

# FVO – New User Guide

For new visitors who want to register, sign up for news & upcoming events, and enroll in ongoing events

## Quick Start

1. Create your account: Click Login/Register, fill in details, verify your email.
2. Subscribe to news: Use Newsletter/Subscribe form, confirm via email.
3. Book an upcoming event: Go to Events page, choose event, register or RSVP.
4. Join an ongoing event: Log in, go to My Account → Events/Tickets, click Join Live.

## **1) Creating Your Website Account**

- Find the registration page via Login/Register/My Account.
- Fill in name, email, password, and accept terms.
- Verify your email before logging in.
- Complete your profile with photo, interests, and notification settings.

## **2) Signing Up for Upcoming Events & News**

- Find Events in main menu.
- View event details, click Register/Book.
- Complete registration form (and payment if needed).
- Receive confirmation email with ticket/QR code.
- Subscribe to newsletter via footer or news page.

## **3) Enrolling in Ongoing Events**

- Log in, go to My Account → Events/Tickets.
- Click Join Live for active sessions.
- For in-person events, register on-site if available.

#### **4) Managing Your Bookings**

- Change attendee details if allowed.
- Cancel or request a refund through support.

#### **5) FAQ**

- Can't find Register? Use My Account page.
- No confirmation email? Check spam, then resend.
- Event sold out? Join the waitlist.
- Join button inactive? Available shortly before start.
- Payment failed? Try another method or contact support.

#### **6) Best Practices**

- Use the same email for all activities.
- Arrive early for live sessions.
- Keep profile updated.
- Whitelist the website's email domain.