Intrado
Information to Insight

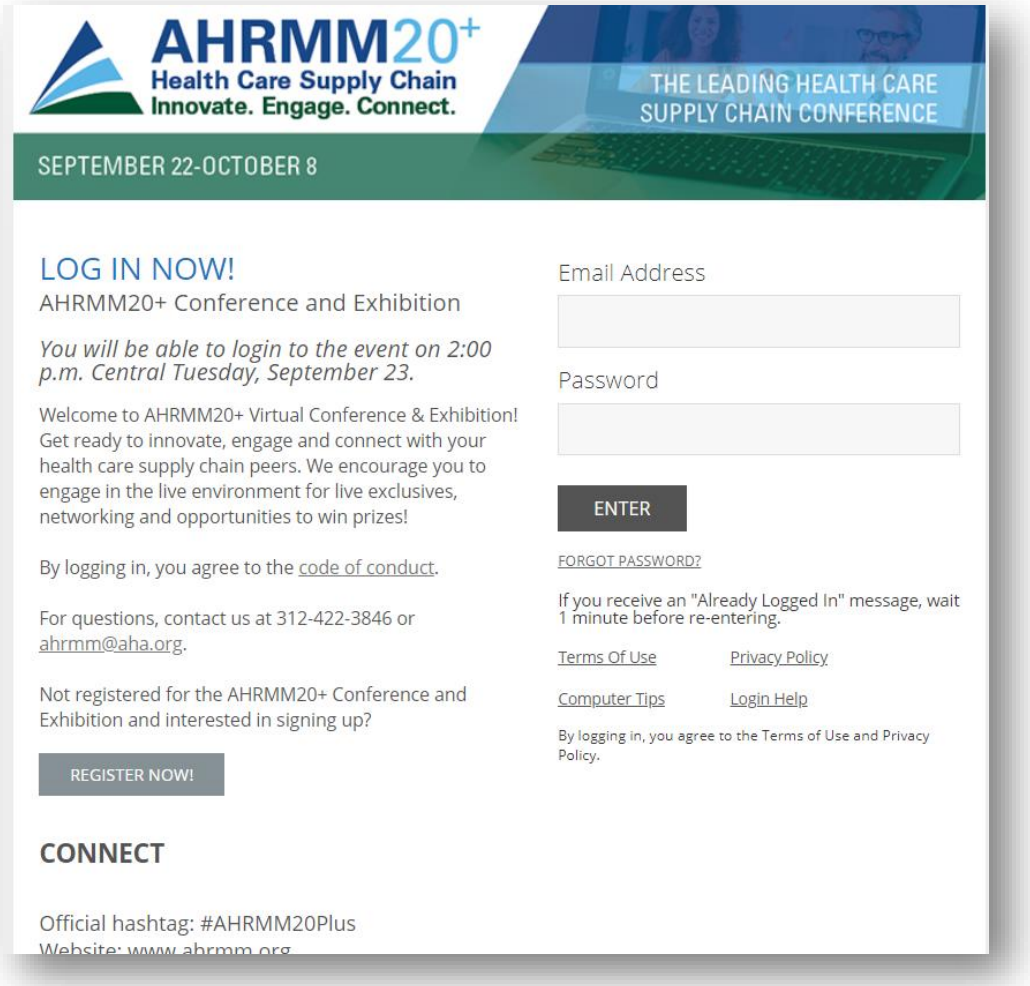
Booth Staff User Guide

AHRMM20+

Confidential and Proprietary

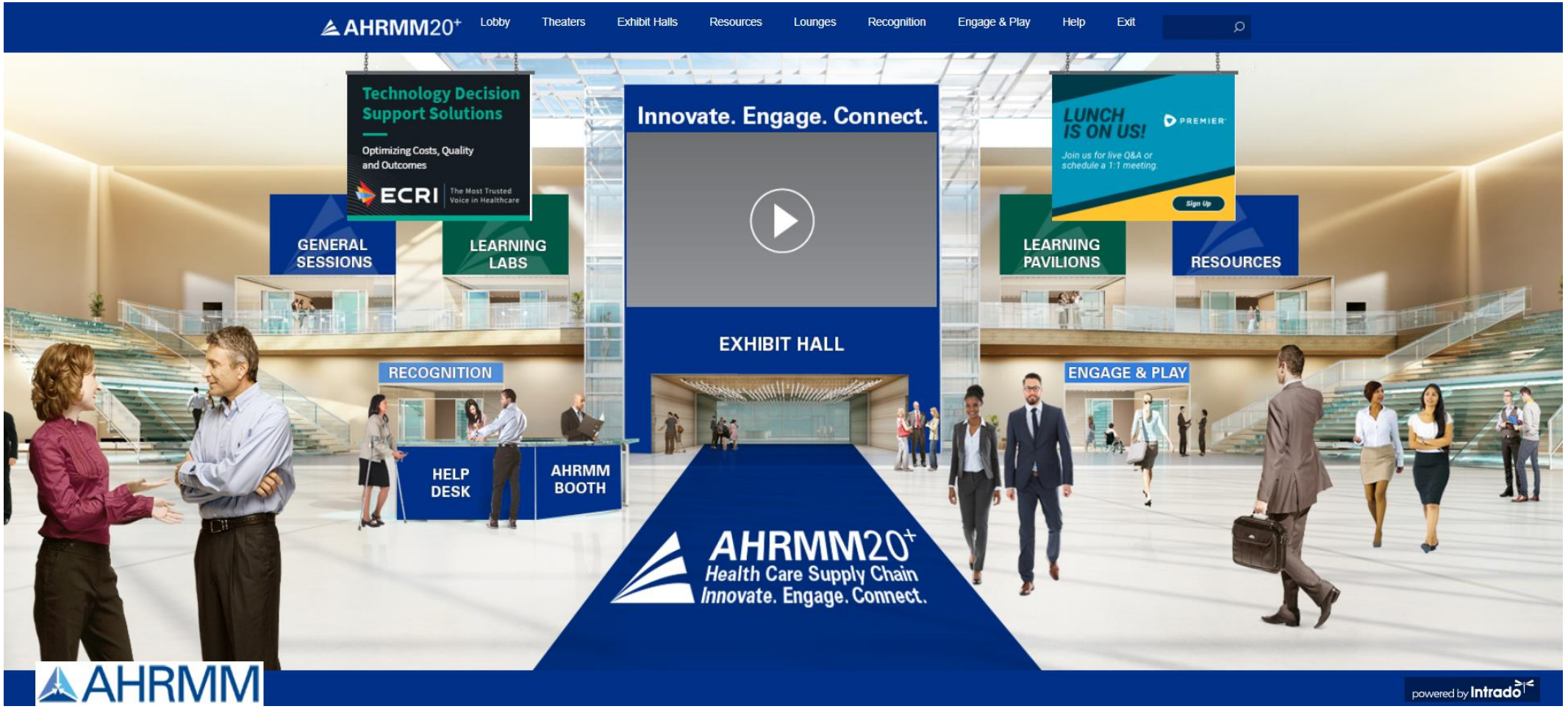
Log In

You will be logging in on this page: https://onlinexperiences.com/Launch/Event.htm?ShowKey=105253



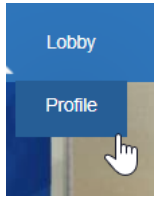
Virtual Event

Upon login, you will be taken to the lobby:

