

Attendee Guide

2021 GLOBAL VIRTUAL COLLECTION REVIEW:
ELEVATING EXPECTATIONS
FEBRUARY 3

ROSEWOOD

HOTEL GROUP



ROSEWOOD HONG KONG

欢迎

2021全球云享品牌巡礼：超越希望

瑰丽酒店集团拥有旗下三大品牌：极致奢华的瑰丽酒店分布于世界热门目的地；豪华现代的新世界酒店及度假村遍布于中国与东南亚地区；以及活力充沛的商务生活酒店品牌 — 萃丽酒店及度假村。遍及世界19个国家的逾40间酒店皆致力于超越期望。集团秉承“以心为本”的核心理念，坚信真正的服务来自于建立并呵护与同事、宾客、合作伙伴和社区之间坚固且持久的关系。

我们诚邀您探索跨越三大品牌的酒店精选，并与来自世界各地的酒店合作伙伴一起共建持久永恒的联系。

[查看活动流程](#)

Chinese (Simplified) - 简体字

未注册?

点击注册

已注册?

如果您已经注册，请登录

电子邮件*

登录

系统检查

REGISTER

If you have not yet registered for the event, please click the “Click Here to Register” button and complete the registration form. After registering, follow the instructions in the “Log In” box below.

LOG IN

In the ‘Already Registered’ box, you will enter the email address you initially registered with.

SYSTEM CHECK

We recommend testing this prior to entering the event. Testing will ensure you’re able to enjoy the full virtual experience.

LOBBY

After logging into the event, you will be taken into the event's Lobby. From the Lobby, you can visit the main areas of the event by clicking either on the room signs in the Lobby or the icon on the navigation bar at the bottom of the screen.

NETWORKING LOUNGE:

Connect with other event attendees and global sales representatives or take a moment to share valuable feedback.

CONTENT LIBRARY:

Browse information on Rosewood Raise and gift cards with the option to download shareable hotel fact sheets, floor plans, videos, and more.

PAVILION:

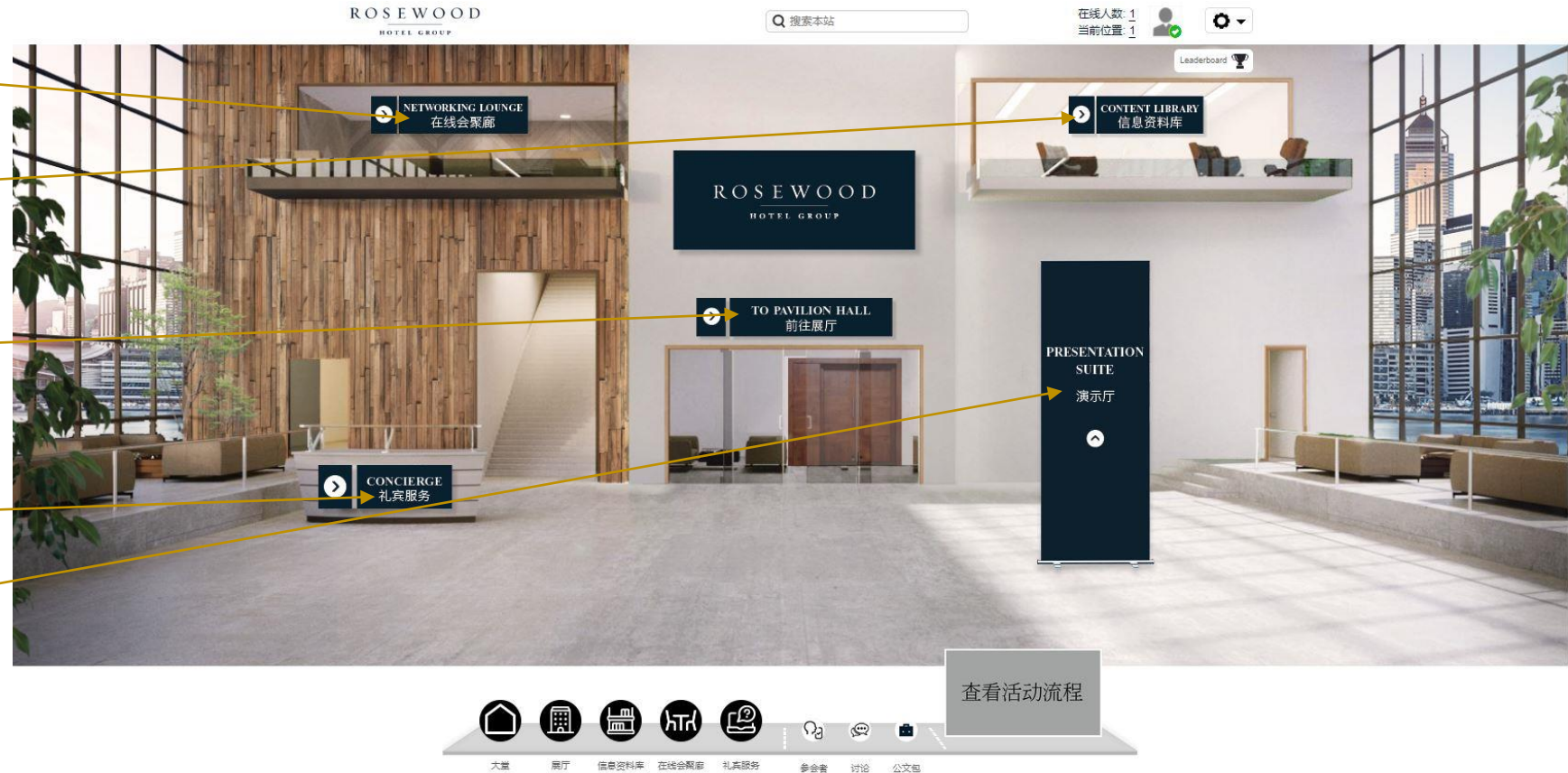
Connect one-on-one with participating properties and explore their salons to learn more about each individual property and destination.

