



ON24

Booth Representative Training Document

SHOWNAME

TIME

Log-In Information:

From now through the day of the show, you will log in using the following URL:

[SHOWURL](#)

Email: your email address

Password: the password your Booth Manager admin gave you (the generic show password is ("PASSWORD"))

Preview Password: "PASSWORD"

Note: This preview URL is a "backdoor" to the actual show. However, it will allow you to access it prior to the live date and time. If you forget your password and use the link to retrieve it, you will still need to use this link to enter the show before its start time.

On the day of the show ...

1. Update your profile (see slide 5 for more information). Be sure to select an avatar or add a photo of yourself. It must be 80 x 80 pixels and under 10 KB.
2. Ensure that your screen name is 20 characters or less for display purposes. We recommend using the following format for your screen name: "First Last (Company Name)"
3. If your show will be On Demand following the live show date, click the setting that will send in-show messages to an external email address.
4. Practice using the booth chat with other booth reps. Keep this window open the whole time you're staffing your booth.
5. When using People Search / People Finder, be sure to click the check box beside "Include show and booth staff in search results."

Technical Support:

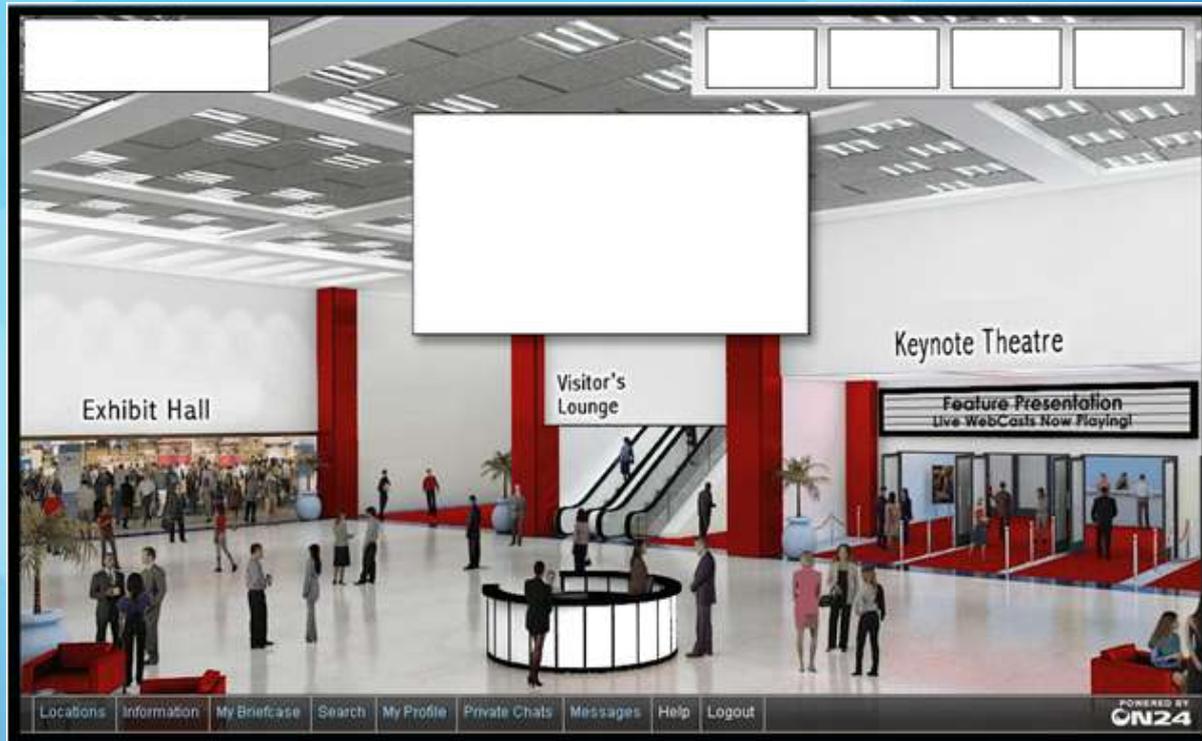
If you or attendees encounter issues on the day of the show, contact Virtual Show Support directly by phone or email. Be sure to reference "SHOWNAME" in any correspondence, and include a screenshot if possible.

Email: virtualshow.support@on24.com

Phone: (866) 921-8234

International: (415) 738-2954

Welcome to the Virtual Show! This guideline will help explain to you what your duties are as a booth rep and how to navigate through the show.