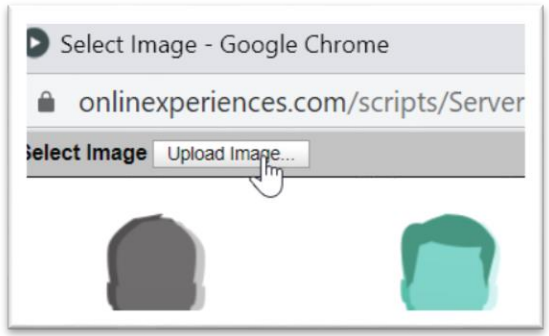


Update your Profile Picture

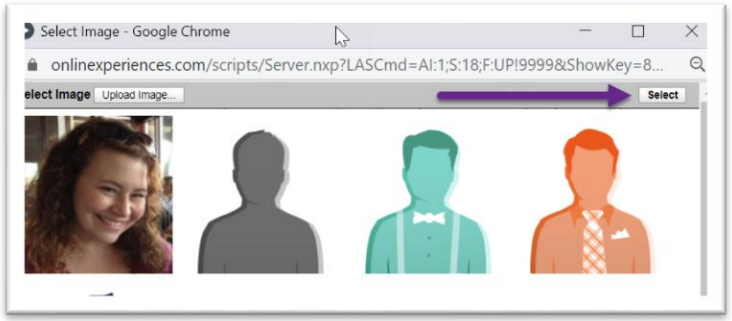
- **Select “Profile” from the top navigation**

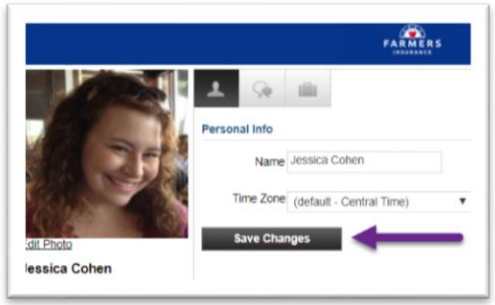


- **Select “Edit Photo” and then “Upload Image” to upload your picture**



- **Once the photo is uploaded, click on it and then click “Select” and then “Save Changes”**

