Personify
A2Z Events

Comprehensive Support Resources

Client Success

LIVE CHAT
Support Agents are available to assist you Mon-Fri 9am-5pm ET.

KNOWLEDGE BASE
Searchable online repository of platform documentation, including Seminars and Live Education Sessions.

SUPPORT REQUEST
Use the "Submit a Request" form to ask our Support team a question.

PERSONIFY CLIENT COMMUNITY
Online community to network, share, and learn about Personify/A2Z Events solutions.

![Personify A2Z Events logo]

Education

As a self-service SaaS solution, we offer our clients numerous convenient, free, and flexible resources to educate your team and allow you to operate independently of daily support.

This guide is to help you understand your educational journey to maximize the usage of your system.

1 Visit

Our online knowledge base is just a single click away via the support button. This tool is home to every resource available to you as a client.
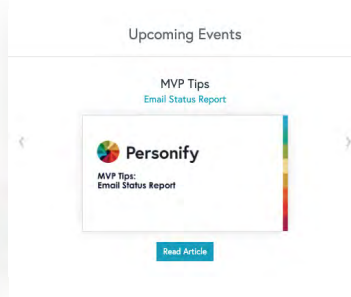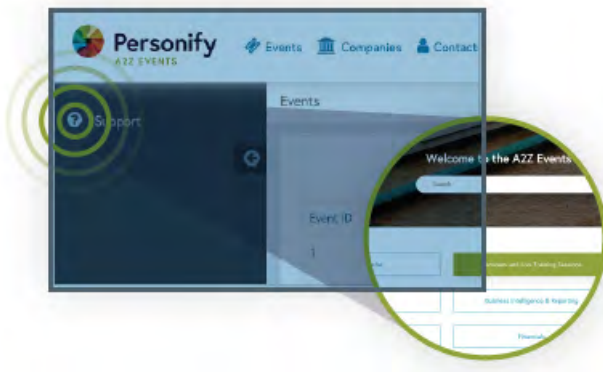

Users will be able to see upcoming vILTS, webinars and other important updates.

2 Search/Submit a Request

Support Articles

This online library includes 500+ articles that provide detailed instructions (and many with screenshots and accompanying videos) on how to complete nearly every task in your A2Z Events system. The education team is continually updating and adding new articles as we grow our solution. If you are logged in to the support portal, the contextual articles relating to the specific page you are on will be activated – just click on the "?". If you are unable to find a topic or would like to suggest an article, please click 'Submit a Request' to get additional assistance from our Support team.
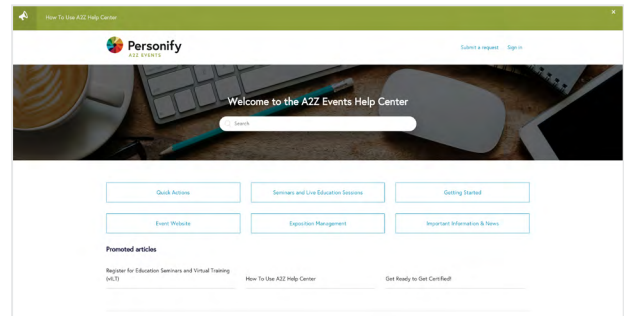
Learning Seminars (Live and On-Demand)

LIVE: These weekly scheduled seminars cover A2Z processes and system education. Taught by our experienced education team, hour long sessions also allow for Q&A to further your understanding of the product.

ON DEMAND: Available anytime, these recorded sessions (typically 45 minutes to an hour) provide users the opportunity to start and stop your education at any time.

MVP TIPS: These two-minute or less videos guide users through many of the most common tasks to increase efficiency and usage of your system.
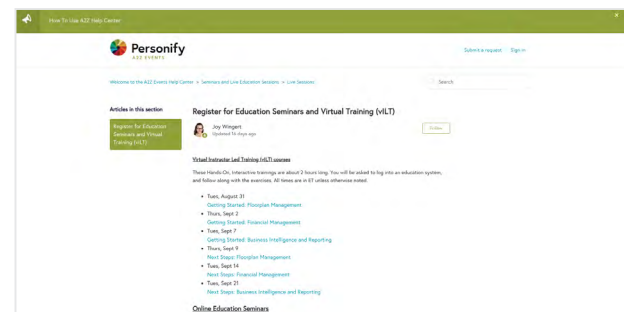
Virtual Instructor Led Training (vILTS)

Our highly rated vILTs are hands-on, one to two-hour online education sessions. Participants will be given an educational global admin and event to test, learn and follow along. Clients will also have opportunities throughout the session to ask questions of our education team and other industry colleagues for best practices and advice. vILTs are generally offered most weeks at 1pm EST. With the high level of engagement and participation, seats are limited to maximize your teams training experience.

Personify Webinars (Live and On-Demand)

Exclusive thought leadership webinars (typically presented quarterly) cover a range of topics impacting the association, tradeshow, and events industry. Emails regarding these opportunities will be sent directly to your users.

3 Ask

During standard Eastern Standard Time business hours, our onshore team is trained to answer your "How To" questions about the A2Z events system. They can direct you to supporting articles and documentation for you to reference later. If all our Live Chat agents are busy or unavailable, you can use the help feature to search for articles that help you move forward with next steps.

To chat, click on the help button in the right-hand area of your global admin system.

If you have additional questions regarding the resources available to you, please contact us for further information.
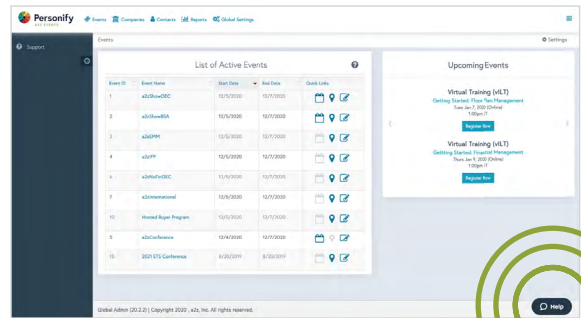
Learn more about Personify's Cloud Solutions

VISIT OUR SITE at personifycorp.com

EMAIL
info@personifycorp.com

CALL US TOLL FREE
(877) 891-7681