enjoy the live session and ask questions. If the broadcast has already begun, click **"Live Now"** to join. If the broadcast is over, click **"Watch on Demand."**



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Want an event? [Click here.](#) My Profile Lounge Theater Resource Center HDIConnect Who's Here Badge Leaders Help Log Out

Welcome to the HDI Webcast Theater

Time displayed in (GMT-05:00) Eastern Time (US & Canada)

Featured Presentations

Baby Steps or Big Leap? Moving Service and Asset Management to the Cloud
On Demand

HDI vChapter Interest Meeting
On Demand

Baby Steps or Big Leap? Moving Service and Asset Management to the Cloud
On Demand

[Watch On Demand](#)

★★★★☆ 4.0 (1)
[Read Comments \(1\)](#) | [Write a comment](#)

When investigating a move to the cloud for your IT service and asset management needs, the decisions go well beyond just infrastructure savings and tool choices. Understanding your next computing platform and how your users and the IT environment are changing are key factors to choosing a direction. And, with the consumerization of IT, rapidly changing environments, and the even faster changing expectations of users, the convergence of IT service management and IT operations management becomes more crucial. Steve shares deep insight into the following considerations:

- Does moving to the cloud require you to move faster?
- Do you need to abandon previous investments altogether?
- Are best practices more or less important than just getting there?
- How do you converge service and asset management in the cloud?

Social Suite

Every webcast you attend earns points toward the Session Seeker Badge.

The recorded webcast remains in the theater for two weeks. You can view the session again following these same steps.

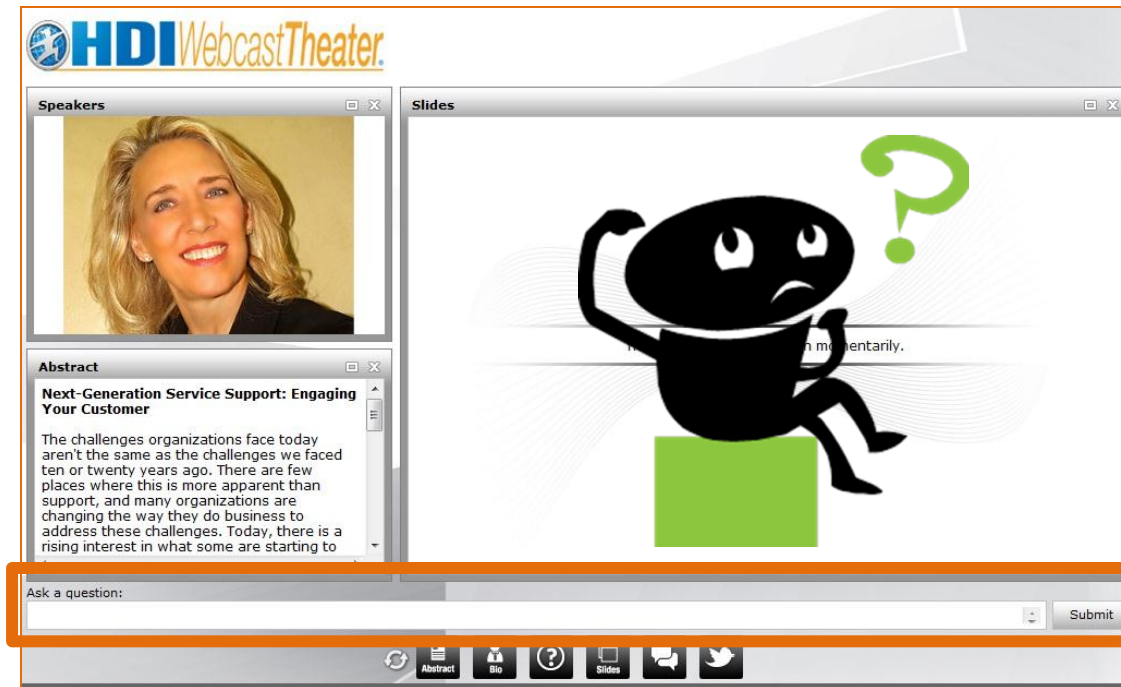
Participate in the Webcast

Once the webcast begins, you will hear the speaker, watch the presentation, chat with others, and take part in polls. You may submit questions throughout the broadcast, “Tweet” your comments, and post your remarks on Facebook and LinkedIn. More on that later.



Ask Questions

Click in the “Ask a question” field at the bottom of the screen and type your question, and click “Submit.” Feel free to submit more than one question during the presentation. We hold all questions until the end. The webcast is recorded and will remain on the HDI Web site to download for at least one year.



Rate the Presentation



Our speakers appreciate your feedback. Please take a moment to rate the presentation and click on “Be the first to write a comment” to share your remarks.

Rate a webcast to earn points toward the Ratings Badge.

Welcome to the HDI Webcast Theater Time displayed in (GMT-05:00) Eastern Time (US & Canada)

Featured Presentations

The CIO Perspective: Talking the Talk
On Demand
[View Now](#)

☆☆☆☆☆ 5.0 (1)
[Be the first to write a comment](#)

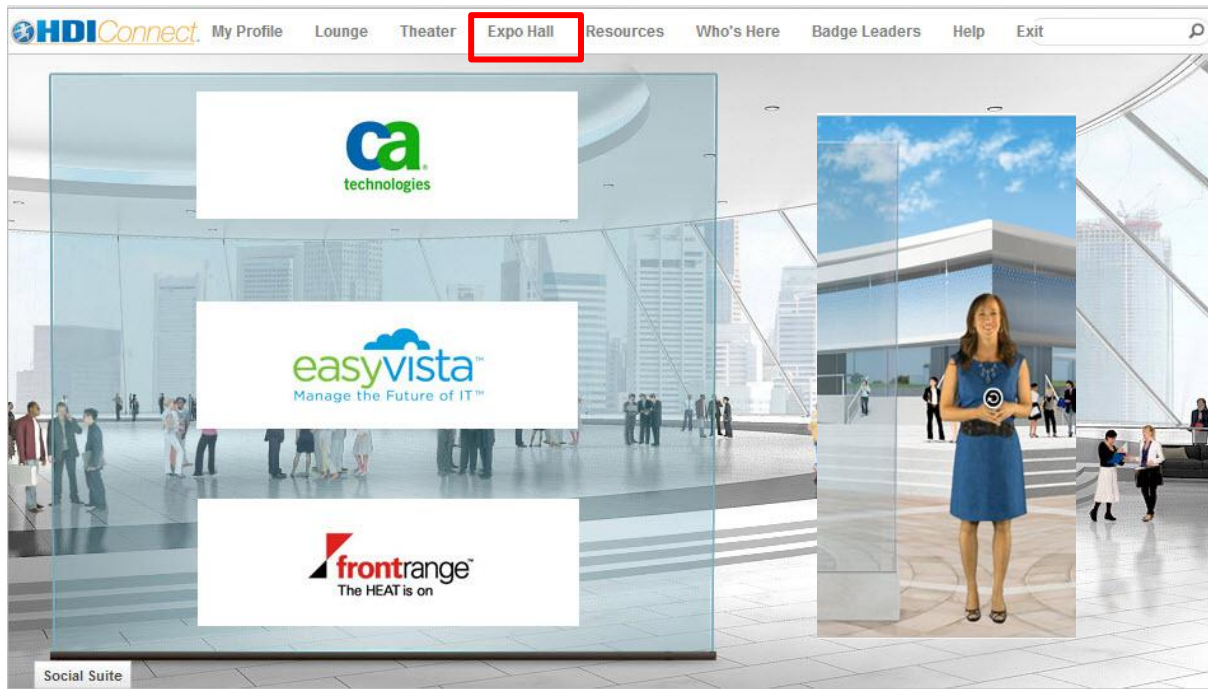
Bren Boddy-Thomas understand the focus and perspective of her CIO and has learned to speak the language. Drawing upon her experiences as she earned a place at the table, Bren will share ideas about how to communicate with your CIO and begin to take a more active role in strategic and business-centric discussions. She will offer some real, practical, guidance to help you build a more effective relationship with your senior IT management and be a part of that team, not a bystander.