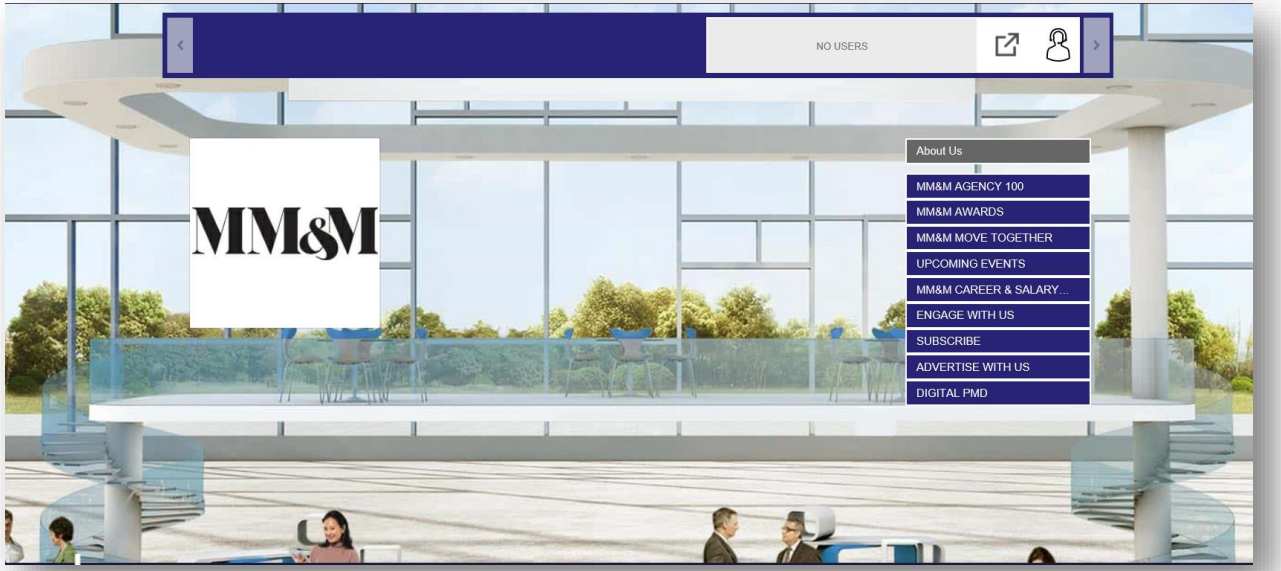




Enter your booth

- **Go to Exhibit Halls in the top bar, and then select the hall that your booth is in**

- **Find the hall your booth is in and the click on your booth**



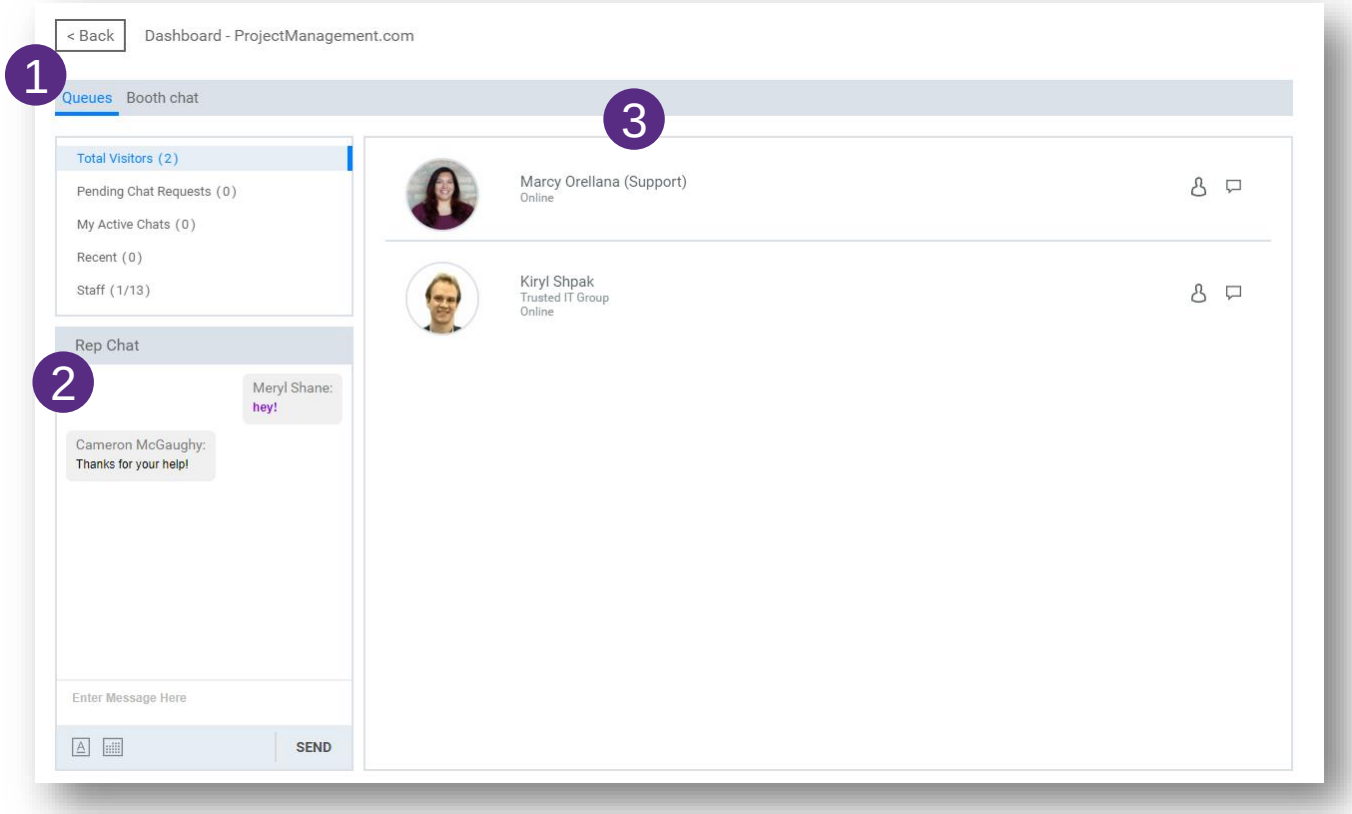
- **Click on the Booth Rep Tool Button in the top right of the screen.**

Booth Rep Tool Overview

Clicking on the icon launches the Booth Rep Tool.

The Booth Rep Tool allows you to communicate with your fellow staffers, participate in the group chat as well as initiate private chats all from one interface.