CONCIERGE:

Chat with a technical support staff member when encountering system difficulties.

PRESENTATION SUITE:

Join live events here including: Keynote from CEO Sonia Cheng | Philanthropic discussion with President Radha Arora | Live entertainment with prizes for participation | Journey to Resilience

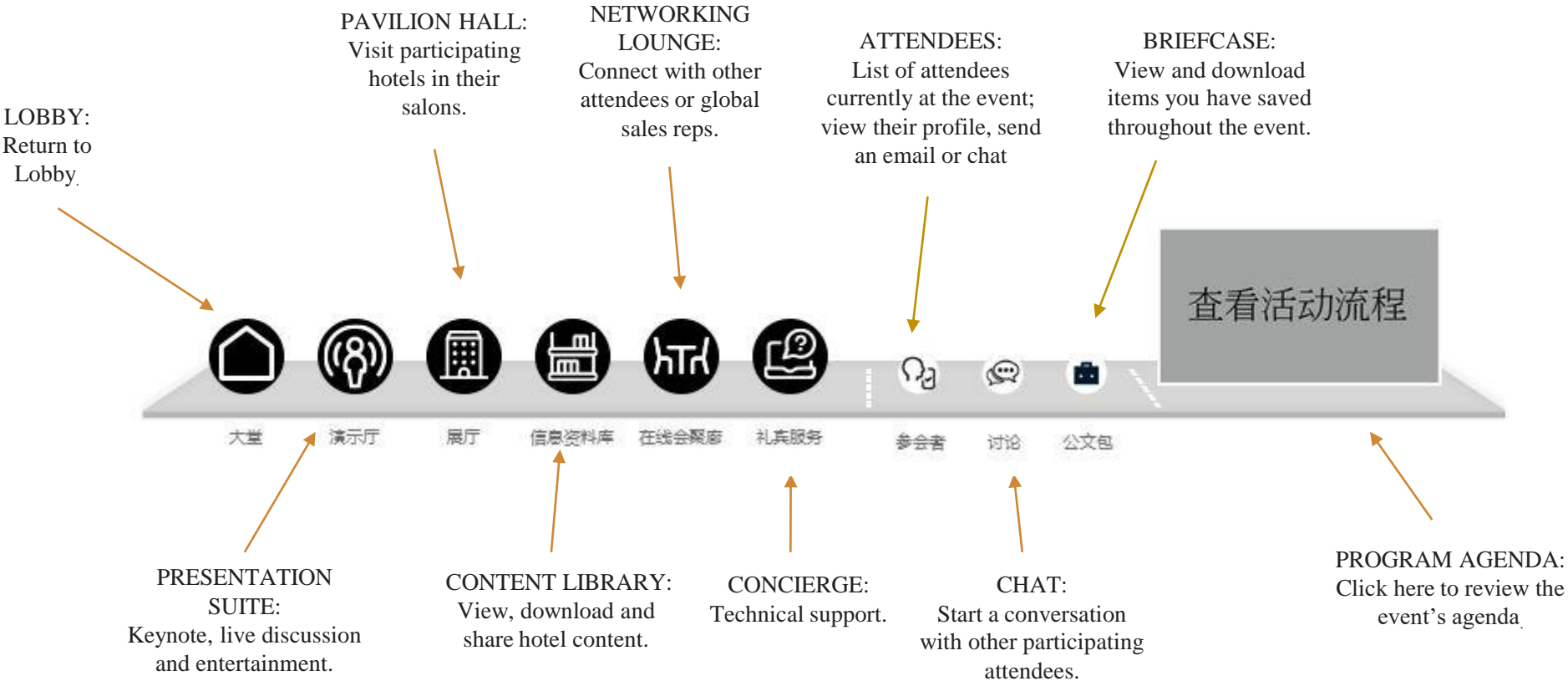


IMPORTANT NOTE

Double check the zoom percentage of your browser page to ensure you are seeing the entire virtual environment. Reference FAQ page for more details.