Key points:

- What does the CIO value about the role of technical support?
- How does that value connect with the day-to-day guidance support center managers provide to their teams?
- What do technical support managers need to measure and report to the CIO that demonstrates that value?
- What is the language of the CIO and how do you incorporate that into your communication?

Social Suite

Visit the Expo Hall

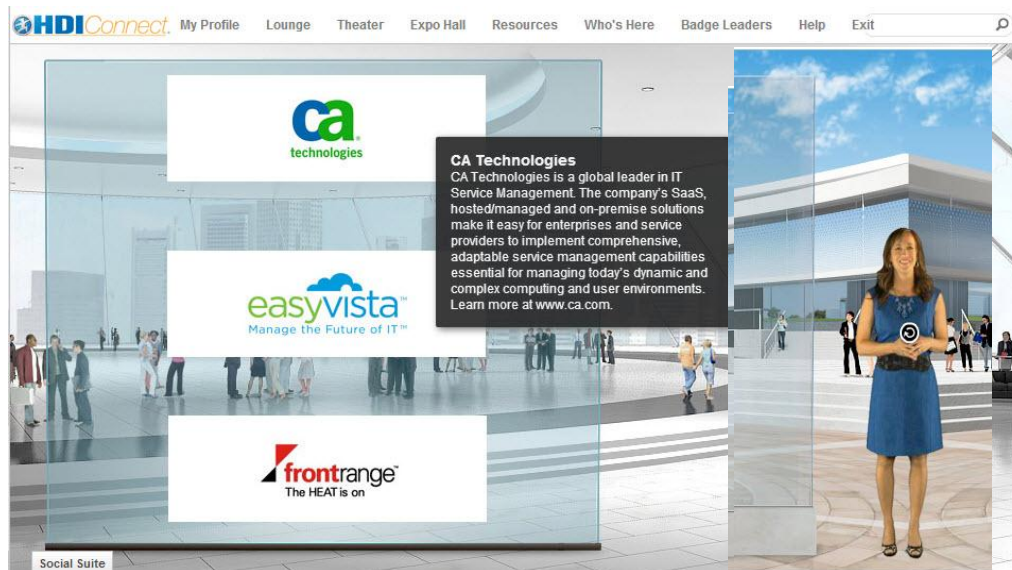


Some webcasts host a digital exhibit hall.

Click on “Expo Hall” from any point in the theater to enter the hall.

A wealth of information awaits you, along with sponsor representatives to chat, answer questions, and share ideas.

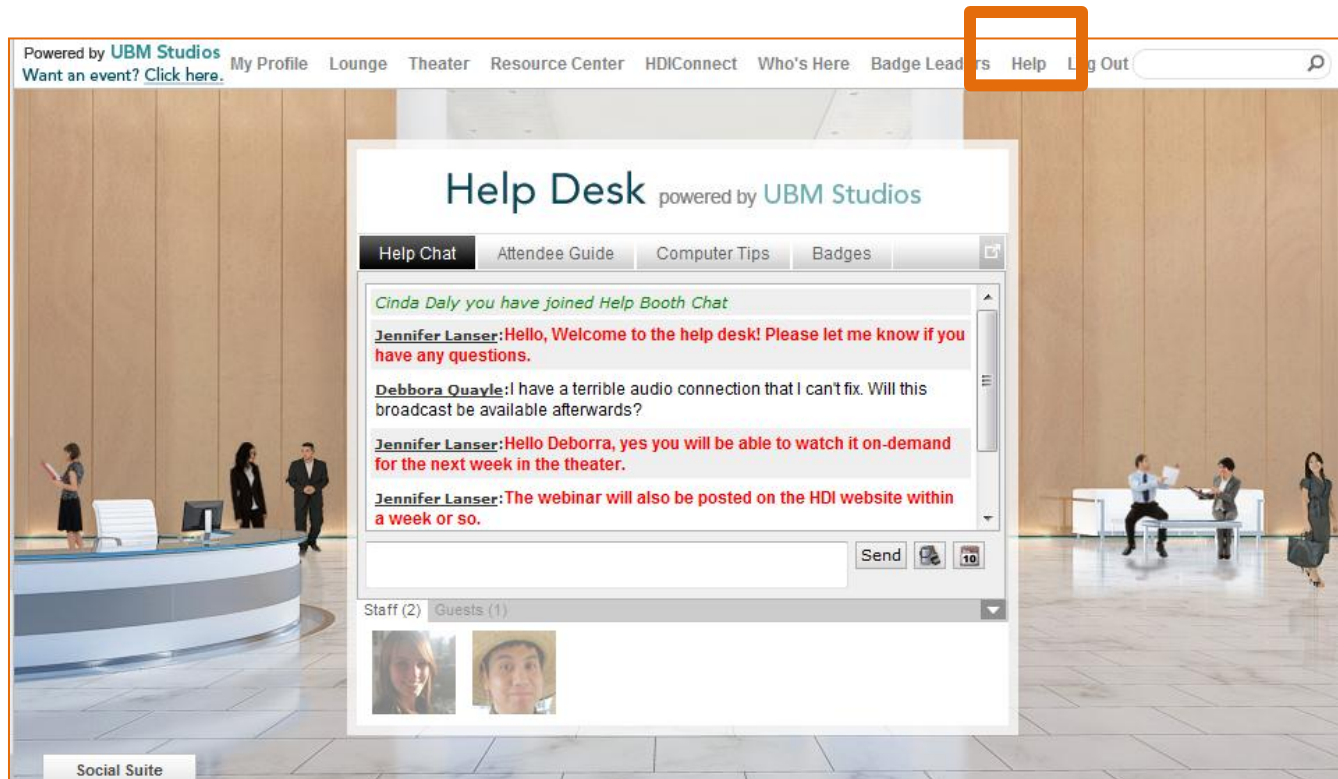
Enter a Sponsor's Booth



Hover your mouse over the logos to learn more about the sponsors.
Simply "Click" on the logo to enter a booth.

