

## Cvent | Support and Resources <sup>[1]</sup>

November 5, 2024 by [Melanie Jones](#) <sup>[2]</sup>

Contact Cvent's premium support, utilize the countless resources in Cvent's knowledge base, or chat with Cvent's AI chatbot designed to help you in seconds with personalized resolutions to your questions.

To navigate to Cvent support and resources, also known as Cvent Community, log into your Cvent account and **click the chat/messaging icon** in the top right corner.

**cvent**

EVENTS

All Ev

# Events

View: **Current Events** ▾

Create View

## Contact Support

From the Cvent Community page, click on **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 video to your session.

Do you need help?

YES, CONTACT SUPPORT

- 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  
in additional courses to boost your

[View Training](#)

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

## **Knowledge Base**

Search Cvent's knowledge base for quick FAQ's, step-by-step how-to articles, and video tutorials.

From the Cvent Community page, **click on Knowledge Base**, and type what you're looking for into the search bar.

# Welcome back



## Learn

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

Knowledge Base

Describe the help article, discuss

## **Chatbot**

Cvent has an AI chatbot named Valerie designed to help you in seconds with personalized resolutions to your questions. Solving product challenges or answering common questions, Valerie helps you navigate Cvent and meet your goals. This chatbot makes event planning a breeze by directing you to the right resources and guides from over 3,000 Knowledge Base articles.

You can find Valerie in the lower right-hand corner of Cvent Community pages – just make sure you are logged in. No more searching or sifting – what you need is always at your fingertips with Valerie.



# Welcome back



## Learn

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

[Knowledge Base](#)

Describe the help article, discuss

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

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