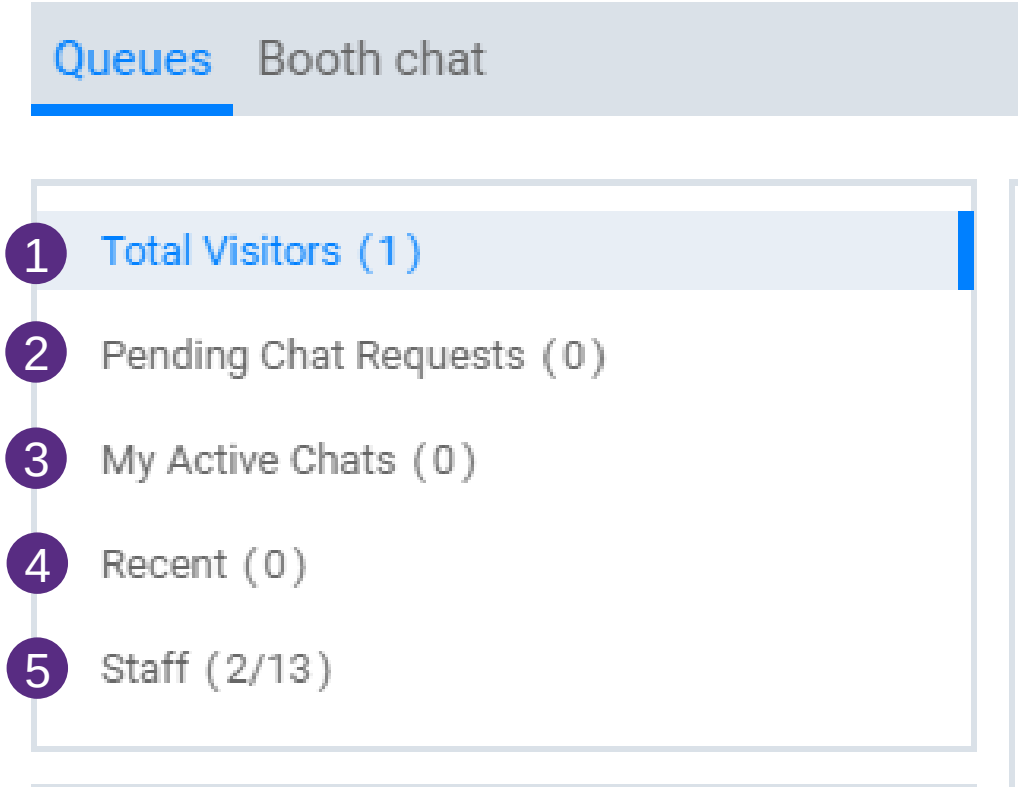
1. **Queues Tab/Booth Chat Tab**
2. **Rep Chat**
3. **Attendee Information Area**



Visitors

Queues tab – helps to manage attendees and organize your private chats

1. **Total Visitors** - List of current booth visitors
2. **Pending Chat Requests** - List of private chat requests sent to you that you have not accepted or declined yet
3. **My Active Chats** - List of my Active (private) chats
4. **Recent** - List of attendees that you previously chatted with
5. **Staff** - List of Booth Staff

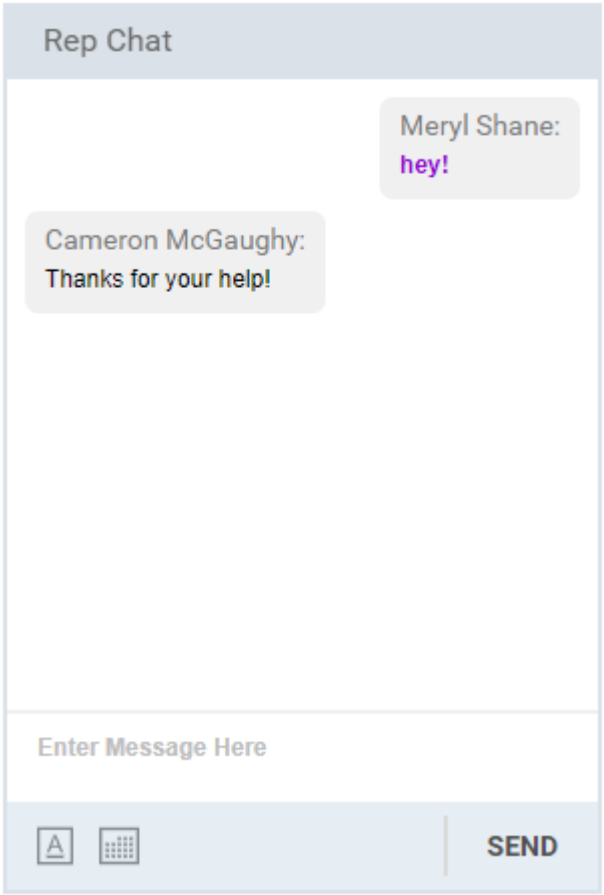


Rep Chat

The Rep Chat is a private chat for BOOTH STAFF ONLY. Attendees will not see anything entered in the Rep Chat.

This chat is always visible in the bottom left corner of the booth rep interface.

Use this space to stay in touch with your fellow booth reps. Ask each other questions, see how their chats are going, let them know if you need to step away from your computer for a bit.



