



## Private Chat and Group Chat Feature User Guide – Enhanced Exhibitors and Conference-wide Sponsors Only

Enhanced Exhibitors and Conference-Wide Sponsors have the opportunity to interact with attendees visiting your Virtual Exhibit profile via chat features. We encourage you to be available to chat with Conference attendees during the dedicated exhibit times listed on the event schedule. If you are available at additional times, please let us know so we can enter them into your virtual exhibit profile.

### Step 1: Before the Conference Begins

The Primary Operations contact on file with show management received an email with your company's specific chat on-boarding link. The Primary Operations contact has to share this link with you. To repeat:



**THE PRIMARY CONTACT MUST SEND THE EMAIL ABOUT ON-BOARDING WITH THE LINK TO EACH STAFF PERSON THAT WANTS TO REGISTER AND BE PART OF CHAT.**

Once you receive this link, all registered exhibitor staff scheduled for chat duty must log into the chat on-boarding site **before or on Friday, 29 October 2021.**

Everyone must be registered to finish step 1 successfully. Please do not share the on-boarding link with your staff until you receive confirmation from [ExhibitorReg@optica.org](mailto:ExhibitorReg@optica.org) that registration forms were processed or else they will not be able to onboard successfully.

A screenshot of a web page for "Exhibitor 1:1 Chat On-boarding". The top part has a dark blue header with the title in white. Below it, the title is repeated in a smaller font. A line of text says "Please submit the form below to confirm your account. Once confirmed by staff you will be added as booth personnel for". Below that is a yellow box with the text "Login Required" and "Please login to continue.".

## Exhibitor 1:1 Chat On-boarding

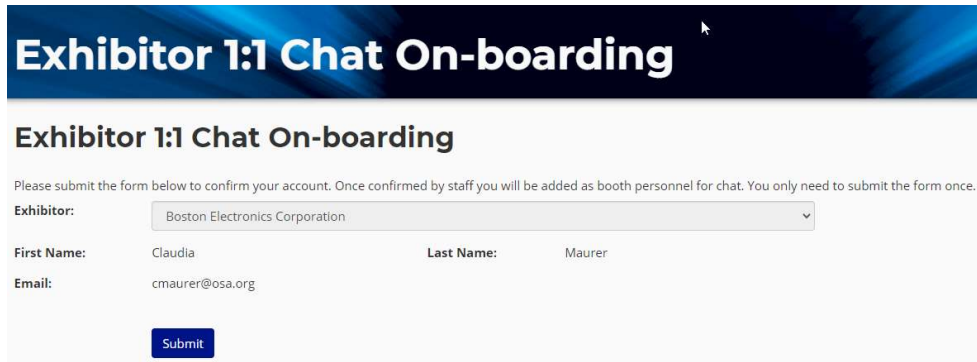
### Exhibitor 1:1 Chat On-boarding

Please submit the form below to confirm your account. Once confirmed by staff you will be added as booth personnel for

Login Required

Please login to continue.

Logging in creates a user record that is synced with the person's registration record. The user then sees the following form. Check if your company name and your email are correct:

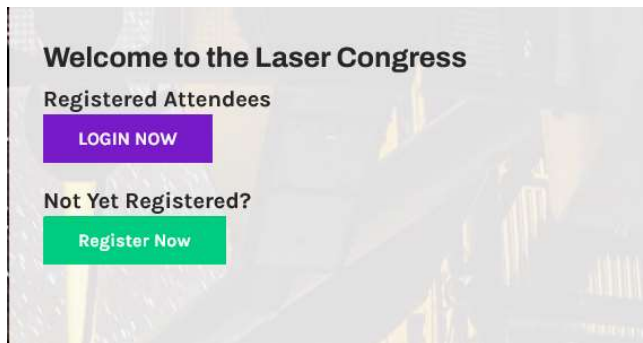


Click the submit button (**ONLY CLICK ON "SUBMIT" ONE TIME**). If successful, you will receive an automated message confirming you successfully completed the on-boarding and are ready for the live event days.

## Step 2: During the Live Conference

### a) **Log-in**

You will log into the conference website to start (example from a previous Congress below):



### b) **Update your Event Participant Profile**

After you log in we recommend you set up the hours you will be available for 1:1 chat in **"Event Preferences"**



- 1) Please enter your email address (*item 1 below*)
- 2) Check if you would like to enable Chat email notifications (*item 2 below*)

The screenshot shows a registration form with the following fields: First Name, Last Name, Full Name, Mailing Address, Contact Email, a checkbox for enabling email notifications, Time Zone, Contact Phone, and Company/Job Title/Position. A red box highlights the Contact Email field, and a red circle highlights the checkbox. A purple 'SUBMIT' button is at the bottom.

Home /

First Name:

Last Name:

Full Name:

Mailing Address:

Contact Email:

Check to enable email notifications from chat:

Email notifications for incoming group and 1-1 chat messages will be sent to the email address above after a brief period of inactivity. Please whitelist talkjs.com to ensure that your notifications do not go to your spam folder.

Time Zone:

Adjusts event schedule content to your local time zone.

Contact Phone:

Company, Job Title / Position:

**SUBMIT**

You will need to ensure your company has staff available during Dedicated Exhibit Times as well as any of the times they have selected to be available during chat times.

