



## **Wrike Collaborate FAQs**

### TECHNICAL TROUBLESHOOTING

**1. I didn't receive an email with instructions on how to log in to the event. What do I do?**

To log in to virtual Collaborate please go to <https://wrike.vfairs.com/en/registration> and click the "Login" button in the upper right corner of the form. You'll be prompted to provide your email. Please ensure that you're using the same email that you used to register for the Wrike Collaborate event.

**2. I was able to log in, but I'm having trouble with viewing content on my browser.**

Please make sure that you use Safari, Chrome, or Firefox to watch the event. Internet Explorer is not recommended and may cause trouble with displaying content in some instances.

**3. I'm still having trouble with viewing the content and participating in sessions.**

Please contact our technical vendor Customer Support center:  
[customersupport@vfairs.io](mailto:customersupport@vfairs.io)

## EVENT INFORMATION

### **4. When is Wrike Collaborate?**

Wrike Collaborate is on October 20–22 in North America and October 21–22 in Europe and Asia. The event is brought to you in English and will be offered as on-demand for 30 days after the end of the event on October 22.

### **5. Where do I find the event agenda?**

You'll find the event agenda after logging in to the event in the navigation tab under the "Agenda." You can also check the current agenda on <https://collaborate.wrike.com/2020/>.

### **6. How do I use the event platform to navigate the event?**

At the event entrance you'll find yourself in the main lobby. From there you'll always see a navigation tab to guide you to the Auditorium, Collaborate Expo, Social Lounge, Info Desk, Photo Booth, Chatrooms, Leader Boards, and Agenda. You can also click those areas spread out in the lobby.



## 7. Can I sign up for sessions in advance?

No, pre-registration for sessions is not required as there are no attendance limits for keynotes, panels, and breakout sessions. The Birds of a Feather and Ask the Experts sessions have limited capacity, so join early to secure your spot!

## 8. What types of sessions is Wrike offering during the event?

Wrike Collaborate will offer live, pre-recorded, and on-demand sessions. For more details about the sessions, please visit <https://collaborate.wrike.com/2020/>.

## 9. I really liked the session topic and would like to ask questions or discuss the content. How can I do that?

Wrike loves the conversations and every Wrike session will have a “Join the Community” link under its listing in the Auditorium. Make sure to click the link and join the conversation about the session that you enjoyed. How does this work?

To access the Collaborate 2020 Community page:

1. Click [here](#).

2. Click the hamburger icon on the top right side of the page, and sign in with your Wrike login credentials. If you do not have a Wrike account, you'll have read-only access on the forums.
3. Once you've signed in, you'll be able to view all Collaborate 2020 session forums. Feel free to post, comment, and like in the Collaborate 2020 Community threads.

**10. Will there be any sessions with limited attendee capacity?**

Yes. Both Birds of a Feather and Ask the Experts sessions are limited to 35 attendees per session. The session entry is on a first come, first served basis. Once the session reaches capacity, it will be locked for additional attendees.

SALES AND PRODUCTS

**11. I'd like to get in touch with a Customer Representative or Sales Representative. How do I find them at the event?**

Wrike Collaborate is a highly interactive event with many ways to chat with our Wrikers. Please make sure you visit the Collaborate Expo Hall, where we'll have topic-based booths. Our representatives will be ready to chat with you and answer any questions about our products, services, and community.

**12. I'd like to learn more about Wrike products and new releases, or schedule a demo.**

Please make sure you join the keynotes and visit the Collaborate Expo Hall as well as our Resource Center with all the current information about what's happening at Wrike. You'll also have a chance to schedule a demo at any Wrike booth that you visit throughout the event.

FUN

**13. Will there be any raffles or games where I can win prizes?**

Yes! We've prepared an array of fun activities throughout the event. Please make sure to visit the Collaborate Expo Hall and Game Center Raffle Booth chat to learn more and review

[North America Contest Rules](#)

[Europe Contest Rules](#)

[Asia Contest Rules](#)

**14. How can I share photos from the virtual photo booth?**

You can enter the photo booth from the Lobby, Social Lounge, or Game Center Raffle booth. Choose your background, hashtags, and stickers and share on your social media feed. We'll be having raffles and prizes for social sharing. Don't forget to use #WrikeCollaborate and #WorkAsOne when sharing your photos.

**15. What are the official event hashtags?**

#WrikeCollaborate and #WorkAsOne are the official event hashtags.

**16. I didn't find answers to my questions in this FAQ document. What do I do?**

Please email us at [collaborate@wrike.com](mailto:collaborate@wrike.com) if you didn't find an answer here.