Private Chats

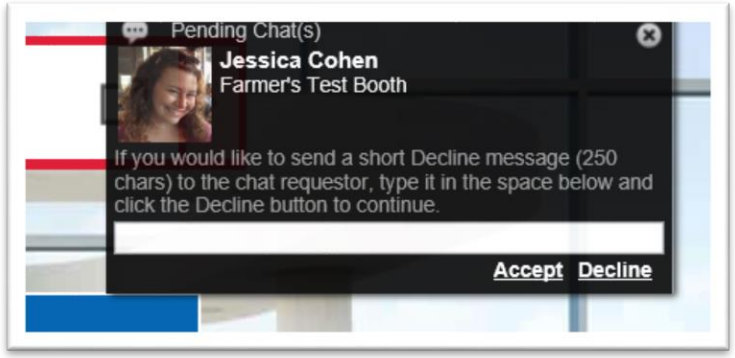
Starting a Private Chat

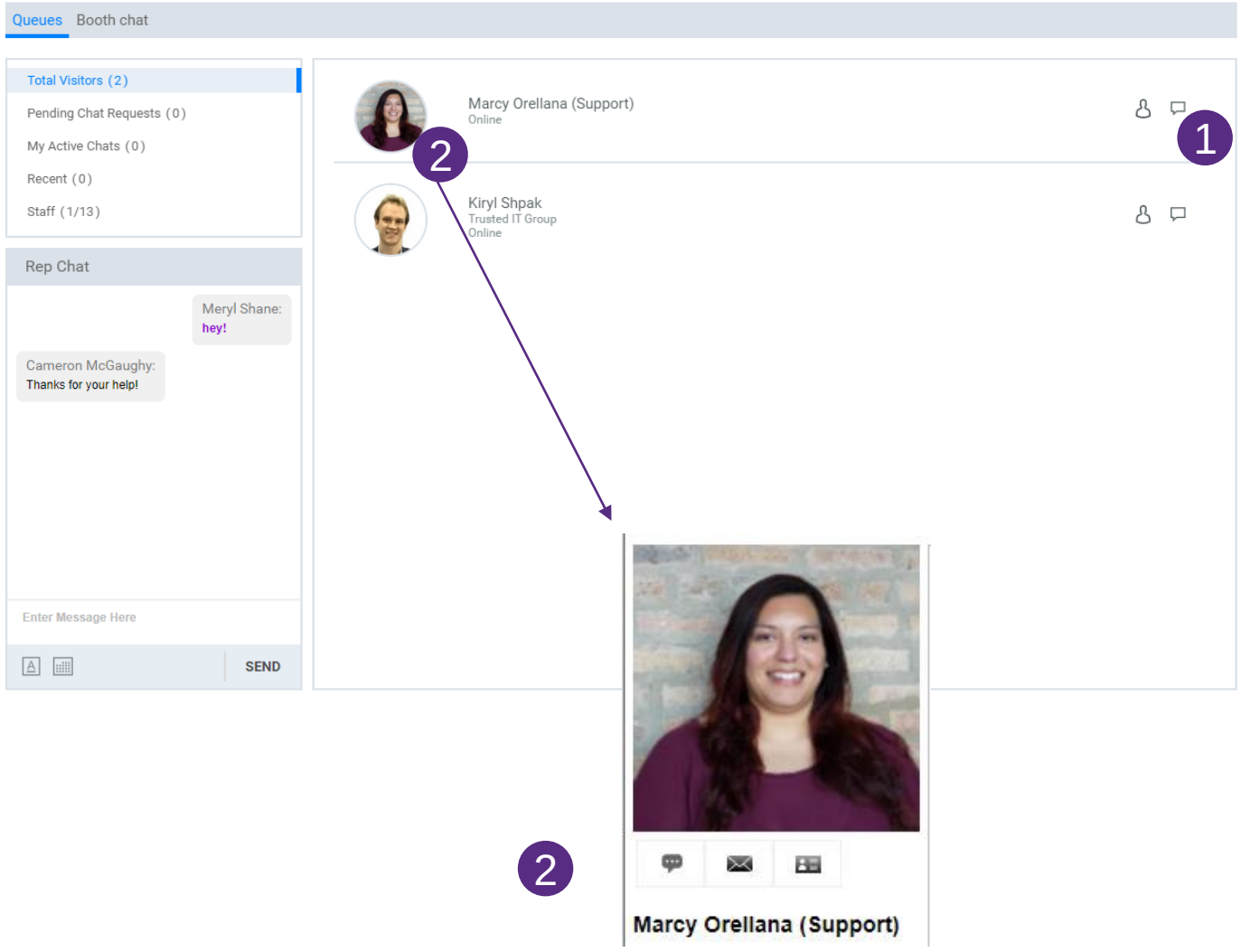
You can start a private chat one of 2 ways.

1. **Click on the chat button next to the users name**

2. **Click on the user, and then click the chat button to initiate a private chat**

When you click on the chat button, a chat invite is automatically sent to the attendee.