Request Live Event Support

For support during the event, click “Help” on the menu bar at the top of the screen – or –
Contact support@inxpo.com





Earn badges along the way



Collect Badges

BADGE LEADERBOARD		
How-To Earn Badges		
Member		This badge is automatically awarded to HDI members.
Avid Reader		Add 10 or more documents/links to your briefcase.
Ratings Star		Rate 5 or more items in an event. This includes any area in an event that displays a star rating.
Energizer		Send 3 or more invitations from your Invite a Friend tool, to other user's email aliases. Invite a Friend is located in the Social Profile and can be enabled in the top navigation menu.
Enthusiast		Log into any HDI event 3 or more times.

Are you a bookworm? A social butterfly? A voyager?
A session seeker?

Attend webcasts, join chat discussions, download resources, invite others to the event to earn your badges.

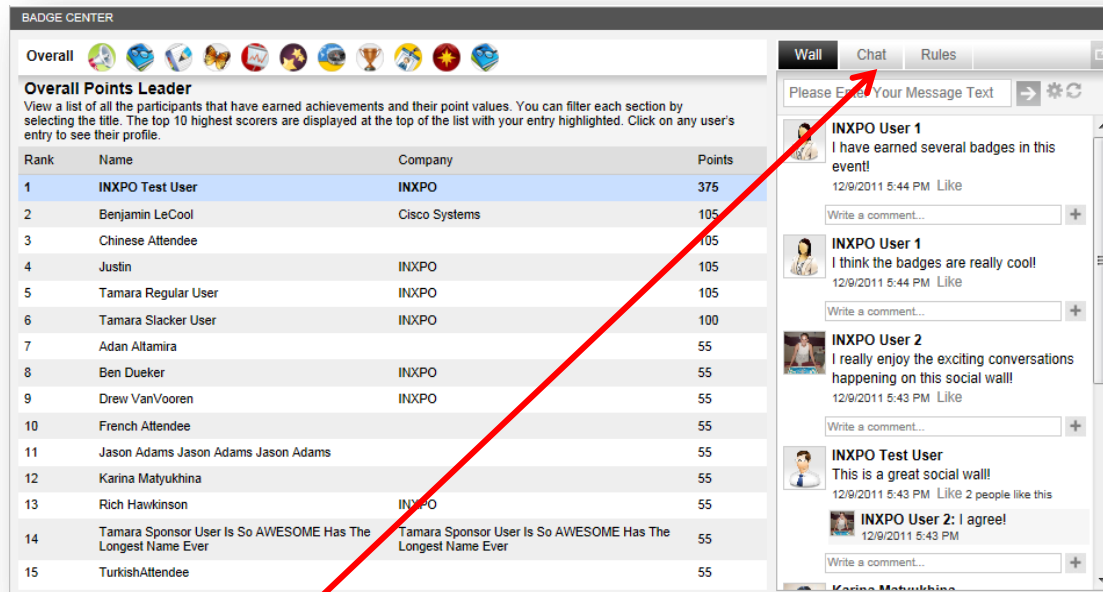
Click on the “Badge Leaders” tab for details.



Your badges display in your profile and on the “Who’s Here” screen. Find other HDI members, social butterflies, and bookworms to share ideas.

Badge Leaders

Check out the **Badge Center** to view the top point earners in each badge category, your points, and the other attendees who have earned achievement badges.



BADGE CENTER

Overall [Icons]

Overall Points Leader
View a list of all the participants that have earned achievements and their point values. You can filter each section by selecting the title. The top 10 highest scorers are displayed at the top of the list with your entry highlighted. Click on any user's entry to see their profile.

Rank	Name	Company	Points
1	INXPO Test User	INXPO	375
2	Benjamin LeCool	Cisco Systems	105
3	Chinese Attendee		105
4	Justin	INXPO	105
5	Tamara Regular User	INXPO	105
6	Tamara Slacker User	INXPO	100
7	Adan Altamira		55
8	Ben Dueker	INXPO	55
9	Drew VanVooren	INXPO	55
10	French Attendee		55
11	Jason Adams Jason Adams Jason Adams		55
12	Karina Matyukhina		55
13	Rich Hawkinson	INXPO	55
14	Tamara Sponsor User Is So AWESOME Has The Longest Name Ever	Tamara Sponsor User Is So AWESOME Has The Longest Name Ever	55
15	TurkishAttendee		55

Wall Chat Rules

Please Enter Your Message Text

INXPO User 1
I have earned several badges in this event!
12/9/2011 5:44 PM Like

INXPO User 1
I think the badges are really cool!
12/9/2011 5:44 PM Like

INXPO User 2
I really enjoy the exciting conversations happening on this social wall!
12/9/2011 5:43 PM Like

INXPO Test User
This is a great social wall!
12/9/2011 5:43 PM Like 2 people like this

INXPO User 2: I agree!
12/9/2011 5:43 PM

Start a chat with other badge holders who are attending today to exchange ideas and share notes about the event highlights behind the badge.



Take advantage of social tools


Start with Your Profile



Your event profile is the key to networking with other people in the Webcast Theater.
Once you create your Profile, it will remain active for all future events.

