

Communicating Wireless Information to Attendees

We understand that information about wireless connectivity at your event can be challenging to communicate to your attendees. Once they realize it's available, they will often follow up with questions about how to get connected and what the password is.

We've found that the three communication methods below can help guests understand what's available to them and how to get connected. You can also use these communications to warn people against using personal hotspots, which can disrupt other attendees' wireless connections.

1. Email Notifications

Two to three days prior to an event, we recommend emailing your attendees to notify them of the network name and password, provide them with instructions on getting connected and remind them that wireless hotspot devices are prohibited within Meydenbauer Center.

On the next page, you will find a template email to send to your guests along with an attachment that includes detailed instructions on getting connected and troubleshooting techniques. Because attendees are often flooded with emails just prior to an event, we encourage you to include the word "Wi-Fi" or "wireless" in the subject line so it is easily searchable in their inbox the day of the event.

2. Printed Materials

In case people don't check their email or forget the network name and password, we also recommend printing this information on your event materials. Many groups will include it on their meeting agenda or create small cards or slips of paper to hand to attendees upon registration.

3. Presentation Slides

Most groups have introduction slides that are rotating on the screens as guests enter the room before the program starts. This can be a great place to inform guests how to get connected and to remind them to turn off their wireless hotspots.

Dear MEETING PLANNER,

The message below is provided to help you communicate about the Dedicated Event Wireless Connections available to them during your event.

Subject: Wi-Fi connections at *EVENT*

Dear *ATTENDEE*,

Thank you again for joining us at the upcoming *EVENT*. We look forward to seeing you in a couple days. As a reminder, we will have wireless internet available to everyone throughout the conference at Meydenbauer Center. To get connected, you will need the following network name and password:

Network Name:
Password:

Once you've connected to the network from the list of available wireless networks, you will need to open your web browser. You will be redirected to a splash page where you will enter the password provided above. At that point, you should be connected for the duration of the event.

Please keep your password on hand in case you get disconnected at any point. If you have problems getting connected, please see the attachment with our recommendations for troubleshooting.

Also, please note that personal wireless hotspot devices are prohibited within Meydenbauer Center to ensure a strong internet connection for all guests.

Sincerely,

EMAIL SIGNATURE