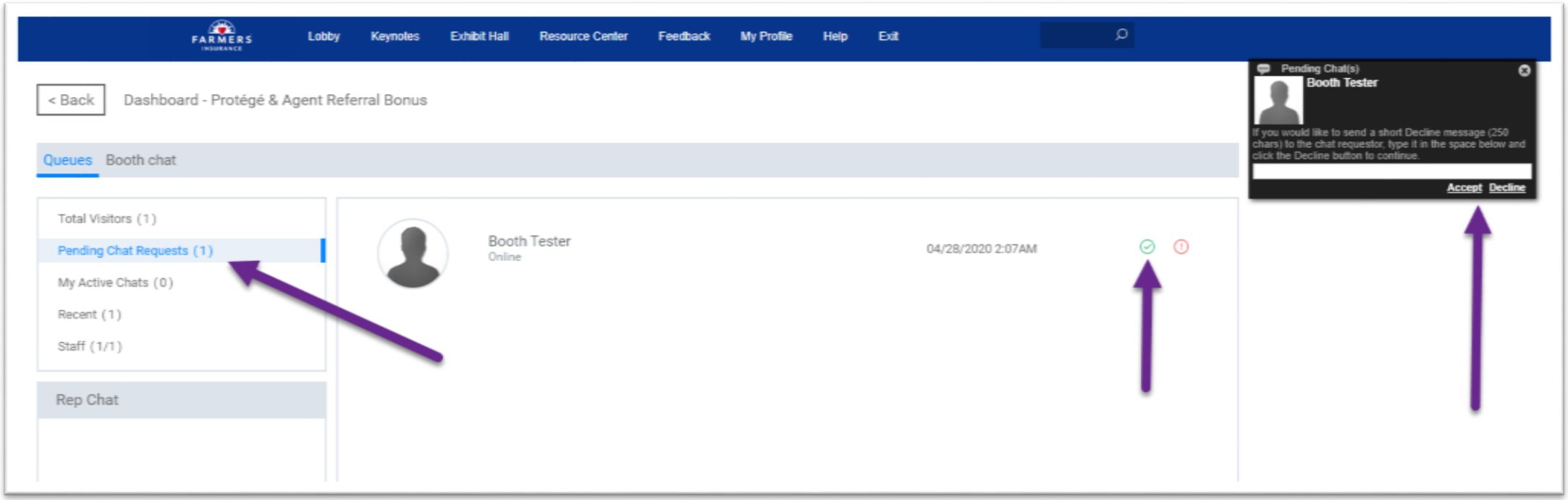




Accepting Chat Invites

When an attendee sends a chat invite to you, it will appear in your Pending Chat Requests queue and pop up in the top right corner.

To accept the chat invite, click “Accept” in the pop-up or the green checkmark icon.