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Want an event? [Click here.](#)

My Profile Lounge Theater Resource Center HDIConnect Who's Here Badge Leaders Help Log Out


[Edit Photo](#)

Cinda Daly
Director of Content
HDI

Login Info

Login ID:

Personal Info

Name	<input type="text" value="Cinda Daly"/>	Address	<input type="text"/>
Company	<input type="text" value="HDI"/>	City	<input type="text" value="Charlotte"/>
Job Title	<input type="text" value="Director of Content"/>	State/Prov	<input type="text" value="NC"/>
Phone	<input type="text"/>	Country	<input type="text" value="USA"/>
Email	<input type="text" value="CDALY@THINKHDI.COM"/>	Postal Code	<input type="text"/>
Language	<input type="text" value="English United States"/>	<input type="checkbox"/> Auto-Forward Mail	
Time Zone	<input type="text" value="(GMT-05:00) Eastern Time (US)"/>	<input type="checkbox"/> Auto-Forward vCards	


Personal Message





My Achievements (3)

- Enthusiast
- Ratings Star
- Social Butterfly

My Connections (3)

- Cinda Daly
HDI
- Jeff Lewis
HDI
- Jennifer Lanser
UBM Studios

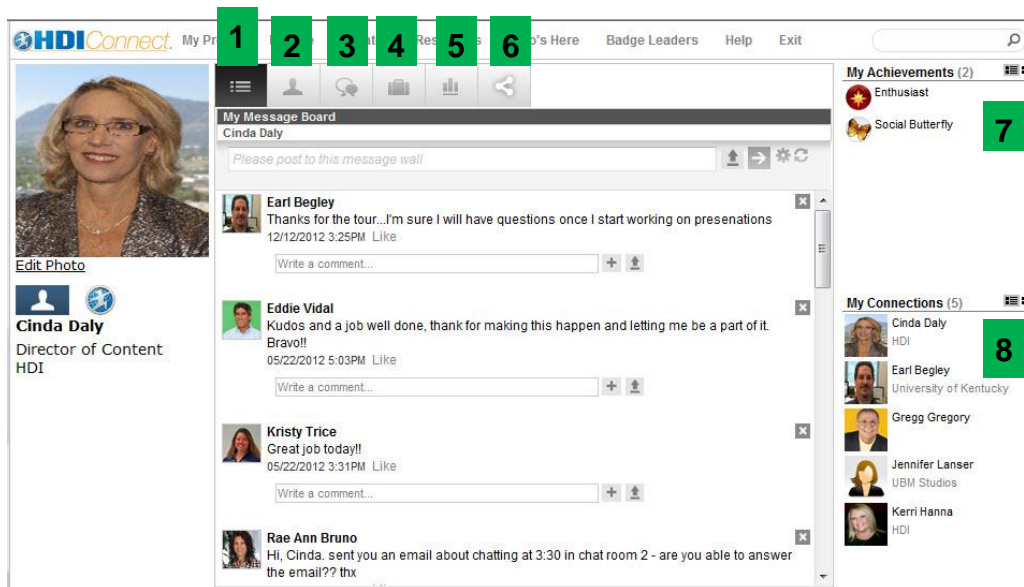
 **bmcs software**
BUSINESS RUNS ON IT.

You can add your photo or avatar, personal bio, and message. This information helps other attendees get to know you as you chat and share ideas. It also helps others determine if you might be a good fit for their networking efforts.

Keys to Your Profile

Click “My Profile” at the top of the screen to view your profile, similar to the one below. As you navigate the environment, participate in activities, earn badges and points, your profile updates to reflect your achievements.



The screenshot shows the HDI Connect profile page for Cinda Daly. The page layout includes a top navigation bar with links like 'My Profile', 'My Message Board', 'My Achievements', and 'My Connections'. The main content area is divided into three columns. The left column contains the profile picture, name, and title. The middle column contains the 'My Message Board' with a list of messages from other users. The right column contains 'My Achievements' and 'My Connections'. Green boxes with numbers 1 through 8 are placed over various elements to highlight key features of the profile.

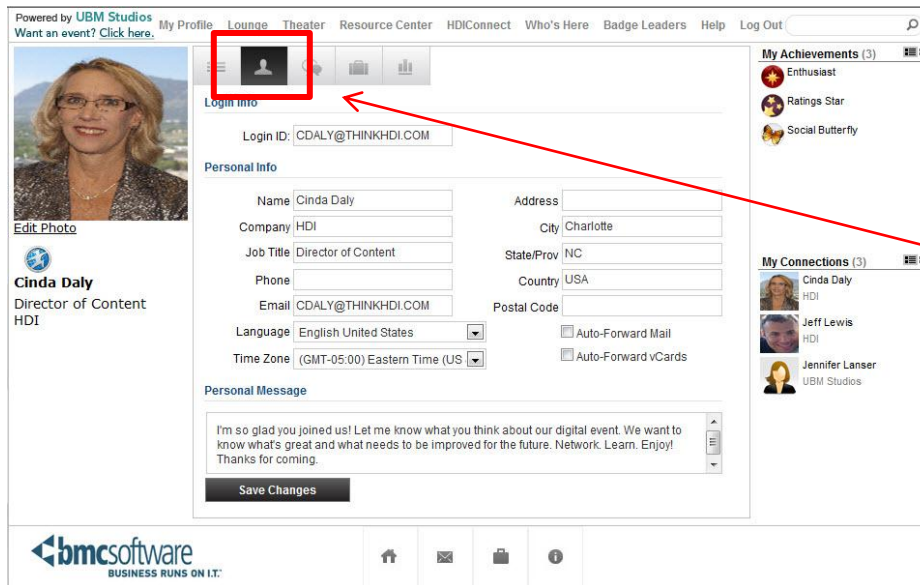
Your profile contains:

1. A personal wall
2. Your personal information
3. Communication options
4. Your briefcase
5. Your activity and reports
6. Invites for friends
7. Your achievements
8. Your connections

Edit Your Profile



Your profile is pre-filled with your name, email address, state and country.



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Want an event? Click here.

My Profile Lounge Theater Resource Center HDIConnect Who's Here Badge Leaders Help Log Out

Person (highlighted with a red box)

Profile Info

Login ID: CDALY@THINKHDI.COM

Personal Info

Name: Cinda Daly Address: _____
 Company: HDI City: Charlotte
 Job Title: Director of Content State/Prov: NC
 Phone: _____ Country: USA
 Email: CDALY@THINKHDI.COM Postal Code: _____
 Language: English United States ☐ Auto-Forward Mail
 Time Zone: (GMT-05:00) Eastern Time (US) ☐ Auto-Forward vCards

Personal Message

I'm so glad you joined us! Let me know what you think about our digital event. We want to know what's great and what needs to be improved for the future. Network. Learn. Enjoy! Thanks for coming.

Save Changes

My Achievements (3)

- Enthusiast
- Ratings Star
- Social Butterfly

My Connections (3)

- Cinda Daly HDI
- Jeff Lewis HDI
- Jennifer Lanser UBM Studios

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BUSINESS RUNS ON IT.

Home Mail Profile Info

To add to your profile, click on the “person” button. Change your avatar by choosing from the collection or upload your own photo.

Updating your profile earns points the Profile Master badge.

