Private Chat and Group Chat Feature

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 Congress 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 Congress Begins

The Primary Operations contact on file with OSA 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, 01 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@osa.org that registration forms were processed or else they will not be able to onboard successfully.
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 Congress

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 “Virtual 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)*

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, 04 October: 10:00 – 11:00
- Tuesday, 05 October: 11:30 – 12:30
- Wednesday, 06 October: 08:00 – 09:00
c) Set Email notifications alert
   In your personal chat home “envelope sign” you can set alerts to receive emails when someone messages you.

![Image of chat home]

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d) Go to your virtual booth

Currently, the planned date for the Virtual Exhibit webpage to go live is Tuesday, 28 September. Find your company and click on the logo tile.
e) 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:

f) 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.
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.