Booth Group Chat

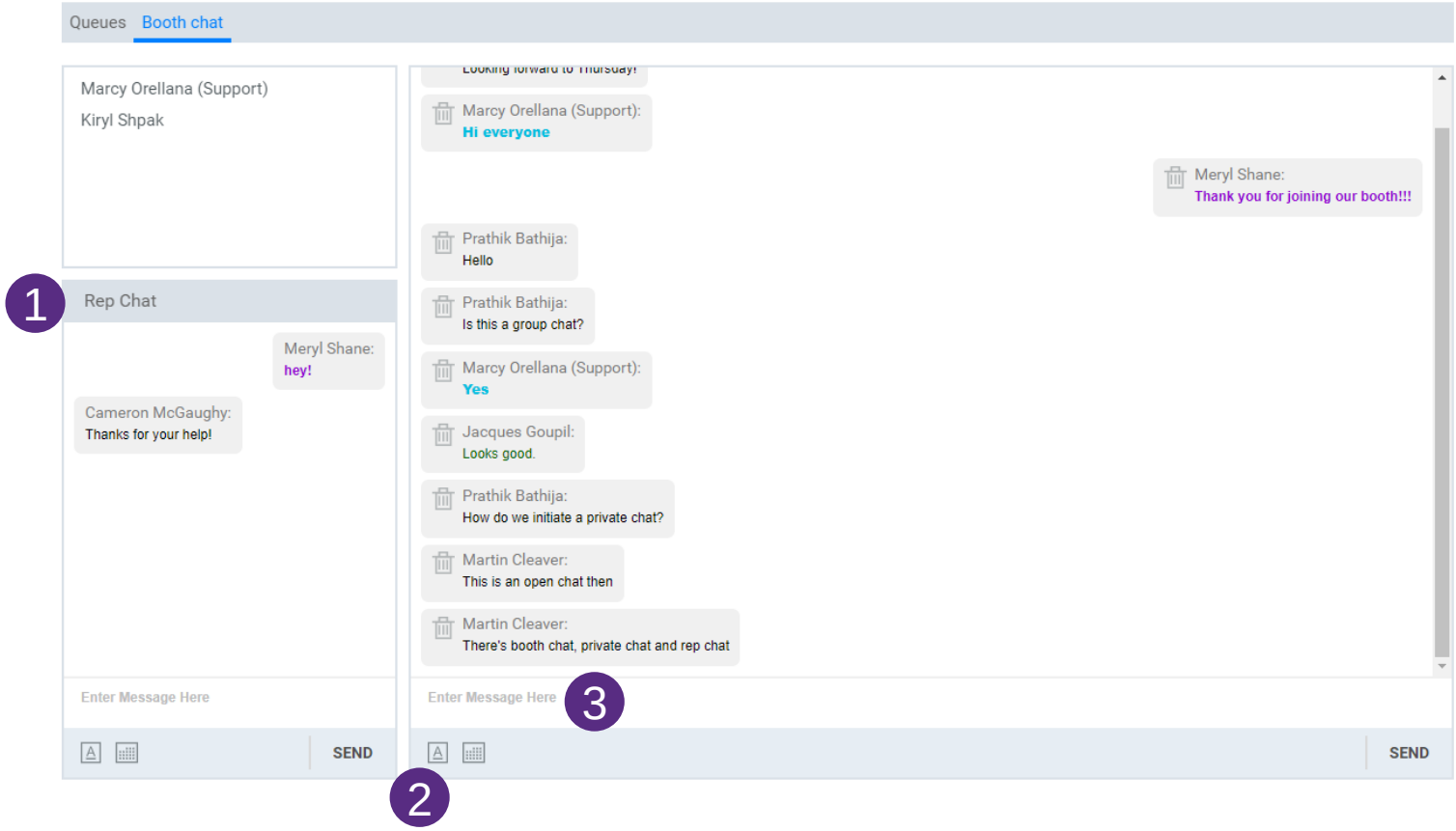
Booth Chat

The Booth Chat Tab allows you to participate in your booth's Group Chat.

1. **You still have access to your STAFF Booth Rep Chat**

2. **Update your font, color and size by clicking on the A under the message area. This will make your chats stand out.**

3. **Type your chat message in the bottom window and click send**



Chat and Communication Tips

Engaging with Attendees

- When you begin chatting with a user privately, try opening the conversation with an open ended question like “How are you enjoying the event so far?”
- If you start with a yes/no question like “Can I help you?” and they say no, it can be hard to move on from there
- Be proactive – don’t just wait for attendees to reach out to you
- Familiarize yourself with the content in your booth so you can answer questions about it

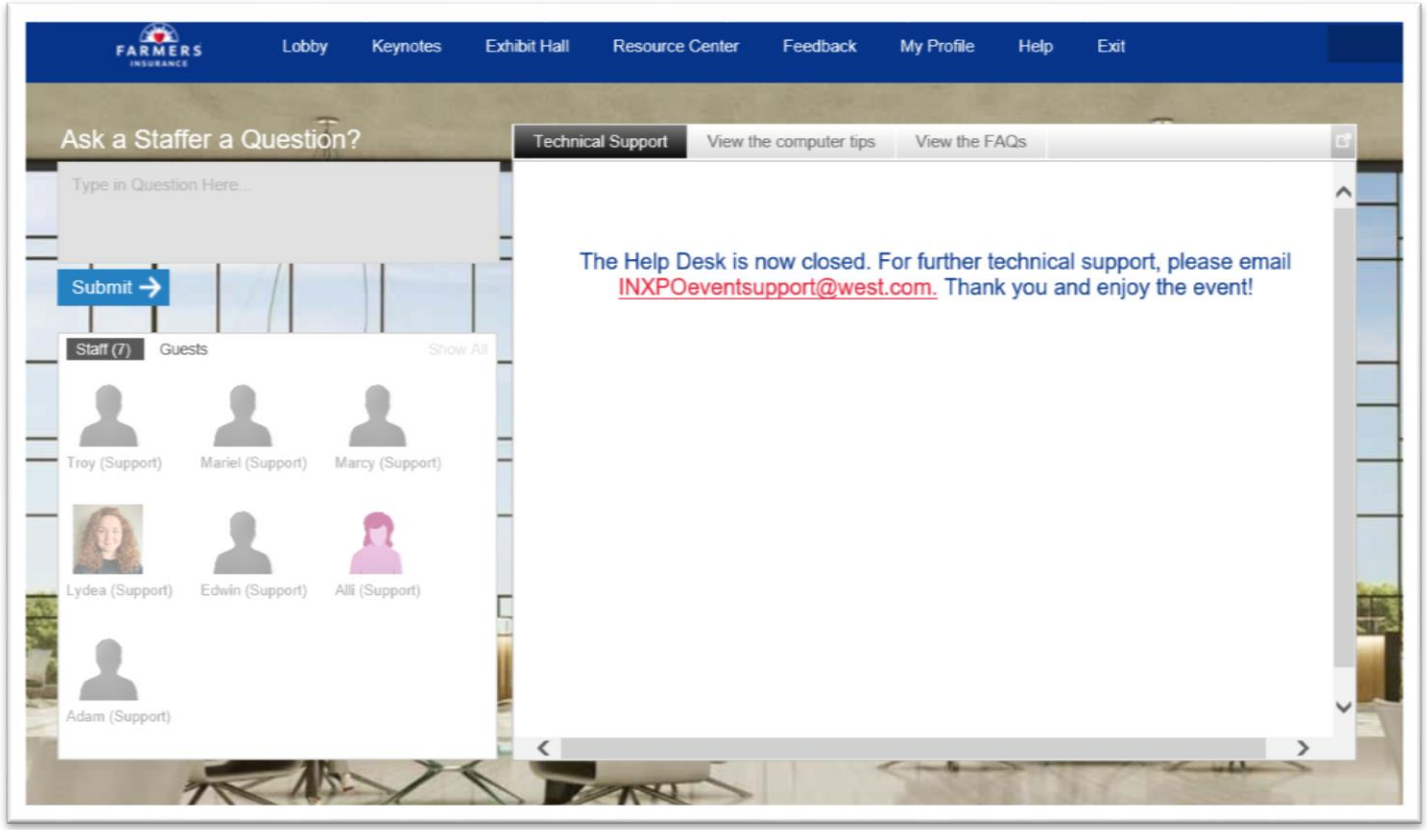
Using the Booth Rep Interface

- Make sure to upload a profile picture. It makes a difference to attendees when they can see your face.
- Update your font face and color. Make your chats stand out and easy to read in the group chat.
- When responding to someone in the group chat, start your answer with @theirname. It can be hard to track conversations in the chat when a lot of people are participating.