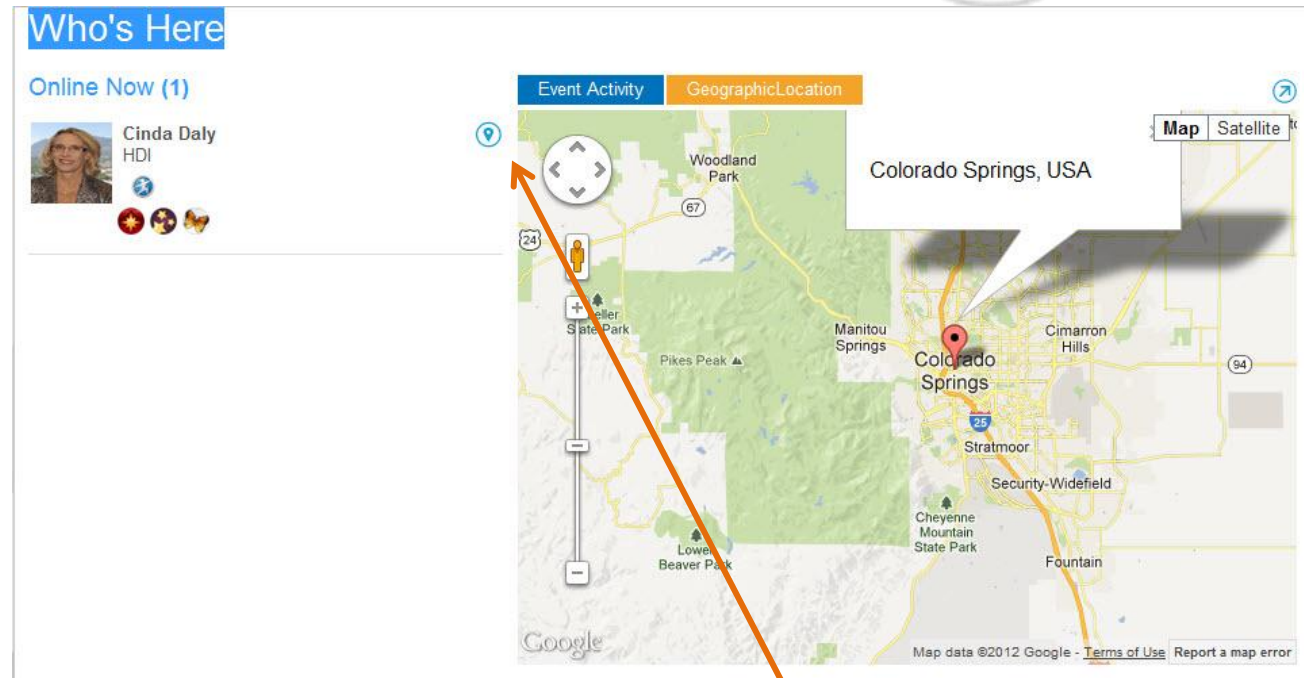
Visit “Who’s Here” to Network 1:1



Network one-to-one to earn points for the Social Butterfly Badge
Chat - Email - vCard

To learn more about other attendees, click on the name to display their profile.

To start a communication, click the icon type next to the person you want to contact. The recipient receives the request, and will either accept or decline your invitation.

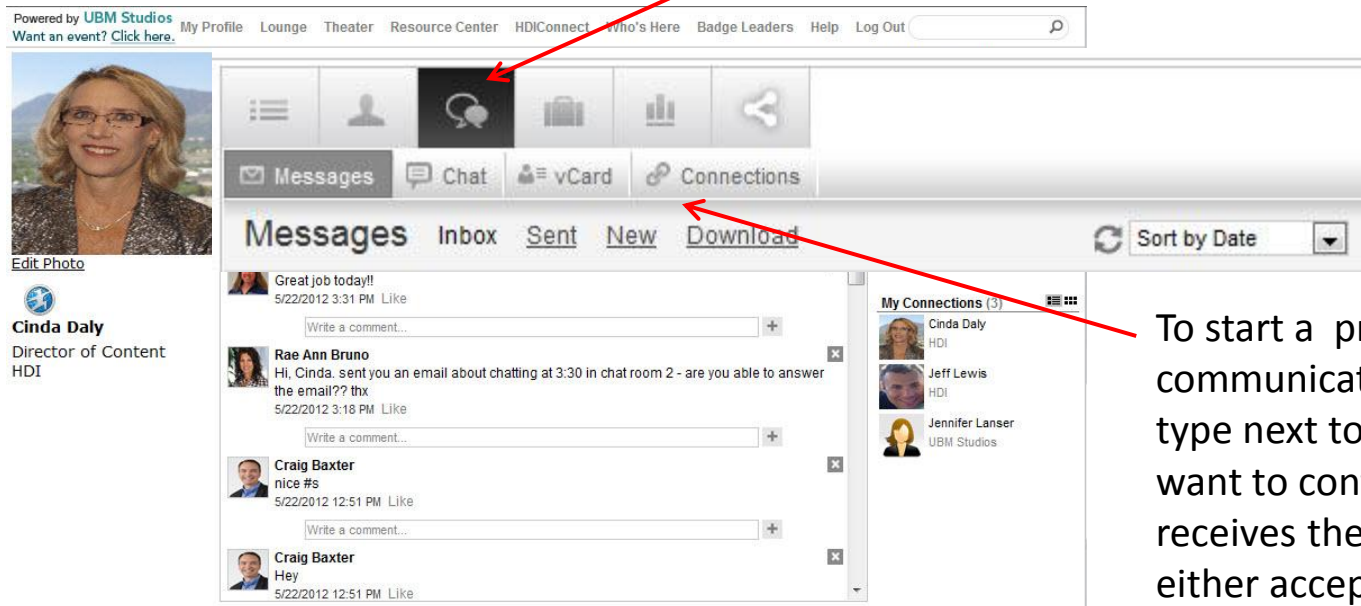


The **Event Activity** tab creates a pie graph of all the spaces attendees are currently visiting. The **Geographic Location** tab creates a map location of the physical event. Click the “map” icon on the top right corner of the attendee’s profile to see their location.

Start a 1:1 Communication



You can chat 1:1, send a private email, and exchange vCards from the Communication Center.



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Want an event? Click here.

My Profile Lounge Theater Resource Center HDIConnect Who's Here Badge Leaders Help Log Out

Messages Chat vCard Connections

Messages Inbox Sent New Download Sort by Date

Cinda Daly
Director of Content
HDI

My Connections (3)

- Cinda Daly
HDI
- Jeff Lewis
HDI
- Jennifer Lanser
UBM Studios

To start a private 1:1 communication, click the icon type next to the person you want to contact. The recipient receives the request, and will either accept or decline your invitation.

Search for Friends and Colleagues

Use the search feature to find attendees, sponsors, resources, and webcasts within the event. Click the magnifying glass to launch your search. The default search criteria is to search for “all.”

