Chat Tutorial for Organization Representatives

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Helping you prepare for the event

Questions: 770-980-0088 or events@careereco.com
IMPORTANT:
Chat is available on multiple browsers and mobile devices.

Video chat and event-related broadcasts are **only** available from a desktop or laptop using the latest version of **Google Chrome, Firefox, or Edge**.
Event Dashboard

Sample Virtual Event
October 1, 2020

Click "Chat Now"

Global Events
New Connections
Attend from Anywhere

Manage Event
This explains the meaning of the various chat icons you may see in your room. (Click “x” to close)

**Top Right Corner of the Chat room**

Click the 🔊 icon to manage your sound settings. You may choose to mute all sounds, or vary the way that the chat room alerts you to chat room activity.

Use the “Need Help” button to contact CareerEco with any technical questions.
Choose from Settings dropdown menu to:

**Update Chat Room:** Change chat room topic, welcome message and/or chat times.

**Manage Stored Responses:** Add/change stored messages for yourself and other organization reps.

**Edit Profile:** Change the organization’s profile. 
*(only available to Admin Users)*

**End Session & Close Room:** This will close your room and expel *all* users from your room. 
*(only close room at the end of your sessions)*

To add a picture:

Go to Event Dashboard, click “Edit Profile” beside your name and then the “Upload Personal Photo” button.
Add documents to “Files” that candidates can download from here. (only Admin Users have permission to add files)

Main Chat Room: Messages typed here are visible to the entire Chat room and remain in your room history for others to review.

Click “Stored Messages” to access and send your frequently used responses.

Default Sound Settings: You receive a sound alert (knocking sound) when Users enter your room. Click icon to change Sounds.

All Organization Reps listed here

All Candidates listed here
Click the Arrow and choose from the drop-down menu to indicate “Available” for Private Chats or “Busy” to indicate unavailable for Private Chats.

“Download Chat Transcript” of all Chats. Includes all Users’ typed responses, both Main Room and Private Chats.

* Transcripts are only available to organization reps.

Note: Multi-media broadcasts or presentations are not recorded.
Click information card icon to view snapshot of the candidate’s details and Resume/CV.

- Click Arrow for drop-down menu.

- Start a Private Chat
- Access the complete Profile of this Candidate.

Click “Add to Favorites” to highlight candidates you may want to follow-up with after the event. Candidate is not made aware once Favorited.
After starting a Private Chat, a new chat window opens below *(Enter and send private text in this area)*.

“P” icon indicates you are in a Private Chat with User. “Checkmark” icon indicates an Organization Rep on your team has conducted a Private Chat with User.

You may want to add additional notes which will be available on the candidate’s record and in the Reports section.
Click Candidate name to toggle between multiple Private Chats.

You will receive alerts indicating a Private Chat request and the number of missed messages (in the blue circle). Click User’s name to Private Chat.

Default Sound Settings: you receive a sound alert (bell sound) when a User requests a Private Chat.

OPTIONAL: Click “Maximize View” to see only your Private Chat on the screen. “Minimize View” to see Main Chat room responses simultaneously (split screen).
Notice the alerts (blinking & numbers) indicating you need to turn your focus back to other private chats or messages in the Main Chat Room.

Note: This view is only when a private chat is maximized.

* If you navigate away from the chat, your browser tabs will indicate how many messages are waiting for you – the number will be listed in parentheses.
Multi-media Features you may use:

The following pages provide an explanation of these features.

* These features are not required for chatting.

Note: You may need to change microphone/camera settings. Click the icon in your URL bar to adjust (this varies by browser).

Essential Technology Requirements for using Audio/Video/Screensharing

ALL USERS MUST – (including Candidates)

- Login using a desktop or laptop
- Use an updated version of Chrome, Firefox or Edge

These features are not required for chatting.
Select “Broadcast Video/Audio” to allow all visitors to see and hear you in the chat room.

IMPORTANT: You must click “End Broadcast” when finished!

* Test in advance of your chat sessions!

3 Organization Reps may be on camera in separate windows at the same time.
3 Organization Reps may broadcast audio or video at the same time.

Select “Broadcast Audio” to allow all visitors to hear you in the chat room.

IMPORTANT: You must click “End Broadcast” when finished!

Test in advance of your chat sessions!
How to Share your Screen Using Chrome/Edge

Click here to begin

You MUST select “Entire Screen” or your presentation will NOT be viewable to others.

* Be sure to select the monitor your presentation will be displayed on.

BE VERY AWARE:
Red message confirms you can be heard by the entire chat room.

It may be required to click the camera icon to the right of the URL bar, to select your microphone. Be sure to click “Done” or “Allow”.

To end your broadcast, click “End Broadcast” in the top menu bar, or click “Stop Sharing” at the bottom of your screen.
How to Share your Screen Using Firefox

Click here to begin

In the “Screen to share” dropdown, select “Entire screen” and then “Share Screen”

* Select “Screen 1” or the Monitor your presentation will be displayed on.

Set the appropriate microphone and click “Share Selected Device.”

* To end your broadcast, click “End Broadcast” in the top menu bar, or click “Stop Sharing” at the bottom of your screen.

BE VERY AWARE:

Red message confirms you can be heard by the entire chat room.
How to start a private Video or Audio Meeting with a Candidate

Request a private video chat or audio only chat with a User.

**Important:** You and the other User must click “allow” when prompted for the system to use your camera and microphone.
Need Help during the event?

- Call 770.960.0088
- help@careereco.com
- View Tutorial
- Audio/Video Help

How to Video/Audio Chat One-to-One

* You may resize and move windows which doesn't change candidate's view.

* Candidate's video opens only after accepting a Private Video Chat request and starting Video/Audio.

Note: 1:1 Video/Audio chat will terminate immediately if you switch tabs or rooms.

IMPORTANT: You must click “End Video/Audio” when finished!
QUESTIONS:

770.980.0088
Events@CareerEco.com

Thank you for taking the time to review the tutorial!