

Attendee User Guide



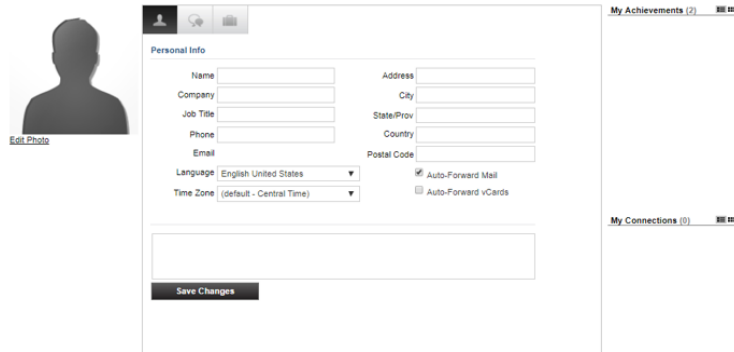
Access

You can enter the event beginning at 10:30 ET on July, 20th

- As an NRF NXT ALL ACCESS attendee, you will be able to enjoy a unique, interactive learning experience from the comfort and convenience of your home or office.
- You can find everything you need to access the event in the Registration Confirmation email you received upon registration.
- To make sure your computer, internet connection, and sound are ready to go, take a moment to [test your system](#) or device in advance.

Your Profile

The Profile is where you can customize your information, access documents, and view your connections.



To edit your profile, begin by clicking “My Profile” in the upper navigation at any time. Your profile contains your name and several other fields that you may have filled out upon registering.

You may choose an image to help identity yourself during the event (select from a list of stock images or upload your own photo). Filling out your profile completely and accurately will help you while networking with attendees in the event.



The briefcase is located within your profile under the third tab. This is where you may retrieve documents and links that you have saved from sponsor booths, presentations, or meetings.

Communication Center



If you receive an email, vCard, chat request, connection, or announcement, you will be notified via a communication bubble that will display in the upper right-hand corner of your screen. By clicking on the communication notification, you will be taken to the indicated item.

There are 4 types of private communication:

- 1. Email messages** –The notification will display you have an unread email. Click on the notification window to view.
- 2. Chats** – If you receive a chat request you will be able to accept or decline the request. You may also send a short message to the chat requester when declining a chat.
- 3. vCards** – The notification will display you have a new vCard. Click on the notification window to view.
- 4. Connections** – The notification will display that you have a new connection. You can click on accept or ignore directly from the request window.

Sounds of the Event

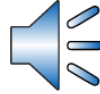
The event uses audio to notify you when certain events occur.
This is especially helpful if you are logged into the event but are working in another application.

Chat Accepted



When someone responds to a chat request that you initiated, you will hear this sound. Click on the icon at the left to play the sound.

Communication Received



You will hear this sound when you receive a new Email, chat request or VCard. Click on the icon at the left to play the sound.

Lobby

After logging into the event you will be taken to the Lobby area.

From the Lobby, you can visit the main areas of the event by clicking on their listing or utilizing the navigation bar.



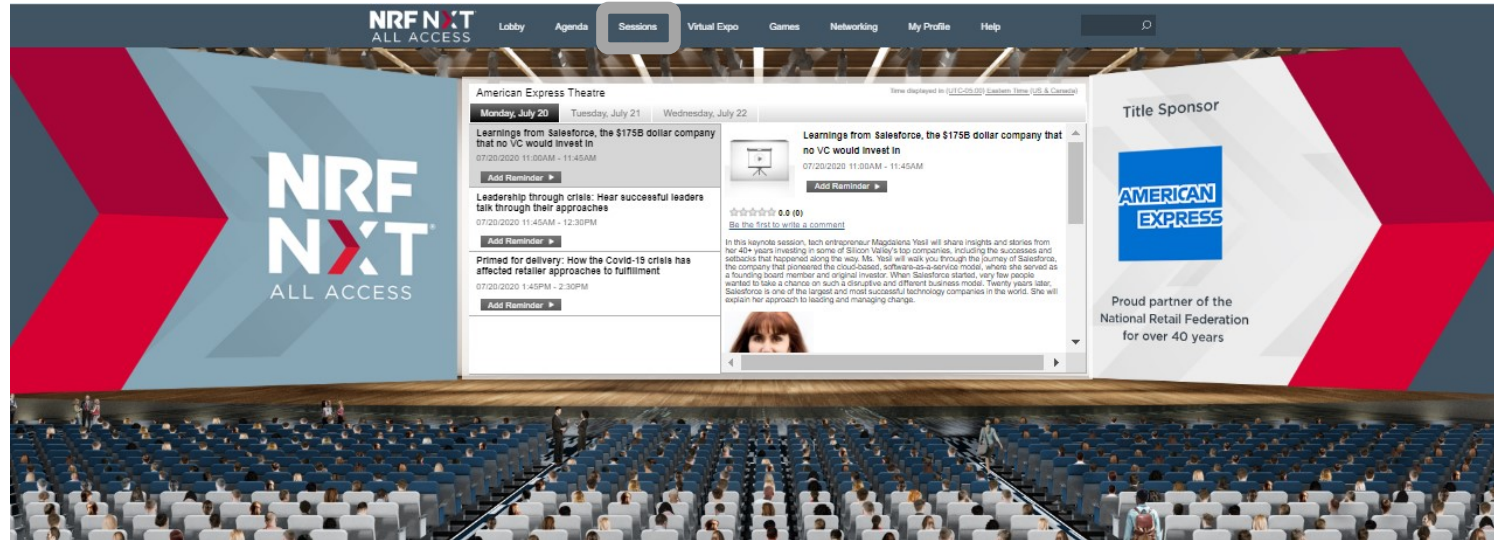
1. Search: You can use the search feature to find attendees, sponsors, documents/links and presentations/webcasts within the event.