GLOBAL NAVIGATION TOOL BAR

Use the global navigation tool bar on the bottom of your screen to access tools from any room.



PRESENTATION SUITE

Click the LAUNCH button under the presentation title to view the content.

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PRESENTATION SUITE
演示厅

Wellness: Journey to Resilience
养生篇：焕活之旅
LAUNCH | 开启

Welcome and Conversation
with Sonia Cheng, CEO
首席执行官总裁郑志雯女士致欢迎辞
LAUNCH | 开启

Leading with Philanthropy
with Radha Arora, President
总裁Radha Arora先生分享：慈善先行
LAUNCH | 开启

Rosewood Hotel Group:
Our Brand Approach
瑰丽酒店集团：我们的品牌策略
LAUNCH | 开启

Live Entertainment
via Zoom
现场娱乐节目（Zoom平台传送）
LAUNCH | 开启

Q 搜索本站

在线人数: 1
当前位置: 1

Leaderboard

ROSEWOOD PHUKET
普吉瑰丽酒店

查看活动流程

大量

演示厅

展厅

信息资料库

在线会聚廊

礼宾服务

参会者

讨论

公文包

NETWORKING LOUNGE

CONNECT *with other attendees*
Connect with other event attendees.

CHAT *with Global Sales*
Connect with our Global Sales Representatives.

SHARE FEEDBACK
Take a quick survey as we value your feedback.

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搜索本站

在线人数: 1
当前位置: 1



Leaderboard

NETWORKING
LOUNGE
在线会聚厅廊

Connect
with other attendees
连通其他参会者

Chat
with Global Sales
与全球销售代表对话

Share Feedback
分享反馈



查看活动流程



大堂



演示厅



展厅



信息资料库



在线会聚厅廊



礼宾服务



参会者



讨论

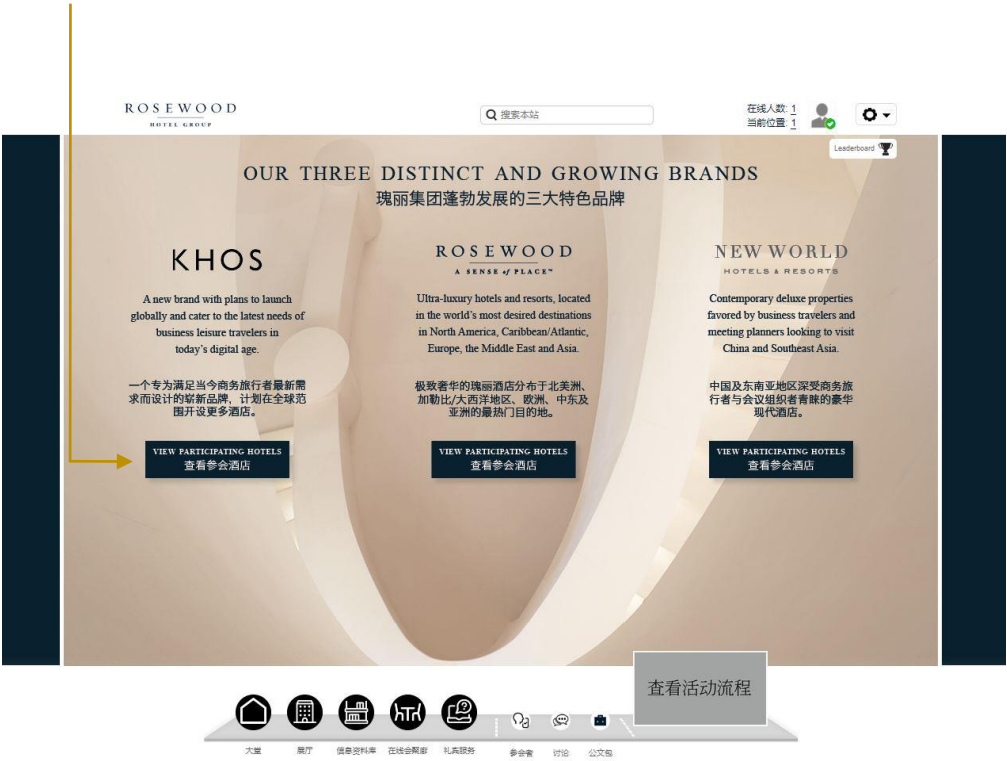


公文包

PAVILION

BRAND PAVILION

Click on View Participating Hotels to explore participating hotels.



HOTEL SALONS

Click on the property name to visit their salon to learn more about the property or connect with a representative.



Overview

This will provide an overview of each hotel.

Chat with Representative

Click here to chat with a hotel representative.
Clicking on this link will bring up the chat dialog box (shown in the upper right-hand corner)

One-On-One Appointments

This will give instructions on how to access a prescheduled appointment as well as how to schedule a new appointment via Calendly.

