We are pleased to welcome you as a Booth Representative for this exciting Virtual Event. This guide will give you important booth feature descriptions, instructions and tips on how to best interact with your booth attendees.
Instructions

1. Your 6C Project Manager will add you as an event administrator to give you booth representative rights.

2. Login to the virtual environment.

3. Arrive at the Lobby.

4. Use navigation bar or wall icons in lobby to find the booth you are assigned to represent.

5. Enter the exhibit hall and find the booth you are assigned to represent.

6. Enter into your booth and find your name listed on the info/rep card. Your chat bubble next to your name should be green indicating you are online.

7. You will see the rep dashboard to the left of the info/rep card. Please click on this to begin managing your chat private queue.
Booth Rep Prep

(each Booth Rep, in advance of the live day)

1. Register for the virtual event (MUST use the same email as provided under Booth Rep set up)
2. Perform the system check and follow up with their IT department as needed
3. Review the Room Rep Guide
4. Attend the Room Rep Training session (or review the recording)
Best Practices

**System Requirements**
1024 x 768 screen resolution minimum
1.4 Mbps internet connection minimum

1. Be sure to **test your system in advance** to avoid issues during the live event!

**SYSTEM TEST**
[https://virtualdestinations.6connex.com/event/templatelibrary/system-check](https://virtualdestinations.6connex.com/event/templatelibrary/system-check)

**WEBINAR SYSTEM CHECK**
[https://event.webcasts.com/viewer/faq.jsp?mType=v&closeBtn=no&techview=yes](https://event.webcasts.com/viewer/faq.jsp?mType=v&closeBtn=no&techview=yes)

2. Disable Pop Up Blockers

3. Disconnect from a VPN (if possible)

**Devices**
Laptop, computer (Mac or PC) or tablets (Android or IOS) are supported.

**Browser**
The is a virtual, browser based experience. We find that Chrome or Firefox are the most stable and consistent when accessing the virtual environment.

**Audio**
Audio is streaming over your device, be sure your speakers/headphones work and are turned up.

**Connectivity**
- A strong Wi-Fi connection or hardwired internet connection are recommended.
- Disconnect from VPN or corporate networks (if possible).
- Close any unnecessary applications.
Login

Welcome

Welcome to the Template Library.
This virtual environment will give you an opportunity to explore the variety of available templates. All templates can be branded for your specific program, and many can accommodate additional signage and click-status.

Please login to browse. Contact your project manager with any questions, or email clientscare@6connex.com.

Thank you!

Login using your email address after registration.
After logging in with your email address, you will be placed in the virtual event lobby.

Use the navigation bar or clickable navigation tiles (on the walls, above doorways, etc.) to move from room to room. To navigate to your booth, click on the Exhibit Hall or Directory icon.

**NOTE** – rooms, interactivity, options, chat features, etc. vary by environment. Images displayed are for example only and may not apply to the specific event you are participating in.
After you select your booth from the Exhibit Hall/Directory, you will be placed within your designated booth.
There are 3 important tasks to which you are assigned:

1. Info/Reps Card
2. Rep Dashboard
3. Connect with Reps Button
Your name will appear under the Info/Reps Card when you are listed as a room representative, a well as a chat button.
I. INFO/REPRESENTATIVE CARD

The Info/Representative Card gives attendees the ability to get information and reach out to the Booth Reps.

- Attendees can engage in a 1:1 private chat with a Booth Rep by clicking on a green chat bubble. If a Booth Rep leaves their assigned Booth to enter another location within the Virtual Environment, the chat bubble will remain green, and Booth attendees will still be able to send a chat message to that Booth Rep. If a Booth Rep logs out of the environment, the chat bubble will be grey, unavailable for chat.
- Attendees always have the ability to e-mail a Booth Rep at any time; they can also include an attachment to their e-mail.
- If a Booth Rep has allowed attendees to view their LinkedIn Profile (which is an option listed when editing one's registration info.), the LinkedIn icon appears and clicks through to their LinkedIn page.
The Rep Dashboard consists of 5 tabs: Attendees, Rep Chat, Chat History, Chat Queue, and Rep Checklist

- **Attendees**: This list contains all of the people who are in your booth but who have not yet initiated a chat. Reach out to these individuals by clicking on the green chat button to the right of their name.

- **Rep Chat**: Chat privately with other reps in the booth.

- **Chat History**: This is a list of all of the visitors with whom you have chatted during the live event. Refer to this list should you need to circle back to visitors to get more information.

- **Chat Queue**: This is a list of your team’s pending chat requests:
  - Gray indicates that the person submitted a chat request but is no longer in the event. Click on their Attendee ID card to send them an email.
  - Green indicates that the person is in your booth and has requested a chat.
  - Once you engage in chat with a candidate, they are added to your individual chat list that pops up in the bottom right of your screen.
  - Remove the candidate from the Chat Queue so your team knows that the candidate has been helped.

- **Rep Checklist**: Holds these instructions for future reference.
Attendees

All attendees in the current booth will be displayed on the Attendees tab. The order of the attendees is based on how long they have been in the booth. New attendees joining the booth will be added to the bottom of the list.

The Refresh button will show real-time booth activity updates.

If an attendee attached a file to their profile (such as a resume, bio, image, etc.), you can simply click on these icons to view them.

Click on the green chat bubble to have a 1:1 chat with an attendee.

View the Attendee’s LinkedIn page.

This icon will open the ‘Attendee Card’ which gives info and other interaction capabilities.

Within an Attendee Card a room representative can:
- Email the attendee
- Add the attendee to the Watch List (See below)
- View the attendee’s number of booth visits
- View the attendee’s chat history - active and history
- Make notes that are viewable by all representatives
- Download notes (See below)

Clicking on Chatted with: <<Name>> hyperlink allows you to view the chat and email it to yourself.
To coordinate activities within the booth, representatives assigned to the booth can chat with each other. There is also the ability to download the chat.
Chat History:

Chat History tab shows the people you have chatted with during your time as a rep. If you click on their underlined name, you can pull up the conversation had between reps and that attendee.

** IF YOU CLEAR CHAT HISTORY, IT IS PERMANENTLY AND CAN NOT BE RETAINED.**
Watch List

Representatives can add booth visitors to the 'Watch List', allowing representatives the ability to save numerous details about the attendee and their interactivity within the booth.
III. Rep Dashboard

Chat Queue Tab: The attendees under the chat queue tab will be attendees who have clicked the “chat with representatives” button and are in line to speak with you. The 13 attendees shown in the photo below are waiting in line for a representative to reach out to them 1:1 and speak privately. Anyone who is listed as a booth rep can reach out to this individual to begin a conversation.

The gray bubble next to their name should be green indicating they are online and ready to talk.

The profile card icon will open up the attendee card.

The archive button will delete the name from the list.

The time below their name indicates how long they have been waiting in line since clicking the “chat with representatives” button.
III. Rep Dashboard

Rep Checklist Tab:

This tab holds the instructions on how to manage each tab inside your rep dashboard while you are a booth representative.

This can be edited to also hold other important information needed to manage the private chat queue.
Downloading Chat Transcripts:

To download the chat transcripts from your chat queue, you must be an event admin or booth representative. You will then select from the settings wheel the option “Download Chat Report”. The chat transcripts will then download in a zip file to your device.