**Dedicated Exhibit Times** (military times and listed in EDT, UTC-4:00):

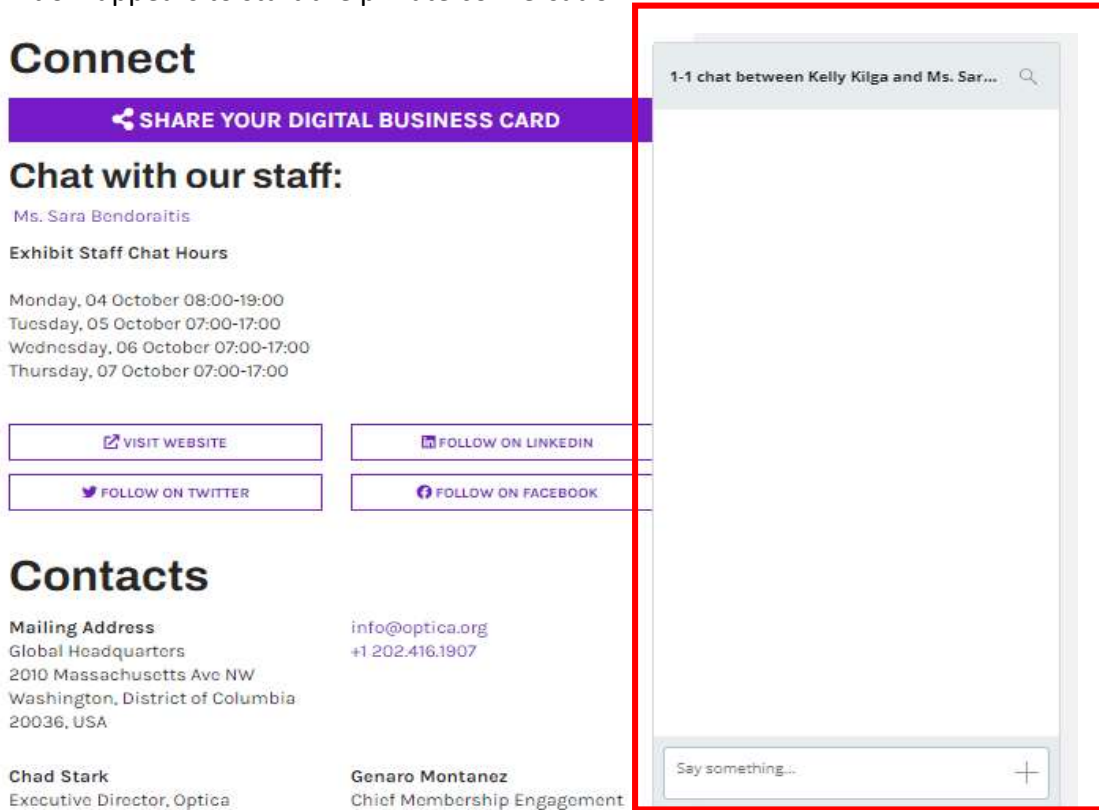
Monday, 01 November	Tuesday, 02 November	Wednesday, 03 November	Thursday, 04 November
08:00 – 9:00	10:00 – 11:00	11:00 – 12:00	13:00 - 14:00

**c) Go to your virtual booth**

Currently, the planned date for the Virtual Exhibit webpage to go live is Tuesday, 26 October. Find your company and click on the logo tile.

**d) 1:1 chat feature on your virtual booth page**

Your names will be listed like the example below. Once an attendee clicks on a name, a pop-up window appears to start the private conversation:

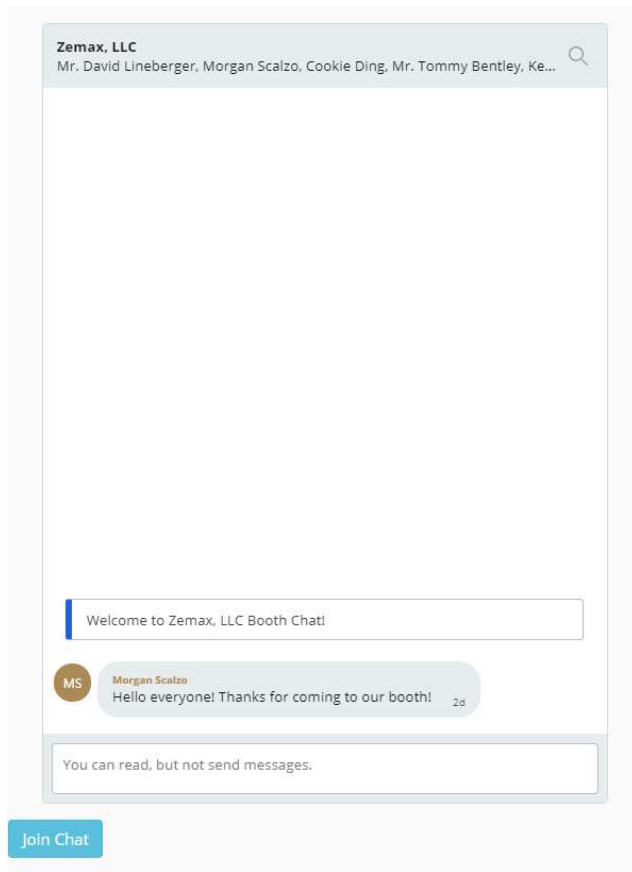


**e) Group chat feature on your virtual booth page**

The group chat window is a public chat window. However, you and those with whom you wish to engage in conversation will only be able to see these conversations after you click "Join Chat". See an example below:

4 people are in the chat room. Join the conversation by clicking Join Chat below.





We recommend using the group chat feature to advertise products, announce giveaways, promotions or anything that will draw the attention of your audience visiting your booth.

### Step 3: While You Are Offline

Please note: you need to turn on Chat Email Notifications from STEP 2.

If chat messages are sent to you while you are offline, the messages will be sent to the email address that person used when registering (if not adjusted in the Event Preferences after logging in). You can reply to the email in order to respond to the person.

**Tip: Ask your IT department to whitelist the “@talkjs.com” and “@osa.org” domains so that these emails do not get stopped by your system’s spam filters.**