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.

Events

- You'll be taken to the Cvent Community where you can:
  - **Contact Support** found on the right hand side?
When contacting support you will identify:
- Product (likely Event Management) and
- Provide a concise description
How can we help you?

Tell us which product you are working with, along with a concise description of the issue. You can find more information in the 'Contact Support' section.

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...

Do you see the blue button?

- Select your desired option to:
  1. Start a Chat
  2. Open a Case
  3. Call Now
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 8:00 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
• **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

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