

Cvent | Support and Resources ^[1]

July 22, 2020 by [Melanie Jones](#) ^[2]

Contact Cvent's premium support and utilize countless resources available at your fingertips.

- Once logged into your Cvent account:
 - **Click the chat/messaging icon** in the top right corner.

cvent | **EVENTS**

All Ev

Events

View: **Current Events** ∨ **Create View**

- You'll be taken to the Cvent Community where you can:
 - **Contact Support** found on the right hand side ?

Welcome back!



Learn

Learn to use Cvent products with quick FAQ's, step-by-step how-to articles, and video tutorials.

Knowledge Base

Describe the help article, discussion, or training you're

- When contacting support you will identify:
 - Product (likely Event Management) and
 - Provide a concise description

Contact Support

How can we help you?

Tell us which product you are working with, along with a Support [here](#).

Product

Event Management

Concise description

speaker

Continue

- Relevant resources will be presented to you.
- If none are useful, choose the **Yes, Contact Support** button found in the bottom blue box.

?

What is the process for speakers accessing the Speaker Resource Center?

Learn about what you need to set up in your event prior to accessing the Speaker Resource Center...

Sharing Virtual Session Details in the Speaker Resource Center

Follow these steps to add live stream and collaborative virtual session details to your event.

Do you speak at an event?

YES, I DO

- Select your desired option to:
 1. Start a Chat
 2. Open a Case
 3. Call Now

Contact Support

Choose the Right Resource for You

If you are working with Cvent Webinar, you can access your Support [here](#).



1. Ask the Community

Post a question online to the seasoned planners and hoteliers of our Cvent customer community. Whatever your need, chances are someone's already solved it.

[Go to Open Forum](#)[Search Discussions](#)

2. Chat With Us Online

Live chat is currently available for just three Cvent products:

a) Attendee Hub – Live chat is not available (please open a case or call us instead).

b) Event Diagramming (Social Tables) – available 9:00 AM Monday to 10:00 PM Friday Eastern Time.

c) Event Management – available 6:00 PM Sunday to 9:00 PM Friday Eastern Time.

d) OnArrival – Live chat is not available (please open a case or call us instead).

e) Supplier Network – available 9:00 PM Sunday to 9:00 PM Friday Eastern Time.

[Start a Chat](#)

3. Open A Support Case

For non-urgent issues, please complete a short form, and a Product Consultant will get back to you within 24 hours. For urgent issues, we suggest using our Request a Call option to get someone on the phone right away.

[Open a Case](#)[Review Your Cases](#)

4. Call Support

Need help now? Get someone on the phone right away. Have your account information ready to expedite the process.

[Call Now](#)

Have you tried searching the

Knowledge Base

Explore the same resources used by Cvent support experts.

[Search here](#)

Have you tried accessing your

Learning Plan?

Track your training progress and complete in additional courses to boost your skills.

[View Training](#)

- **View *My Cases*** in the top-right corner, if you contacted Cvent support previously.

Account Code | UCCO003 You'll need CU's account code when logging in or contacting Cvent: UCCO003

Related Content

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- [What Cvent training is available?](#) [4]
- [Where can I access Cvent on-demand training for a new user?](#) [5]
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