Help

Staff Help

If you need help at any time during the live event, please click on the Help Desk in the top navigation and live staff will be available to assist you.



Additional Questions

Q: Is there auto correct or any type of tool if you misspell a word?

A: In the group chat, there is no auto correct or notification that you misspelled a word. However, when you chat one on one with someone, in that type of chat box you will get a red underline on a word if it is misspelled.

Q: If I am offline and someone sends me a message, how can I get a notification?

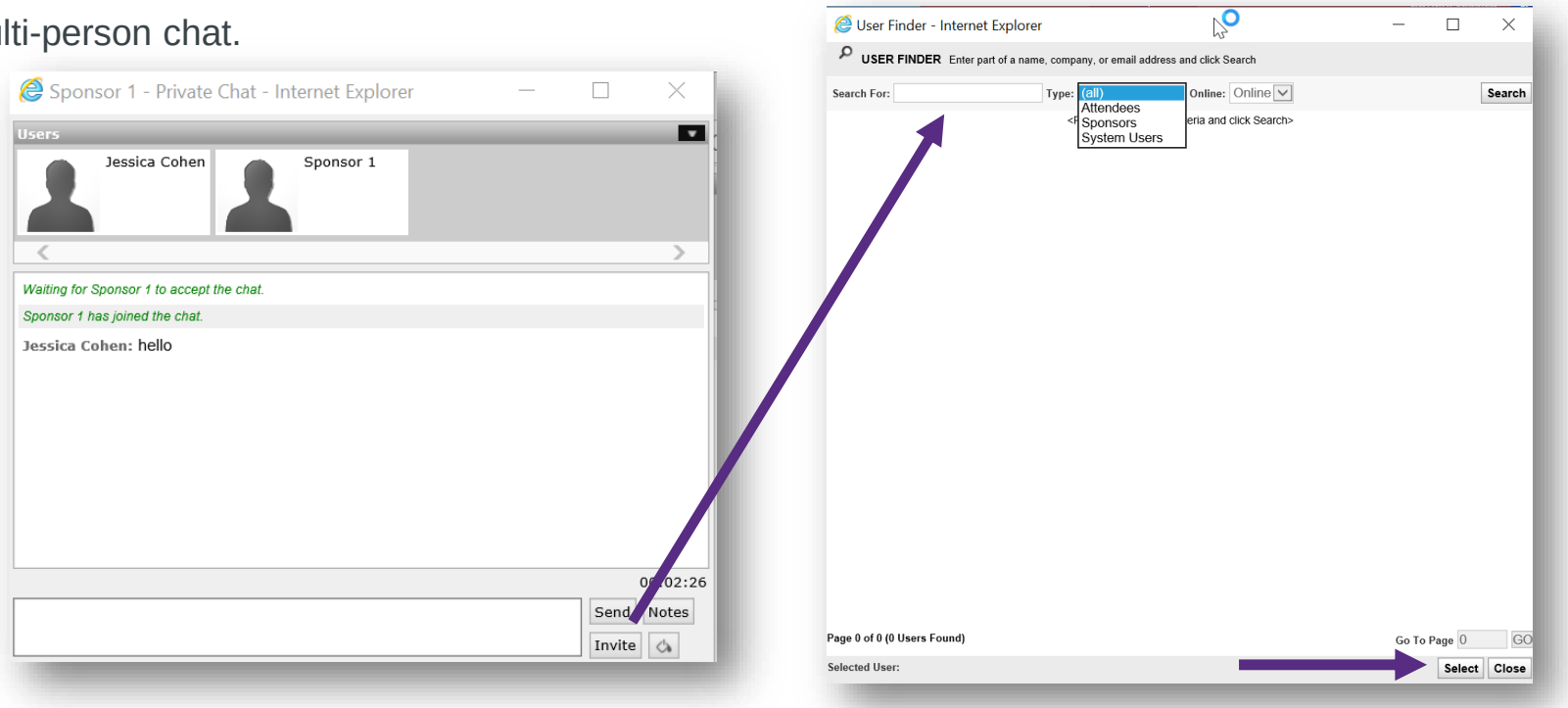
A: Go to your profile in the top bar of the event. In there you will see an option for “auto forward mail” and “auto forward vcards”. Check the boxes for those and save. That way you will get an email when someone sends you a message or forwards you their virtual business card when you are offline.

Q: Are there any options for video chatting in the virtual event?

A: The virtual event platform does not have any video chat functionality built into it. Communication options within the event are limited to chat. However, you are welcome to share any video chat/meeting links (Zoom, WebEx, Adobe Connect, etc.) with a user in a chat if you want to invite them to join you on a call there.

Adding another user to a chat

- To add another booth staffer to a private chat, follow these steps:
  - In the chat, click on the Invite button
  - In the next pop-up, you will be able to search for a user. You may put in their name or email. When the search results come up, click on the person you wish to invite and then click “Select” at the bottom of the window.
  - That person will receive a chat invite and when they accept it they will be listed at the top of the chat too.
  - You may leave the chat at that point and it will remain open for the other two users. Or you can remain in and proceed to have a private multi-person chat.



Thank You