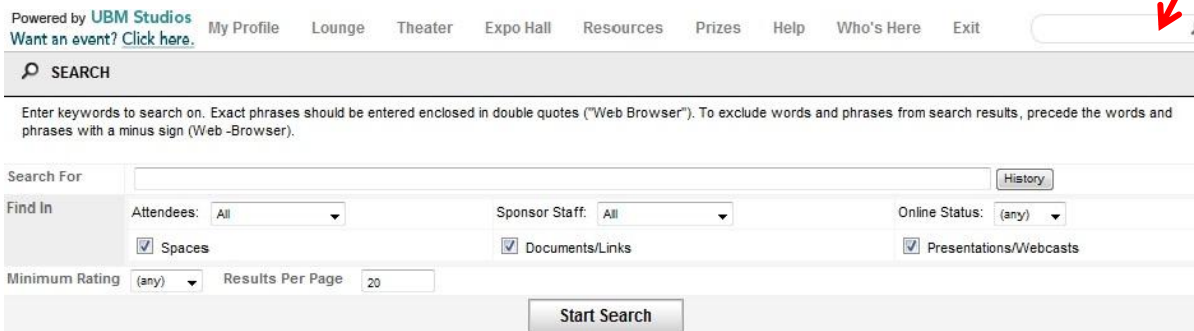


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Want an event? [Click here.](#) [My Profile](#) [Lounge](#) [Theater](#) [Expo Hall](#) [Resources](#) [Prizes](#) [Help](#) [Who's Here](#) [Exit](#)




 **SEARCH RESULTS** [New Search](#)

You can refine a search by clicking “New Search.” In the “Search For” field, type your search criteria. Narrow your search with “Find In” choices offered in the drop down boxes and check boxes shown below.



Powered by **UBM Studios**
Want an event? [Click here.](#) [My Profile](#) [Lounge](#) [Theater](#) [Expo Hall](#) [Resources](#) [Prizes](#) [Help](#) [Who's Here](#) [Exit](#)

 **SEARCH**

Enter keywords to search on. Exact phrases should be entered enclosed in double quotes ("Web Browser"). To exclude words and phrases from search results, precede the words and phrases with a minus sign (Web -Browser).

Search For: [History](#)

Find In:

Attendees: Sponsor Staff: Online Status:

☒ Spaces ☒ Documents/Links ☒ Presentations/Webcasts

Minimum Rating: Results Per Page:

[Start Search](#)

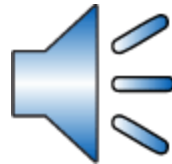
When you search for attendees who are online in the event, the online attendees are highlighted in green. Open a chat or send an email simply by clicking their name or the communication icon below their name.

Sounds of the Theater

The theater uses audio to notify you when certain events occur. This is especially helpful if you are logged into the event, but you are working in another application.

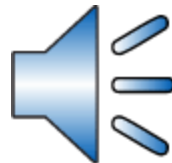
Communication

Received



You hear this sound when you receive a new email, chat request or Vcard. Click on the icon to play the sound. There may be a slight delay.

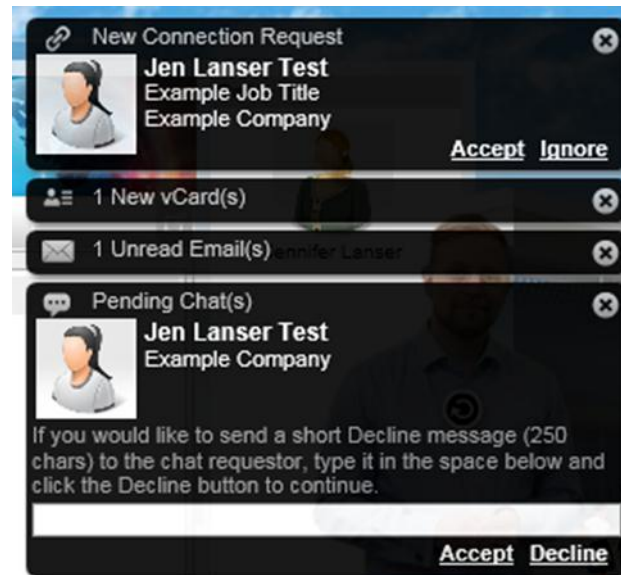
Chat Accepted



When someone responds to a chat request that you initiated, you hear this sound. Click on the icon to play the sound. There may be a slight delay.

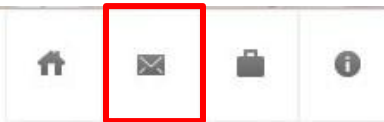
Acknowledge Networking Requests

If you receive a chat request, vCard, or in-event email, a communication window appears in the upper right corner of your screen. Scroll over this area to maximize the notification window.

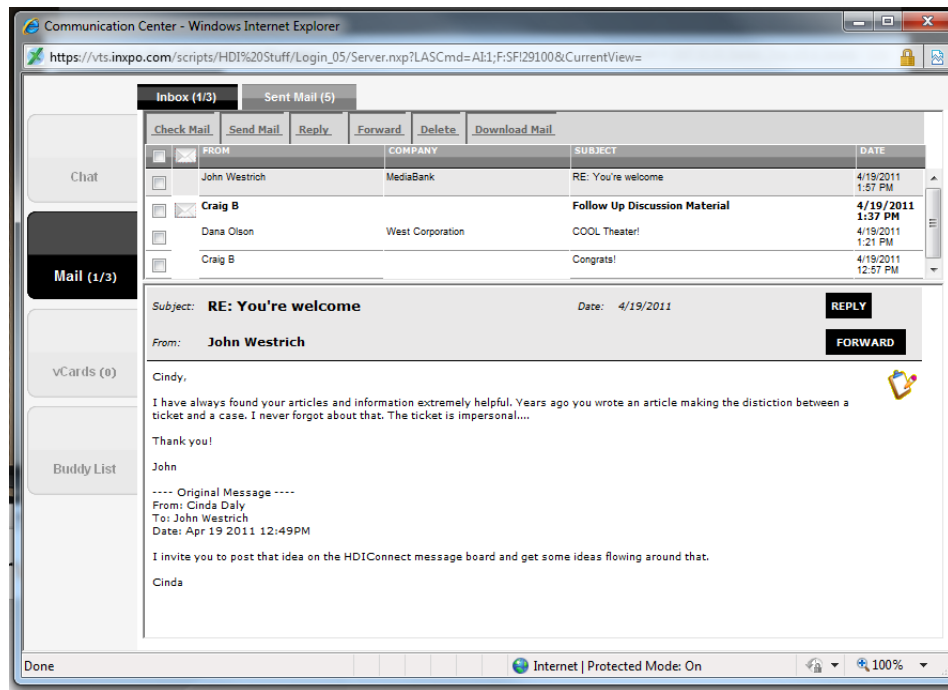


Note: If you do not respond (accept, decline, open, save, delete) to the communication items, the window will continue to reappear until you take action.