Key Takeaways

Includes downloadable documents for each hotel.

Make a Reservation

Directs you to property website for booking availability.

Submit an Inquiry

Click here to submit a group program inquiry.

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香港瑰麗酒店
ROSEWOOD
HONG KONG

Overview
概览

Chat With Representative
与代表在线对话

One-On-One Appointments
一对一交流预约

Key Takeaways
主要信息摘录

MAKE A RESERVATION | 预约

SUBMIT AN INQUIRY | 提交询问

Leaderboard

Hotel Representatives (0)

Hotel Representatives (3)

Welcome to Rosewood Hong Kong, please feel free to chat with our representatives.

Michael Benedetti

CGI

Test Tester

CGI

Test Tester

CGI

大堂

展厅

信息资料库

在线会聚廊

礼宾服务

参会者

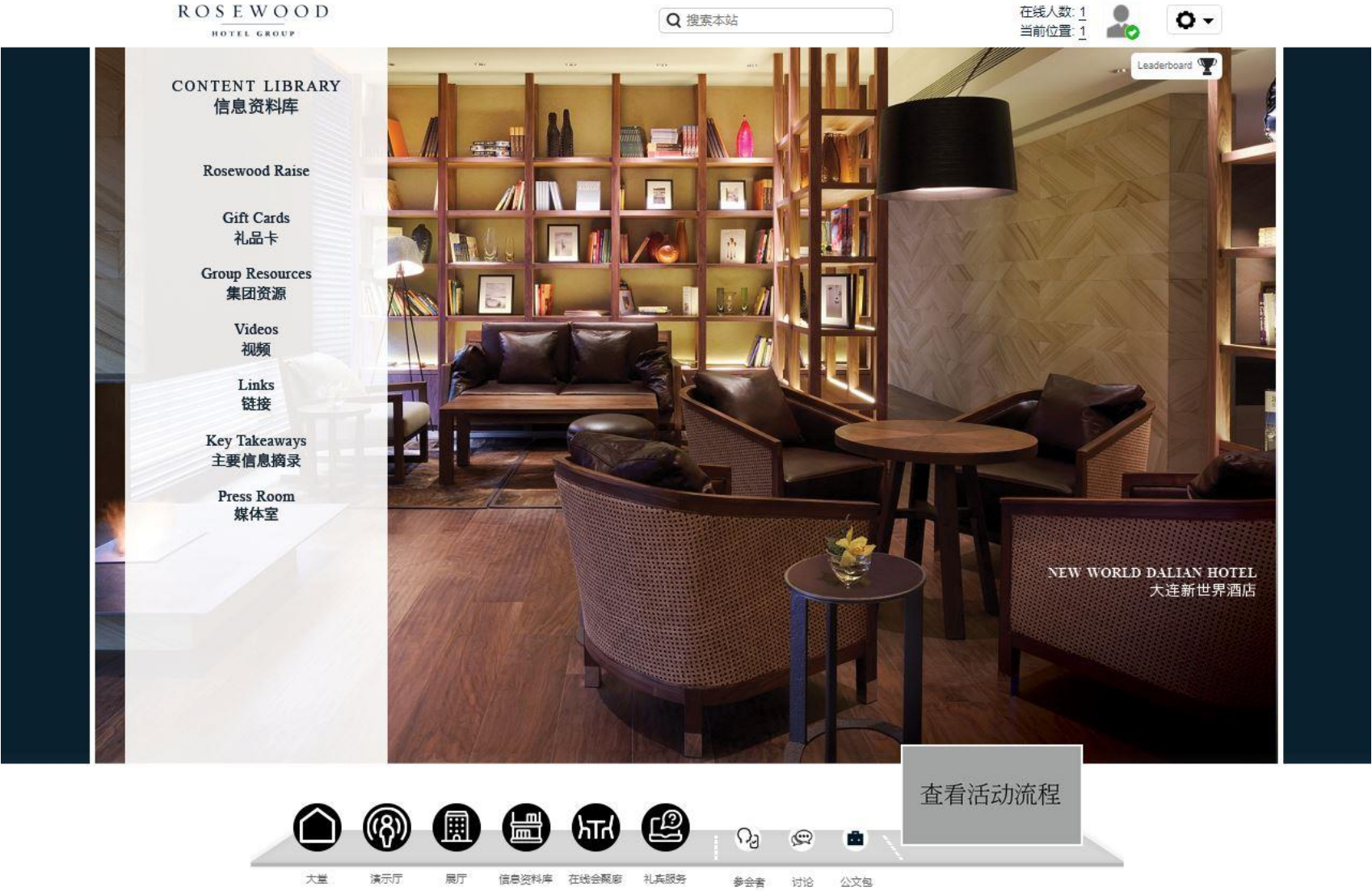
讨论

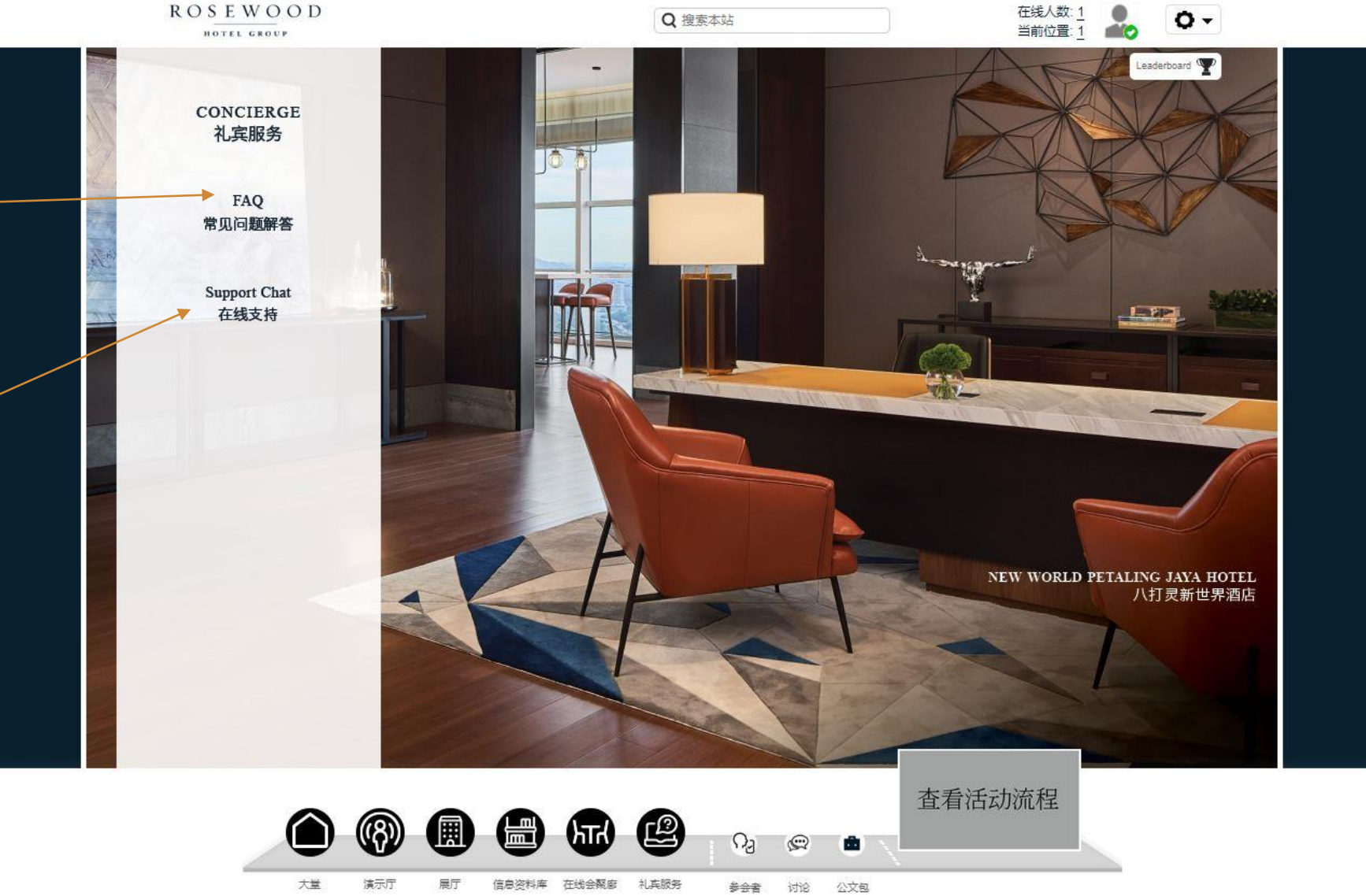
公文包

查看活动流程

CONTENT LIBRARY

Click on the links to view content.





