

Please see FAQ's below with regard to Exhibitor Services and access to the Alliance OnLine exhibitor portal. If you choose to notify exhibitors in advance of forthcoming email communication from Alliance and/or provide direct contact to our Exhibitor Services team, please feel free to copy/paste or share accordingly. Some show managers choose to share the details below in their exhibitor registration confirmations and on their website.

### **INVITATION TO LOGIN**

The initial email campaign inviting exhibitors to log into the event portal will be sent from [ExhibitorAssistance@alliance-exposition.com](mailto:ExhibitorAssistance@alliance-exposition.com). The sender name will be Alliance Nationwide Exposition.

### **EXISTING USERS**

For exhibitors who are existing users in Alliance OnLine from prior events, you will be prompted to log in using your existing credentials. This is your email address and the password created in the past to access the AOL site. If you do not recall your password, there is a reset button on the login page.

### **NEW USERS**

For exhibitors who are new users in Alliance OnLine, the email campaign will intuitively prompt you to create a password prior to linking you to the event portal.

### **PAGE NAVIGATION**

There are two links that will be available.

**Quick Facts Link:** Takes you to the main landing page to review the overall details for your event. Specifics such as pricing and ordering capabilities will require you to log in to view.

**Order Services Link:** Will require you to log in. You will be able to view all specific event details including ordering options and pricing.

### **CONTACT**

Alliance Exhibitor Services

[ExhibitorAssistance@alliance-exposition.com](mailto:ExhibitorAssistance@alliance-exposition.com)

Phone: 888.528.2011

### **TROUBLESHOOTING**

Should you not be able to locate your email invitation from Alliance, we are happy to assist. Please confirm the following first.

- Check your Spam/Junk folder. Individual security software settings and/or company firewalls sometimes prevent the email from reaching the recipient's email until manually allowed.
- Ensure that you are the primary contact for your organization as registered with show management.
- Though not required, exhibitors may find it helpful to add the Exhibitor Services email above to their safe senders list in advance.

- If you are on the main page and unable to view everything, you will have to log in. The log in is located in the upper right corner. Once logged in, you will see your name in the upper right.