



myEVENTS

**FREQUENTLY ASKED QUESTIONS
GETTING STARTED**

2014

nielsen
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AN UNCOMMON SENSE
OF THE CONSUMER™

myEVNTS: GETTING STARTED FAQ

SYSTEM REQUIREMENTS

HARDWARE REQUIREMENTS

The following are the recommended hardware requirements for myEVNTS:

- Windows Compatible PC with 1.2 GHz or higher processor clock speed recommended. Examples include Intel Pentium Celeron family and AMD K6/ Athlon/Duron family. We do not support myEVNTS on Apple/Mac or Tablet computers.
- 256 megabytes (MB) RAM or higher recommended.
- 512 MB memory will enhance performance and user experience.
- 1 Gigabyte (GB) of available hard disk space.
- Super VGA 1024 x 756 or higher resolution video adapter and monitor. Instructions to set screen resolution below.
- Keyboard and Microsoft mouse or compatible pointing device.
- Broadband internet connection.

SOFTWARE REQUIREMENTS

The following are the recommended software requirements for myEVNTS:

- Internet Explorer 5.5 or above
- Java - JRE 1.4.2 or above. This software is automatically installed on your PC when you visit the myEVNTS home page for the first time.

SETTING SCREEN RESOLUTION

To minimize the amount of scrolling you must do to view information on the myEVNTS pages, your screen resolution should be set to 1024 x 768 or higher.

To change your resolution:

- 1.) From your desktop, click Start and select Settings/ Control Panel.
- 2.) From the Control Panel window, double-click Display.
- 3.) Click the Settings tab.
- 4.) In the screen area, move the slider bar until it displays 1024 x 768 pixels.

TECHNICAL ASSISTANCE

Call the Nielsen Solutions Center at 1-800-423-4511, or send an email to solutionscenter@nielsen.com. They are open from 7:00am ET- 8:00pm ET.

myEVNTS LOGIN

- 1.) Open Internet Explorer and visit <https://answers.nielsen.com>. (Note the https.)
- 2.) Enter your email address which is your User ID and password.
- 3.) Click the Media Products tab.
- 4.) Under National Products, click myEVNTS to launch the application.

GAIN myEVNTS ACCESS

Please contact your Marketing Representative to gain access to myEVNTS.

myEVNTS WON'T LAUNCH

It is most likely the version of Java installed on your computer. Java version 1.5.0_6 software is required. Please contact the Nielsen Solution Center at 1-800-423-4511 to get assistance installing the correct version. (Please note it is okay to have multiple versions on Java installed on your computer.)

NO CLIENT IS CONFIGURED ERROR

Contact your Marketing Representative or call the Nielsen Solution Center to check that your access rights have been configured correctly.

HOLIDAY SCHEDULES

- 1.) You can access the Holiday schedules on Nielsen Answers on the Workspace tab.
- 2.) Log into Nielsen Answers.
- 3.) Select the Media Client Workspaces.
- 4.) Click on the plus sign next to National and then click on Calendars & Schedules.
- 5.) Select Holiday Schedules which are separated by client type.



ABOUT NIELSEN

Nielsen Holdings N.V. (NYSE: NLSN) is a global information and measurement company with leading market positions in marketing and consumer information, television and other media measurement, online intelligence, mobile measurement, trade shows and related properties. Nielsen has a presence in approximately 100 countries, with headquarters in New York, USA and Diemen, the Netherlands.

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