

Frequently Asked Questions about using the Events Website

1. How do I log on?

Enter the email address that you received the invitation from and your password and then press 'Sign In'. If you are a new user, please enter your email address into the new user box and press 'Sign Up'.

2. What is the default password?

Password1

3. What if I have forgotten my password?

Click the 'To reset your password please click here' link on the front page. You will then be instructed to reset your password.

4. What is a secure password?

A secure password must be at least 8 characters long, contain at least 1 numeric character, at least 1 lower case letter and at least 1 capital letter.

5. I got the following error message when I tried to log on as a new user:

Your email address is already recorded on our system; please click on the Password reminder on the log in screen.

Your email address is already on our database, so you are not classified as a new user. Enter your email address in the Existing Users box and click to reset your password.

If you are unsure whether you are an Existing User, you can put your email address into the New Users box and click 'Sign Up'. If the website recognises the email address, it will tell you. You can then enter the email address in the Existing Users box and click to reset your password.

6. I got the following error message when logging on to the website:

As this is the first time you have accessed the National Strategies events registration website, please read the data protection statement at the foot of this page. Confirm your acceptance of it by clicking the appropriate box below, then re-enter your password and click the Sign In button above.

As a new user, we need you to read and accept the data protection statement at the bottom of the page. If you agree with the statement, tick the accept box, re-enter your password and then click on the 'Sign In' button. This will then take you into the website. You will only need to do this once as the system will remember that you have used the website before.

7. I have been nominated to attend an event, where can I register?

You can register for events you have been nominated for by going to the 'Invited' page and by finding the event from there.

8. I got the following message when I tried to enter my event code and nominators email address on the Invited page:

The details you entered cannot be located - Please re-enter or contact National Strategies Administration.

This means that the Event Code and/or the nominators email address have been entered incorrectly. If this occurs please either check the information again from the original email or contact National Strategies Customer and Events Services on 0845 850 1444.

9. How can I change my password and/or email address:

This can be done at any time via the 'Profile' page once you have logged into the website.

10. How can I add or remove a contact role:

This can not be done on the website. Please contact Customer and Events Services on 0845 850 1444.

11. Why can't I see my event on the invited page:

This could be for a number of reasons –

- a) Events will only appear on your 'Invited' page if you have been invited to the event and have been sent an invitation.
- b) The event cut-off date may have passed.
- c) If you have been forwarded an email from a nominator, you will need to click on 'If you have been nominated to attend an event, and cannot see the event you have been invited to above, please click here,' and enter the relevant details.

12. What do I do if I miss the cut off date:

If you miss the cut off date, and wish to register; or wish to register for an event that is not on your Invited page, please contact Customer and Events Services on 0845 850 1444.

13. Why are the events split into two on the invited page?

The invited page shows events you are invited to in two separate tables:

- Single Events: Events where you have been invited to a specific date and venue.
- Multiple Choice Events: Events where you can select the date and venue from the choices outlined.

14. What is a nominator?

A nominator selects who should be invited from their Local Authority. It could be themselves or other colleagues. Nominators can also choose to decline to nominate. When a nominator nominates others using the website, they will automatically receive an email notification and will need to register themselves using the events website.

15. What is a nominee?

A nominee is the term for delegates who have been nominated by the nominator. Nominee's need to log on to the website, review the invitation and register or decline for the event they have been selected for.

**If you have any questions or queries, please contact
National Strategies Customer and Events Services on 0845 850 1444**