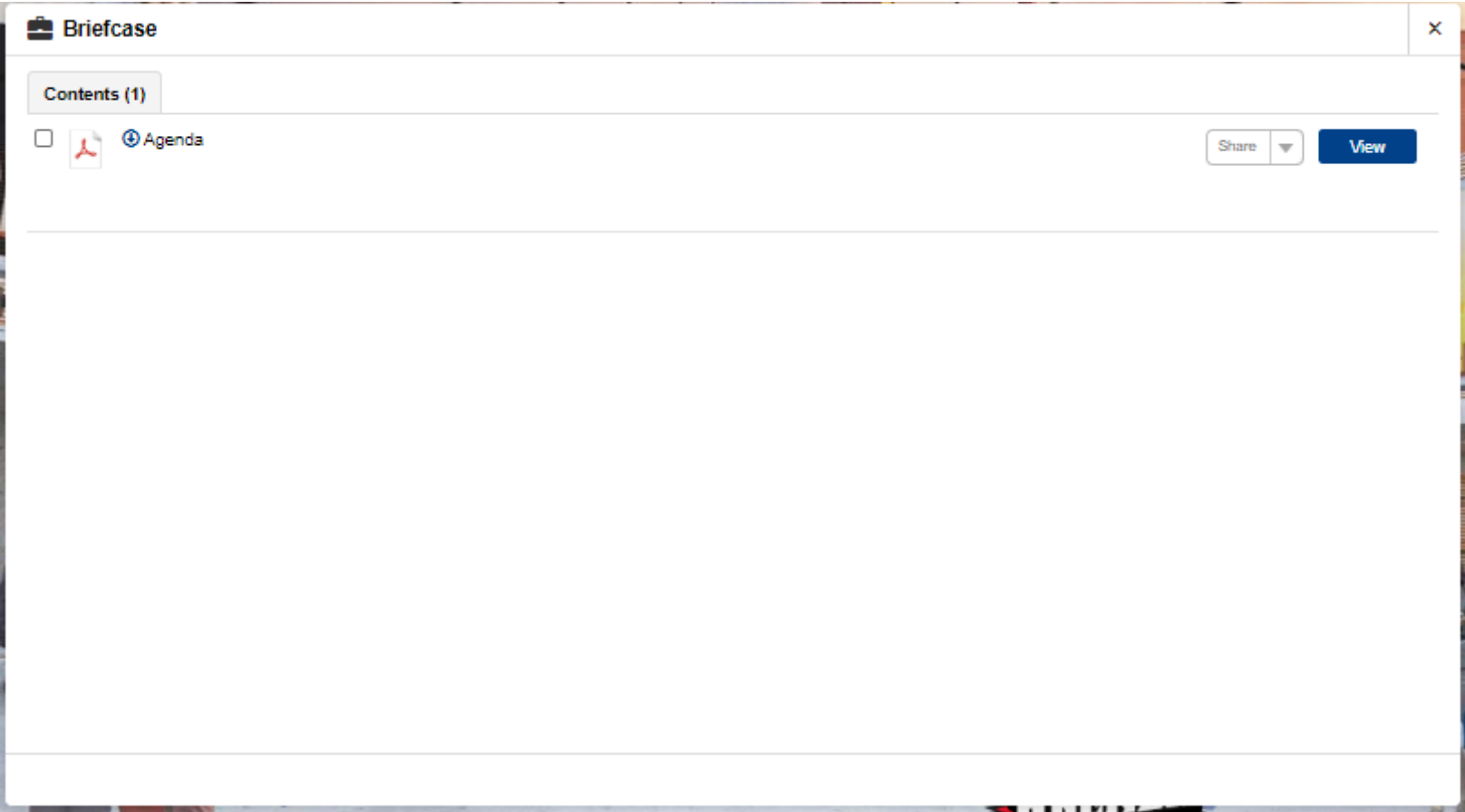
FAQ
View solutions to
common user technical
issues.

SUPPORT CHAT
Use this moderated chat
for technical or general
assistance.

BRIEFCASE

Your briefcase is in the Global Navigation Bar. The Content Library has documents and tools available for you to download and view at a later date and/or time. Click the ‘Briefcase’ icon next to the item you want to save so you can add it to your Briefcase. A grayed-out icon indicates it is already saved to your Briefcase.

The Rosewood Hotel 2021 Global Virtual Collection Review will be open until end of day on February 3. Please be sure to download your saved documents by the end of the event.