Keep Track of Your Contacts



Click on the envelope icon at the bottom of your screen to open your personal communication center and track your activity.



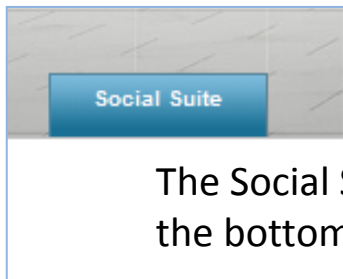
Here you can view received e-mail and vCards, as well as view previous chat sessions.

By clicking "New" next to any of the chat types, you can start new communications.

Network with the Social Suite

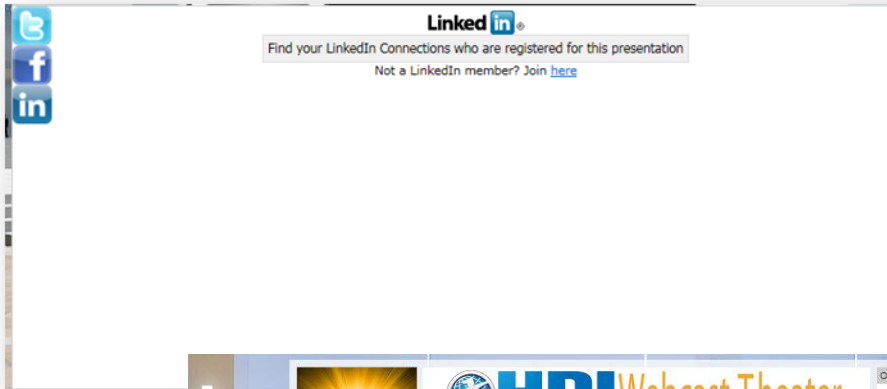
Take advantage of social media tools right inside the event. Click on the familiar icons for **Twitter**, **LinkedIn**, and **Facebook**. Follow what others are saying about the event.

WebcastTwitter **#ThinkHDI**

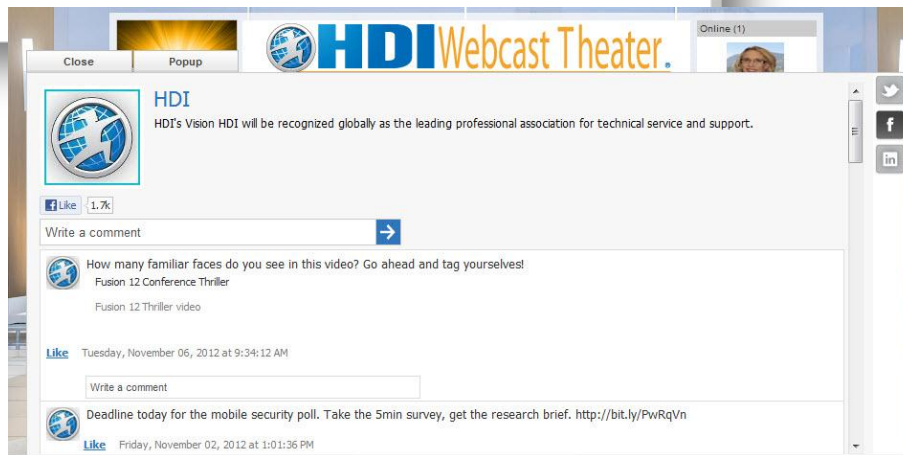


The Social Suite tab follows you through the event in the bottom left corner of your screen.

Connect with LinkedIn and Facebook



LinkedIn: Log in from the event to see how many of your personal LinkedIn connections are also registered. Click the LinkedIn icon and log into your account.

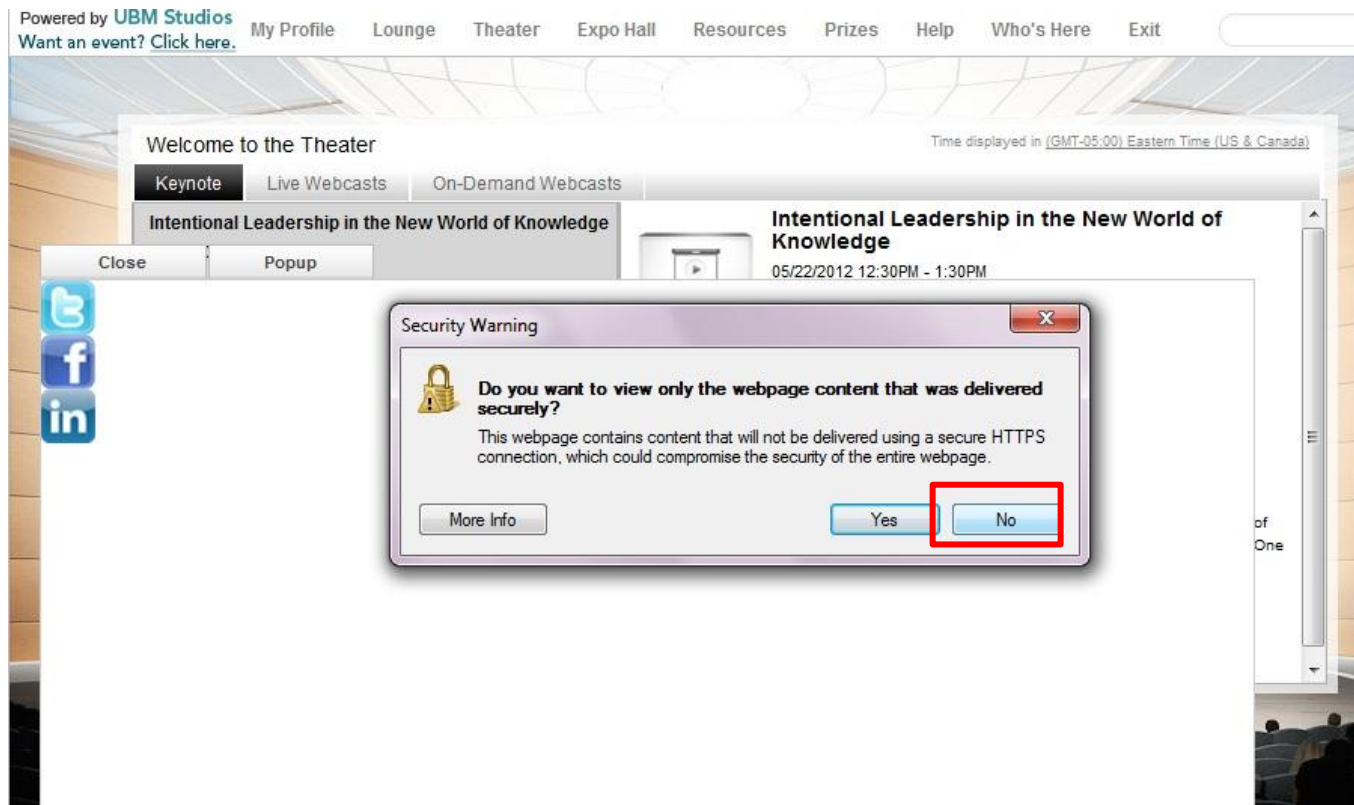


Facebook: Post to your Wall, share your thoughts about the event, and watch the comment activity. Click the Facebook icon and log into your account.