The first thing you'll see when you land in the show is **The Plaza** (above). You will be prompted for your email address and a password to enter (this will be supplied to you a week before your show). The plaza is the main area of the show and you can access everything from here. You can always click on the show logo in the upper left-hand corner to return here.

Once you've accessed the show, the next step is to click on the **Locations** button in the lower left corner of your screen, and select **Exhibit Hall**.



This is the **Exhibit Hall**, where all the booths can be found. If you hover your mouse over a booth, a brief description of the booth will pop up. Once in the Exhibit hall, you can either search for your booth in the Booth List or scroll left or right to find it. Click on your booth's logo to enter.

My Profile

Settings Profile Avatar

Screen Name * Lauren - ON24

First Name * Lauren

Last Name * Wheeler

Job Title * Virtual Show Manager

Company * ON24

E-mail Address * lauren.wheeler@on24.com

Timezone * (GMT -5:00) US/Eastern

Save Cancel

V-Card

Lauren - ON24
Lauren Wheeler
Virtual Show Manager
ON24
lauren.wheeler@on24.com

Once you arrive in your booth, you'll want to update your profile by clicking **My Profile** on the navigation bar at the bottom of your screen. Click on Settings to edit your screen name, name, title, company, etc. All attendees have the same options that you do.

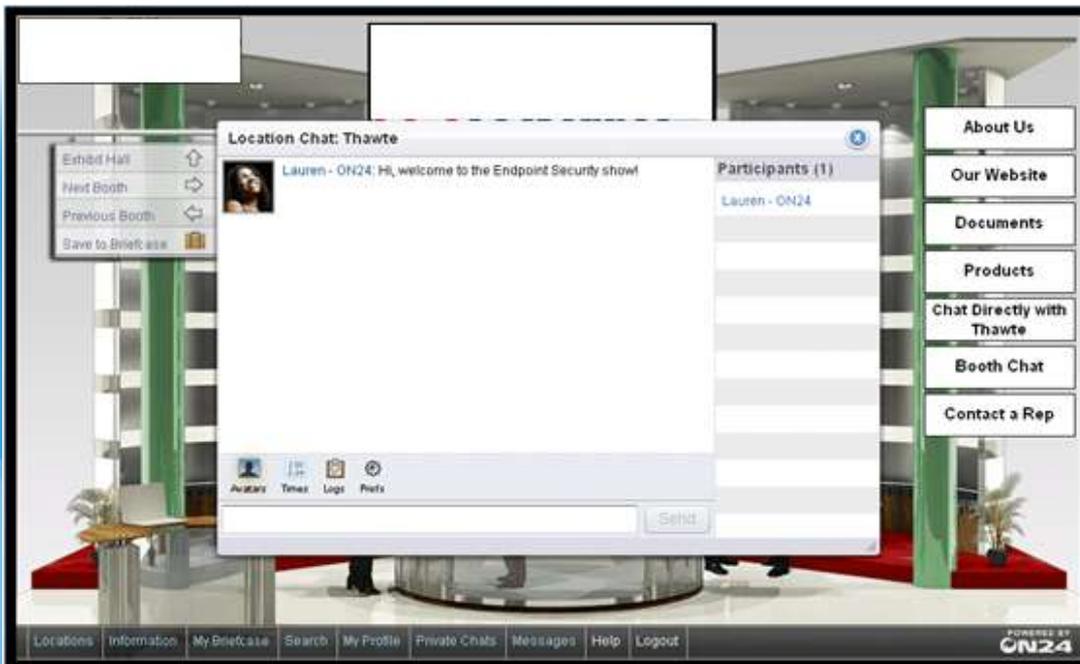
Make yourself familiar with this section, as attendees may turn to you with questions about updating their profile. Additionally there is an Avatar button. We suggest that you pick an avatar, or as a nice touch, upload a professional photo of yourself.

All of the settings you select, along with your avatar, will be reflected in your virtual card (V-card).



Within your booth, you'll see a list of call-to-action buttons:

- The **About Us** button, when clicked, will display the information you supplied about your organization.
- The **Documents, Presentations, Whitepapers**, etc. buttons respectively host the resources you're offering (videos, .pdfs, documents, etc.).
- You and any other staff assigned to your booth are listed in a window accessible from the **Contact a Rep** button.
- The **Booth Chat** button opens a window you'll be monitoring. When you click on that button, you will see a list of attendees who are in your chat. (Even if they are not actively participating, they will appear under **Participants** on the right if they have the window open.)



