

Frequently Asked Questions for Exhibitors

RWC-340B has contracted with [Alliance Exposition - The Hotel Show Pros](#) to handle your booth needs for this conference. Alliance will handle shipping, delivery of your shipments to the Exhibit Hall at the Hyatt Regency Houston and breakdown at the end of the conference.

Once you have registered with us as a conference exhibitor, we will submit your information to Alliance and **they will send you an invitation to log in email** to begin the process of creating login and accessing our portal. Please read the FAQs below as well as contact information below to help guide through the process.

INVITATION TO LOGIN

The initial email campaign inviting exhibitors to log into the event portal will be sent from 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.

PAGE NAVIGATION

There are two links that will be available.

Quick Facts Link: Takes you to the main landing page to review the overall details for your event. Specifics such as pricing and ordering capabilities will require you to log in to view.

Order Services Link: Will require you to log in. You will be able to view all specific event details including ordering options and pricing.

CONTACT

Alliance Exhibitor Services

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.
- If you are on the main page and unable to view everything, you will have to log in. The log in is located in the upper right corner. Once logged in, you will see your name in the upper right