If the Social Suite is open and you would like to continue navigating around other areas of the event, click “Popup” to bring the entire suite into a new browser.

One More Tip

When you access external resources (like Facebook, LinkedIn, or a sponsor web site) with IE8, you may receive the warning below. Click “No” so that you can continue to connect with that outside resource. Look for more details in the “Help Center” if your browser displays different warnings.

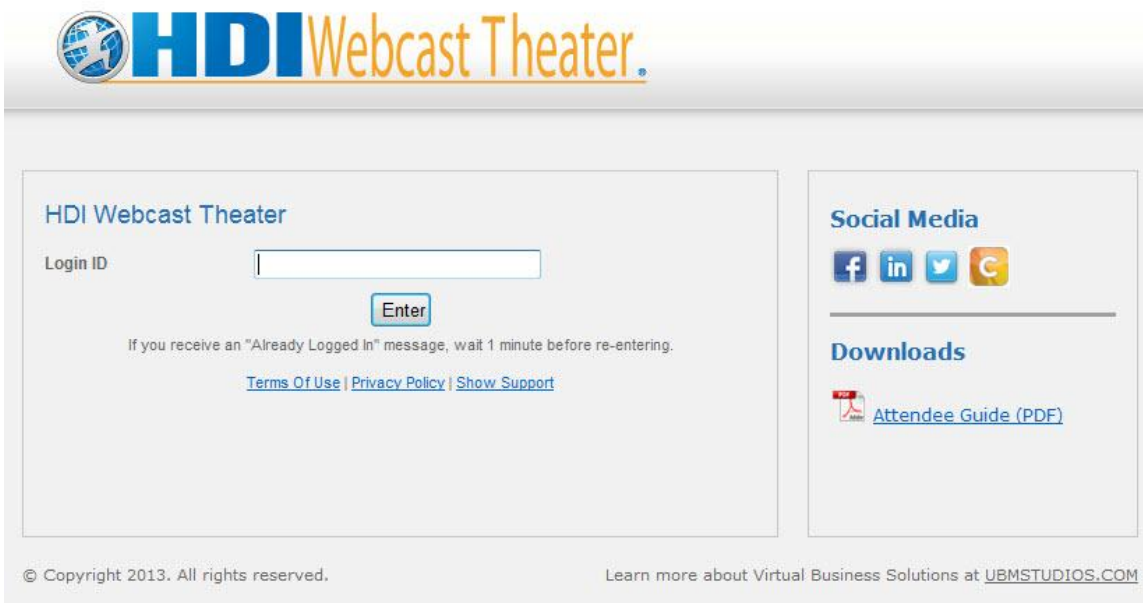




Log-in and System Set Up

Log-in for the Live Event

You will receive a reminder on the day of the live event. Simply click on the “Join the webinar” link and log in with your email address provided in the reminder. When you press “Enter,” the system check automatically runs to make certain that your computer is ready to go.



The screenshot shows the HDI Webcast Theater login interface. At the top is the HDI Webcast Theater logo. Below it, on the left, is a login section with the heading "HDI Webcast Theater", a "Login ID" label, a text input field, and an "Enter" button. Below the button is a message: "If you receive an 'Already Logged In' message, wait 1 minute before re-entering." and links for "Terms Of Use", "Privacy Policy", and "Show Support". On the right is a "Social Media" section with icons for Facebook, LinkedIn, Twitter, and Google+. Below that is a "Downloads" section with a PDF icon and a link to "Attendee Guide (PDF)". At the bottom, there is a copyright notice "© Copyright 2013. All rights reserved." and a link to "Learn more about Virtual Business Solutions at UBMSTUDIOS.COM".

Login ID: Use the email address you used to register for the event.

Note: If you attempt to log in more than once with the same user credentials, you will receive an error message. Only one login per user is allowed per event.

Prepare Your System

Basically, all you need is a web browser, a high-speed internet connection, and computer audio.

The first step to a successful experience is to ensure your system is ready for the event. It's best to run the system check below IN ADVANCE OF THE EVENT, and if you encounter any issues you can not resolve within your service desk, contact our support email below for assistance.

INXPO Release 10.5 Browser support (Attendee view)	 IE 7 and 8	 IE 9	 Firefox 3.6.24	 Firefox 11	 Safari 5	 Chrome 18
 Windows XP	✓			✓	✓	✓
 Windows Vista	✓			✓	✓	✓
 Windows 7	✓	✓		✓	✓	✓
 OS X Leopard (10.5)				✓	✓	✓
 OS X Snow Leopard (10.6)				✓	✓	✓
 OS X Lion (10.7)				✓	✓	✓
 Red Hat Enterprise Linux Server 6.2 (64 bit)			✓			

Support Contact : showsupport@ubm.com

Technical Requirements

To interact with the online environment requires a **Windows PC with Internet Explorer 6.0 minimum, or Firefox 3.0 to 3.0.19 and 3.6.** To interact with the online environment requires a **Windows PC with Internet Explorer 7.0 minimum, or Firefox 3.6.24 to 10. Mac with Firefox 9.0 to 10 and Safari 4.x or higher are also supported.** We support Windows XP and Windows Vista on PCs. Leopard, Tiger, and Snow Leopard are supported on Macs. Linux Fedora Core 10 is also supported operating systems. **Adobe Flash Player 10.0 or higher** is required. Access to the internet using high speed access (Cable, DSL, Network) is highly recommended for the overall environment and is required for all presentations. **Disable Pop-up blockers.** Cookies and JavaScript should be enabled. On entering the show, a system check is run, which will identify computer requirements that need to be addressed to interact with the online event. It is recommended to view the environment with the display resolution of 1024 x 768.

[To run the system check, click here](#)

VERY IMPORTANT: Prepare yourself for possible chat issues pertaining to corporate or personal firewalls.

[Click here to view important firewall information](#)



We hope you enjoy our theater!