ExhibitorPro Login Guide

As exhibitors begin preparing for the event, they will be encouraged to fully leverage ExhibitorPro to streamline all aspects of their exhibiting experience. Early in their planning process, they will receive a detailed email outlining the steps below, designed to guide them in accessing and navigating the platform efficiently.

To ensure this critical information reaches exhibitors promptly, it is essential that Shepard receives accurate and timely exhibitor data from show management. This will enable us to provide comprehensive support from the very beginning of their journey through to its successful completion.

First-Time Login Instructions

If a user is accessing ExhibitorPro for the first time and is listed as an assigned exhibitor for your event—meaning they are included in the exhibitor data provided to Shepard by show management—they must reset their password before accessing the platform. To do so, these exhibitors will be given the following steps:

1) Go to ExhibitorPro's main login page.

2) Click 'Reset Password' and enter your email.

3) Check your email for a reset password link from ExhibitorPro.

4) Click the link and follow the prompts to create a new password.

5) Return to the login page and log in using your email and new password.

6) After logging in, you'll see a list of all active events associated with your account. Simply select the event you wish to access, and its unique event portal will open.

Important: If a user is exhibiting on multiple Shepard events simultaneously, they can easily switch between active event portals using the 'Switch Event' button in ExhibitorPro. This allows exhibitors to seamlessly continue preparations for each event.