To submit a chat, type your message into the bar at the bottom of the chat window and hit Send. There may be multiple threads of conversations going on at once. It's your role to monitor those threads and assist where needed.

While you're in booth chat, an attendee may do one of the following:

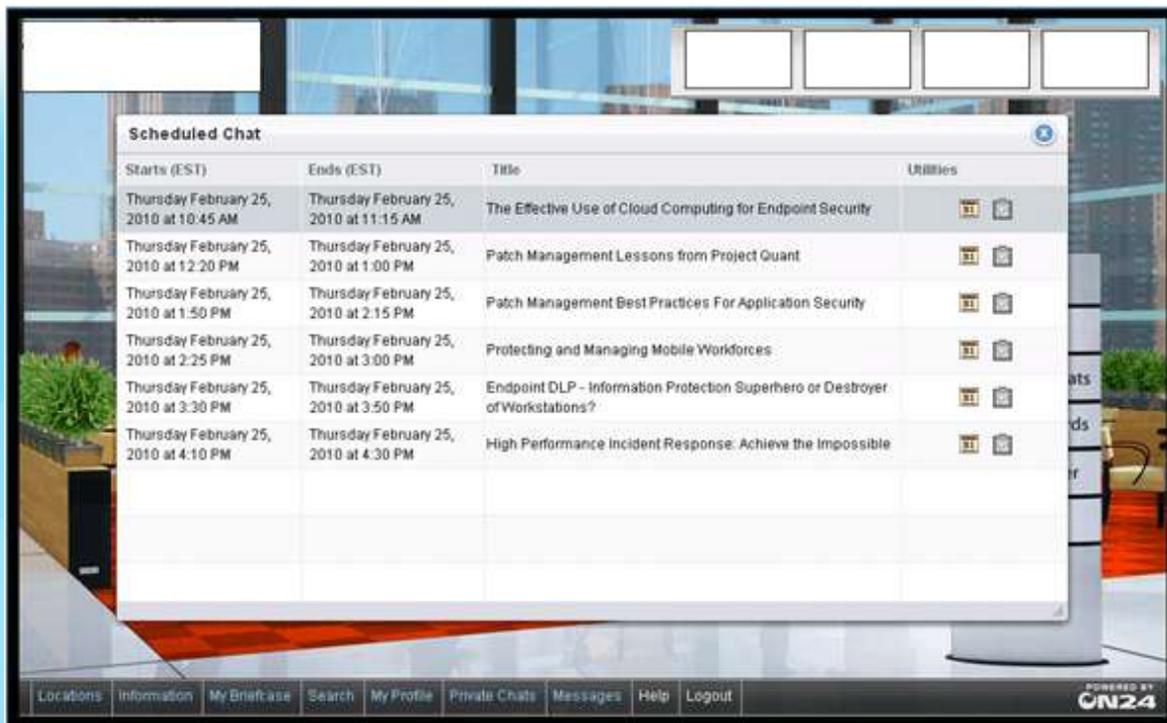
1. Send you a message in booth chat
2. Initiate a private chat with you
3. Send you a message (via the VS internal messaging system)

You can have multiple chat windows open at once, and you can move them around in your window and resize them to maximize your experience. Private chats are only viewable by you and the person with whom you're chatting. Attendees won't ever know if you are engaged in a private chat with someone else. All chats in the show are logged.

To initiate a private chat with you or send you a message, an attendee can either click on your name or click the **Contact a Rep** button and select you from the list.

When you receive either **Messages** or **Private Chats**, a number in a circle will appear on those buttons on the global navigation bar at the bottom of the screen, indicating that there is a new message or chat for you.

Any message sent to you will be placed in your **Messages** box, accessible from the global navigation bar.



This is the **Visitor's Lounge**:

- As in your booth, you'll find a **Group Chat** button here. Below that is the **Scheduled Chats** button. Scheduled chats are scheduled chat sessions that are moderated within the show. They are not available until their designated time; at that point, the title will turn into a hyperlink that you can click to open the chat window.
- The **Message Boards** button will launch a window with Forum Listings with topics that attendees may be post on.
- **People Finder** launches the same functionality seen as the **People Search** button on the global navigation bar. Use this feature to look for other show attendees and staff—make sure to click the check box beside “Include show and booth staff in search results” in order to find anyone who may be working as a booth representative or is a presenter.
- **Messages** will open your Inbox just like the Messages button on the global navigation bar.