2. Navigation: Access the different spaces in the event.

3. Lobby: You can return to the lobby by clicking on “Lobby” on the top toolbar.

Sessions

Navigate to the Session tab to view General Sessions and Exhibitor Big Ideas. Clicking on a session you will see more detail on content & speakers.



Virtual Expo

By clicking on Virtual Expo tab on the top navigation, you will be taken to the Expo Hall, where you can visit booths, download/view content and engage with booth staff.

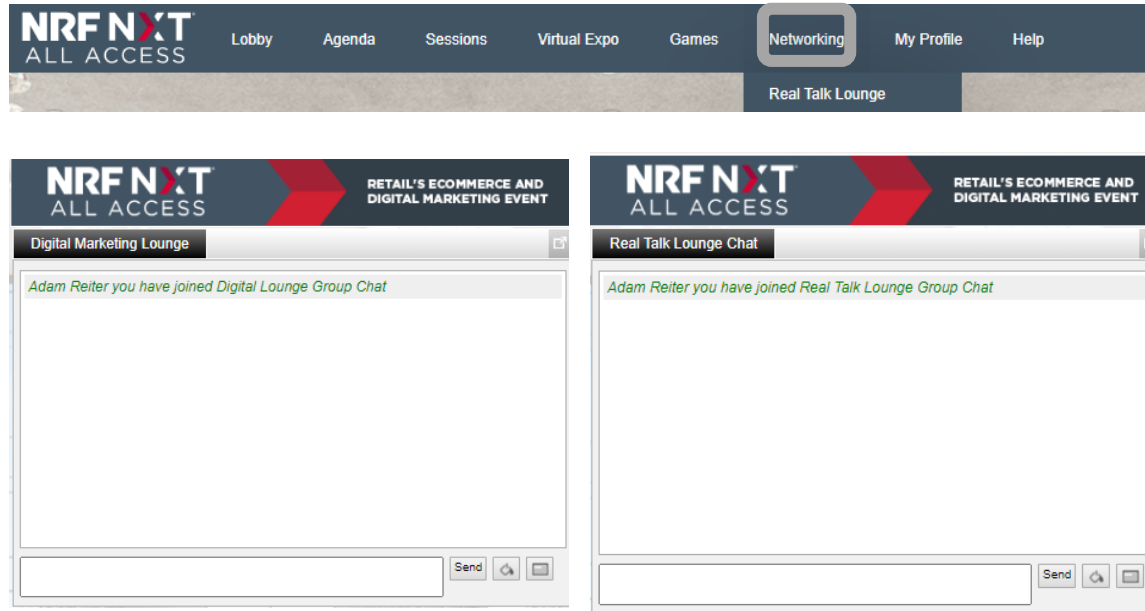


Once you've entered a booth, you may click through the content tabs on the right-hand side to view collateral and other assets and information provided by the Sponsors.

The sponsor staff listed in the staff tab (click on icon highlighted in red below) will be standing by in the space to chat with you and answer your queries.

Lounges

The *Digital Marketing* and *Real Talk* lounges are a great place to communicate and network with attendees.



Choose from one of two lounges to join a public chat and network with your colleagues.