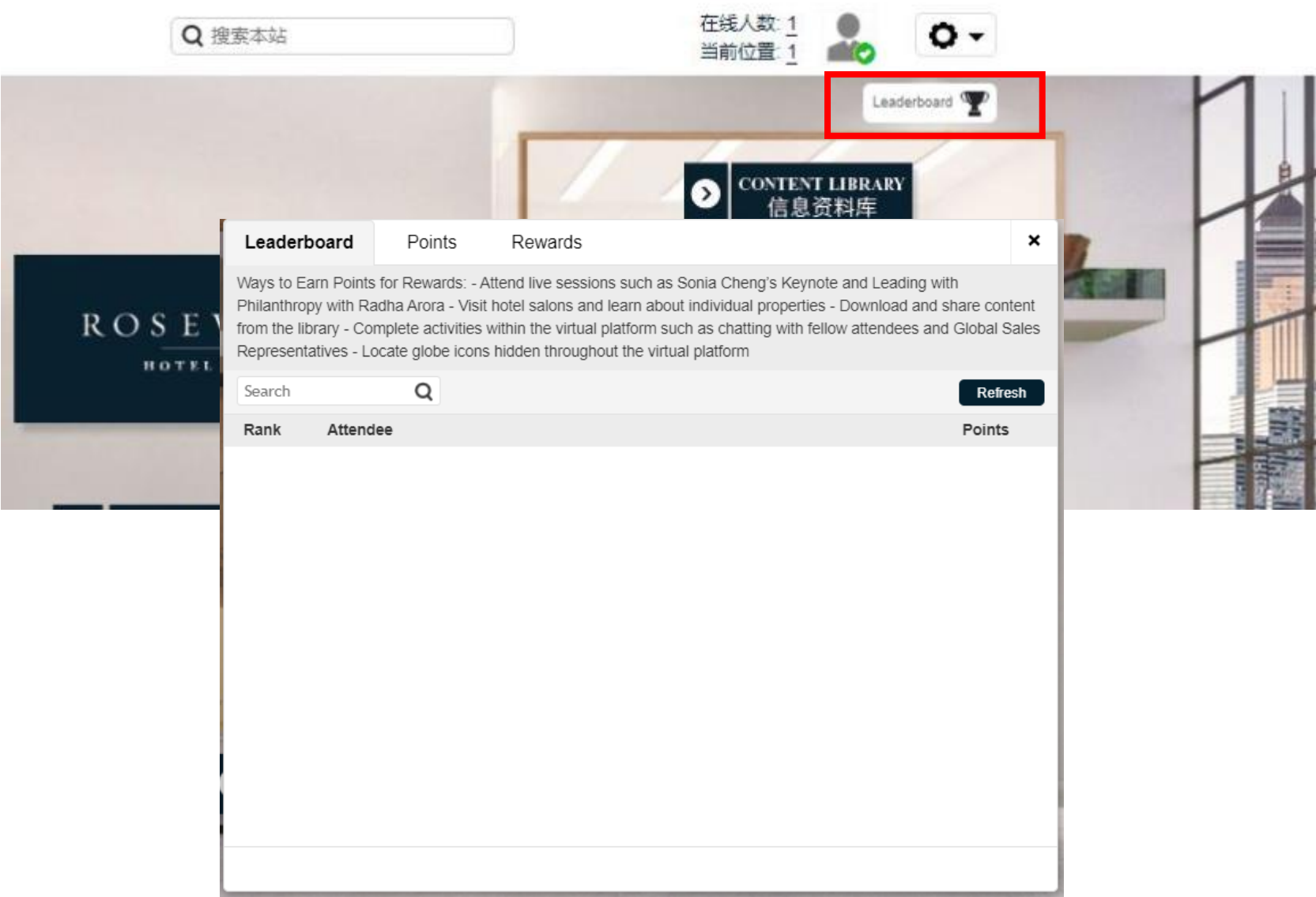
SETTINGS

To change or update your profile settings, click on the ‘gear’ in the upper right corner of the Lobby. Click on “Edit Registration Info” to update your name, company and to upload a profile picture.



LEADERBOARD

- Leaderboard is accessible from any page by clicking on the leaderboard trophy icon
- When you click on the leaderboard icon it will open in an iframe window
- Leaderboard has 3 tabs
- **Leaderboard:** includes overview/rules and shows the rank, name and points of people on the leaderboard
- **Points:** lists all activities available for points
- **Rewards:** lists the prizes available to win
- Earn points for prizes: Earn points as you attend sessions, visit salons, view content and complete activities within the environment



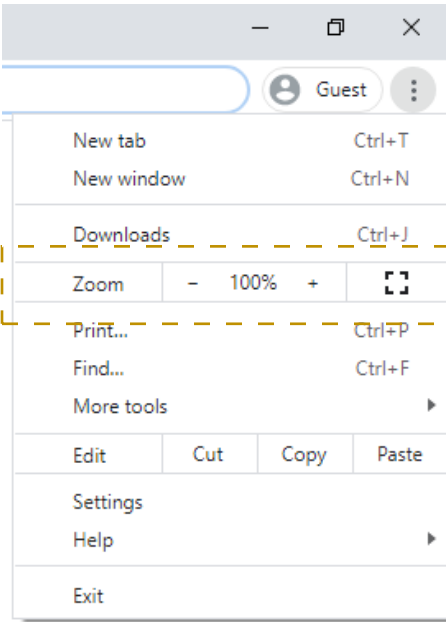
FREQUENTLY ASKED QUESTIONS | FAQ

HOW DO I LOG IN?

Google Chrome & Firefox are the recommended web browsers. Navigate to the event site by clicking [here](#) and then enter your registration email address and click "Login". Once you "arrive" in the Lobby, you'll be able to navigate to different parts of the event.

HOW DO I WATCH THE PRESENTATION?

Join the live events by navigating to the ‘Presentation Suite’ and clicking the “Launch” button for the presentation you’d like to attend; such as Keynote from CEO Sonia Cheng, Philanthropic discussion with Radha Arora, live entertainment with prizes for participation and Journey to Resilience. The live presentations will start and end on time, however, the full presentation will be accessible using the same Launch button, after the live presentation is finished.



WHY CAN'T I SEE EVERYTHING?

