# Assist Expo Tips and Troubleshooting

## TIPS
### Prior to logging into AssistExpo
 Please check your Agricultural Society's entry in the "***Fairs and Exhibitions Directory***" and review your information to determine what needs to be updated**. [Click here](#)** to see what information you submitted.

1) Please go to the [www.ontariofairs.com](http://www.ontariofairs.com)  website and check your Agricultural Society's page <u>to ensure your information is correct</u> and determine what needs to be updated.

<u>**VERY IMPORTANT**</u>- please pay special attention to your email, website and Facebook links to ensure they are correct.  Click on the links for your fair website and Facebook account on your Agricultural Society page on the Fairs website. There were a significant number of websites on different agricultural societies' pages on the [www.ontariofairs.com](http://www.ontariofairs.com) website over the past years that didn't work because of a wrong extension (e.g. **.ca** instead **of .com**) or incorrect name.

**It is important that the information on the website and in the Directory is correct.** Double-check any email addresses you are inputting and verify if it is **.ca, .com, .org, etc**.  Example - we had several emails submitted as '*gmail.com*' and they were actually *'gmail.ca'.*

- Rather than typing the website link into AssistExpo - I would suggest you open your Fair website home page, right click on the link and copy and paste it into AssistExpo and do that for any of your other social media pages as well – saves time and ensures the links are correct.

- **What if our Information has changed after we updated AssistExpo?**
NOTE: If any of your Agricultural Society or Fair information changes after you have input it into AssistExpo -  you can login again <u>before March 15<sup>th</sup></u>, and make changes or updates and they will be contained in the updated Directory.

## TROUBLESHOOTING TIPS
<mark>IMPORTANT</mark>: If your fair currently uses the AssistExpo program for your fair exhibits or prize money – it uses a different username and password than this module.

## Passwords
- <u>**Forgot your password?**</u>  If you have forgotten your password – click on the "***I forgot my password***" button - and an email with your password will be sent to the email address that you are logging in with.
NOTE: If the email does not show up in your Inbox in a reasonable amount of time – please check your Junk and Spam folders.

- <u>**How do I change my password ?**</u>  If you want to change the password associated with the account - Select "***My Profile***" at the top right corner of the screen and then select the "***Change Password***" option.

## Changing the email address associated with your AssistExpo account

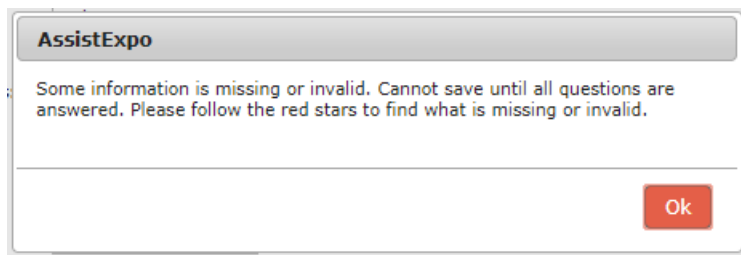- **How do I change the email address associated with our AssistExpo account?**
  If you have access to the email address associated to the account and wish to change the email address to a different one– Select "*My Profile*" at the top right corner of the screen and then select the "*Use New Email Address*" option.

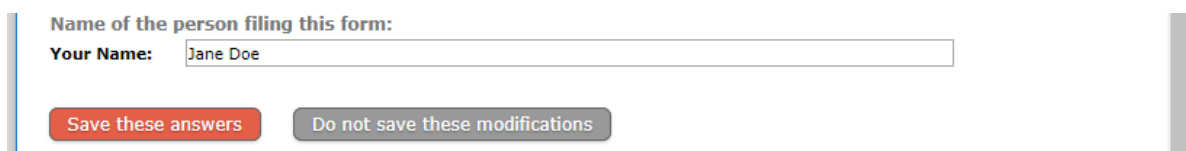  | Summary \| ( Add a fair ) | Help  My Profile  Close |
  |---|---|
  | Your online registrations with AssistExpo | |

- **The email address used for the AssistExpo account is no longer available** If the email address you used last year to create your AssistExpo account is no longer available – you will have to create a new account.  Click here for Instructions on how to set up a new account.

## Other issues

- **AssistExpo will not allow you to input information**  – check for an error message on the screen – you may have exceeded the number of words a box will allow or have an incorrect format for an email address or website.

- **AssistExpo will not allow you to proceed to the next page or save your information** -  check the information in the fields that have an * beside them (mandatory fields) or are highlighted in yellow (The system has an issue with the information that was entered.)
  NEW for 2023 **– ensure that the Treasurer or Secretary-Treasurer is listed  as one of the 3 Contacts. The program will not let you proceed further unless you have added the Treasurer or Secretary-Treasurer as one of the 3 Contacts.**

- **Error message** - If you click on **"Save these answers"** button and you get an error message, check the information in the fields that have an * beside them (mandatory fields)  or are highlighted in yellow (the system has an issue with the information that was entered).

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  **AssistExpo**

  Some information is missing or invalid. Cannot save until all questions are answered. Please follow the red stars to find what is missing or invalid.

  Ok

- If you are logging back into AssistExpo after having completed creating your fair – you have to click on the "*Save these Answers*" button on the bottom of the 2nd screen to move to the next screen with the Fair Contact information.  If you click on the "**Do not save these modifications**" button, it will take you back to the original screen

  **Name of the person filing this form:**
  **Your Name:**   Jane Doe

  Save these answers   Do not save these modifications

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