Participate in a facilitated discussion during the Intermission Breaks on Monday and Tuesday.

Badge Game and NRF NXT Trivia

These games are a great way to explore everything NRF NXT ALL ACCESS has to offer!

Badge Game

Sponsored by American Express

Complete specific activities and you will receive "badges" and points. The top 30 people with the most points each receive a gift card.

Badges Include:



Content Fan (150)

Attend 9 sessions - at least 3 must be Exhibitor Big Ideas



Booth Voyager (200)

Visit all sponsor booths in the virtual Expo and engage in any group chat



Survey Superstar (75)

Complete any session survey



Curious Cat (50)

Ask questions via Q&A during any session

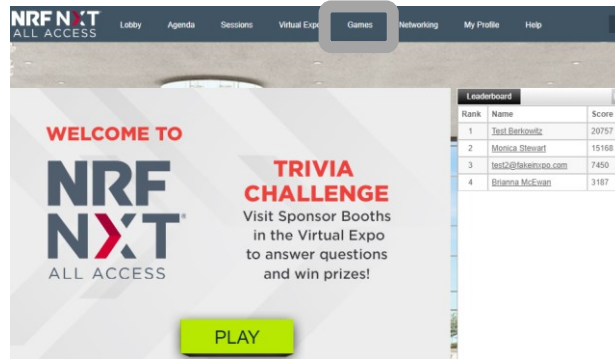


Chatter Box (50)

Participate in a group chat in a lounge

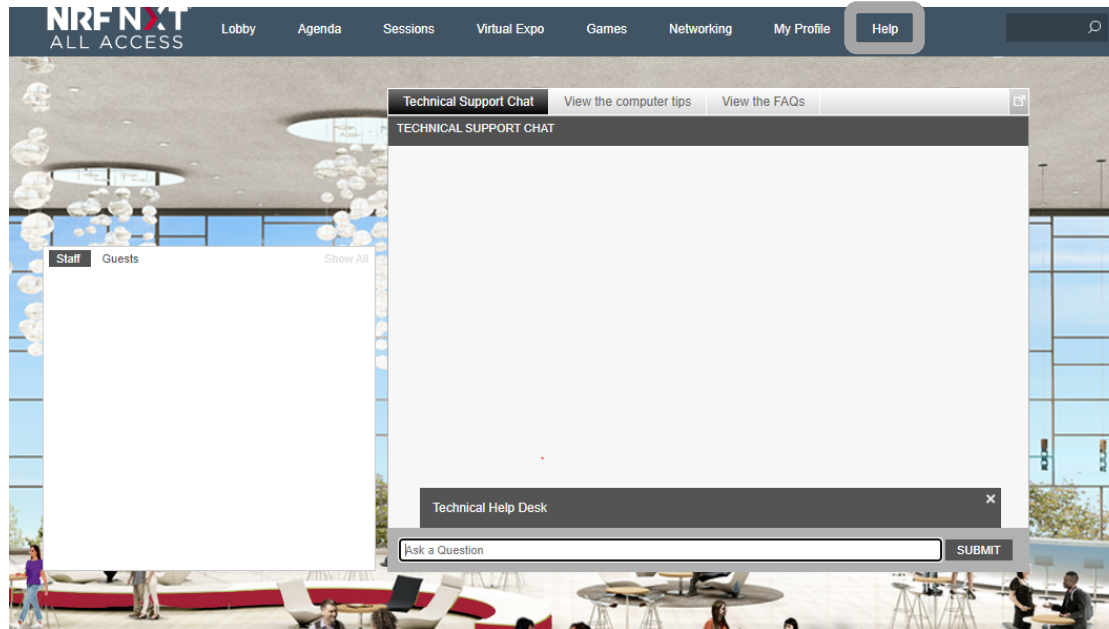
NRF NXT Trivia

Sponsors have provided questions, and you will need to visit their booths, during expo hours, to find the answers. The first 25 retailers who answer all the questions correctly each day, can choose a gift from GiftNow (\$100 value). Questions change each day, giving you two chances to win!



Help Desk

The Help Desk is available for any technical support issues you have while interacting in the virtual event. There are helpful resources available to you such as guides, FAQs, and support documentation to aid in troubleshooting support requests.



Chat: Will allow you to chat with West support staff available to help assist with any questions you may have.

Email: If you have additional concerns after live support has ended, you can email the support box at eventsupport@inxpo.com.

Computer Tips: Available to view helpful resources in troubleshooting potential issues such as chat or communication problems, security prompts, FAQs, etc.