

## FAQ Alliance OnLine Exhibitor Portal

Please see FAQ's below with regard to Exhibitor Services and access to the Alliance OnLine exhibitor portal.

### **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's 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.

### **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.