

Downloading Your Presentations IMPORTANT INSTRUCTIONS PLEASE READ CAREFULLY

For environmental reasons we no longer automatically provide printed copies of all the conference documentation. If you would like to access the event presentations and other documents, they are available to download from our website. Here's how:

1. If the booking was made by you personally ONLINE

- 1a. Your documentation download (pdf) will be in your account on our website. Simply log in to 'My Account' at www.symposium-events.co.uk.



1b. Select the order associated with your booking:

My Account

Hello **Paul Gray** (not Paul Gray? [Sign out](#))
View your recent orders, manage your shipping and billing addresses and [edit your details](#)

Recent Orders

Order	Date	Status	Total		
#FREE-783	30 October 2014	Processing	£0.00 for 4 items	VIEW	PDF INVOICE
#FREE-782	30 October 2014	Completed	£0.00 for 1 item	VIEW	PDF INVOICE

A callout bubble with the text "View your Order" and an arrow pointing to the "VIEW" button for order #FREE-783.

1c. Click the link for the presentations

My Account

Order **#FREE-783** was placed on **30 October 2014**

Order Details

Product	Total
Successful HR Business Partnering 2014 - Charity Rate x 2	£698.00
Successful HR Business Partnering 2014 - Presentations x 2	£0.00
Cart Subtotal:	£698.00
VAT:	£139.60

A callout bubble with the text "Click the Presentations download link" and an arrow pointing to the "Presentations" link in the table.

2. If you made the booking by PHONE

A new website user account was created by our team when you booked*.

An email was sent at that time with your logon details. Please find those details and logon on following the instructions in Section 1 above (or if you have lost the details, see Section 4)

* Note: This does not apply to returning customers, whose orders will be placed into their existing account.

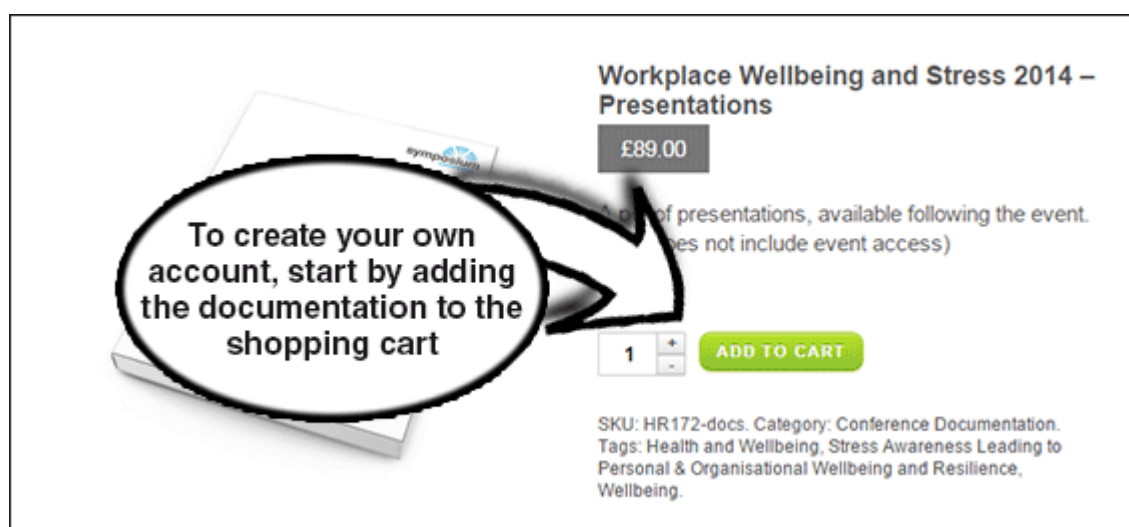
3. If a COLLEAGUE booked on your behalf

The presentations will be added to the account of whoever made the booking (see Section 1 above). Please ask them to login and download the documents.

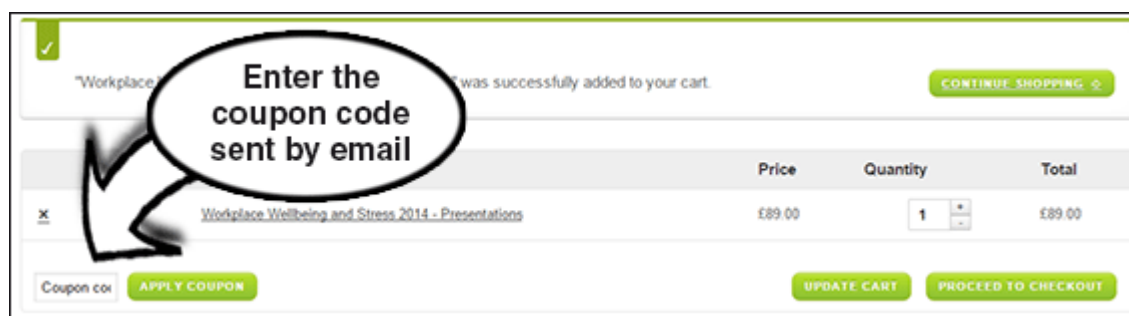
Alternatively, if you want your own copy/account, a new account can easily be set up:

- 3a. Begin by “purchasing” the documents from the product page. A link to this will be sent by email to you shortly before the conference or you can search our documentation library here:

www.symposium-events.co.uk/product-category/event-documentation-only/



- 3b. Add the “Coupon Code” (sent by email shortly before the event) in the shopping cart – this will reduce the documents fee to zero.



- 3c. Continue the shopping process. You will be asked to set up your account details in billing section.
- 4d. You should receive an email link to the download and also find a link in the ‘My Account’ section of the site. (See the Section 1 of this document for details of how to access your account).

4. If you've LOST your PASSWORD or USERNAME

If you cannot remember your User Name or Password, go to the 'My Account' section on the website select the 'Lost Password' link.



Enter your username or email address and an email will be sent to you to reset your logon details.

5. **HELP!**

Please call us on **020 7231 5100** quoting the order number of your booking for further assistance.