Try refreshing your browser. If that does not work, check the zoom percentage of your browser page to ensure you are viewing the entire virtual environment (reference pages 3-5 in this guide for accurate view). To ensure optimal viewing of the entire environment, reduce your browser zoom level to 80%.

In Google Chrome, on the top right, click on the three dots and adjust your zoom percentage in the drop down.

In Firefox, on the top right, click the three parallel lines and adjust your zoom percentage in the drop down.

FREQUENTLY ASKED QUESTIONS | FAQ (Continued)

I CANNOT HEAR ANYTHING.

First, make sure your computer audio is on, your speakers are connected, or your headphones are plugged in.

- If you're having issues hearing that presentation, make sure to hit the play button on the left of the video box. Then try adjusting your audio by clicking the speaker icon.
- If you're having issues hearing videos in the Content Library or Salons, try adjusting the speaker icon in the video play bar.
- If you're still having issues hearing, try logging out and logging back in, or simply refreshing your browser.

HOW DO I DOWNLOAD MY BRIEFCASE?

To download the contents of your briefcase, click the checkbox to the left of each item. A Download Selected button will display at the bottom right of your briefcase. Click that button to download the selected items. Keep in mind, you cannot download videos.

I'M HAVING ISSUES VIEWING THE PRESENTATION AND/OR BUFFERING.

Please ensure you clear your cache and cookies in the browser you are using. To clear cache and cookies, click the three dots in the upper right corner. Select Settings, then click 'Privacy and Security' on the left side panel. In this window, select 'Clear Browsing Data' then 'Clear Data' icon. We also recommend turning off your VPN, if applicable.

STILL HAVING TROUBLE?

Visit the CONCIERGE in the virtual environment for more information.

MINIMUM SYSTEM REQUIREMENTS

Minimum resolution setting: 1024x768

Minimum internet connection speed: 1.4 Mbps

- Disable Pop Up Blockers
- Disconnected from VPN, if applicable

Operating System	Processor	RAM	Internet Browser	Hardware	Media Playback	Internet Connection
Windows 10 Windows 8.1 + Pro Windows 7 Android 4.4+ Apple Max OS X 10.9+ Apple IOS 8.4+	1GHz	1GB	Internet Explorer 8+ All recent versions of Google Chrome Safari 5.0+ Firefox 3.6+ iPhone/iPad - Safari/iOs 5.1+ Android Phone/Tablet - OS 2.3 or higher, Chrome, Native Browser 2.3+ Windows Tablet - IE 10+	Audio: Sound Card with Speakers Video: Screen with 1024x768+ resolution support	HTML5 Streaming enabled browser Apple iOS http streaming enabled browser Android http streaming enabled browser	Dedicated high speed connection of 900kbps+

SYSTEM SETUP

DEVICES

Laptop, computer (Mac or PC) or tablets (Android or IOS) are supported.

INTERNET BROWSER

This is a virtual, browser-based experience. If you are using an older, or unsupported Operating System, Internet Browser or version of Flash, you may experience decreased performance. We recommend Chrome or Firefox as the most stable and consistent browsers for accessing the virtual environment.

FIREWALL

An automatic system test is available that will check connectivity of the domains listed in the detailed System Technical Requirements (below.).

System Test

<https://iterable.6connex.com/event/activate/system-check>

Webinar System Test

<https://6connex.webcasts.com/viewer/faq.jsp?mType=a&ei=1274827&ishtml5player=true&ishtml5slide=true>

PLEASE NOTE:

This system check covers standard platform functionality. It does not cover the requirements for any 3rd party services that may be integrated into the experience. Verify the domains listed in the Technical Requirements are not by your personal or corporate network.

SYSTEM SETUP

DISPLAY / RESOLUTION SIZE

The recommended resolution for your display is at least 1024x768 or higher resolution. The virtual experience will adjust itself to your screen size. However, this is the recommended setting for optimal display viewing.

- If you are using a PC or Mac ensure that your browser zoom level is set to 80% for optimal viewing. Most browsers, use Ctrl+0 to reset the zoom level (found in the tools or view menu).

AUDIO

Audio is streaming over your device; be sure your speakers/headphones work and are turned up to an appropriate volume.

What can I do if I am having trouble hearing audio?

- If you have internal speakers, make sure they aren't muted.
- If you have external speakers, make sure they are powered on and aren't muted.
- Make sure you did not lose Internet Connectivity.
- Make sure your system has passed the system test located under 'System Check' on the login page.
- If using Adobe Flash Player and you receive a 'connection failed' message, it's most likely due to a proxy server blocking Flash streaming. Please contact your local IT admin.
- If using a mobile device, such as an iPhone, make sure you have enough bandwidth. We advise using dedicated wi-fi or 4G.
- If using an Android device, Apple iPad or iPhone, click on the media play button to begin the presentation. Android and Apple iOS devices do not permit streams to begin automatically.

WE LOOK FORWARD TO SEEING YOU!

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