

FAQs

Q: How do I use the chat feature?

A: In the dashboard links you will see if you have any unread or pending chat requests. You can also see chat requests in the notifications area in the upper right corner of your planner. Once you receive a chat request you will need to approve it. Once approved you can communicate with the person you have the request from in real time. To send a chat request find the exhibitor you want to chat with and click Initiate Chat. Note that if they have opted out chat features it will indicate so on their profile.

Q: How do I opt out of chat requests?

A: There are several areas where you can opt out of chats. In the notifications area in the upper right hand corner of your planner. Under messages in the main menu in Preferences. Just click on the link and check the opt out box.

Q: I just received a chat request – what do I do now?

A: Click on the request then the chat message. If you want to chat with the person click Approve Now. If not just ignore.

Q: How do I use the matcher?

A: The matcher is based on the Company's Category based on products and services they provide and those that you selected as having interest in. The matcher is also based on the Business Category Type(s) you have chosen as having interest in. See How do I update my profile on how to make changes to the matches.

Q: How do I update my profile?

A: In your planner the last menu item is Profile. Click on Profile then Edit Profile. You can edit your information and change the Business Categories and Company Category. This will give you a new list of matches that you can see in the Matcher area.

Q: How do I request an appointment with an exhibitor?

A: In the exhibitors profile you will see below the name a place to Make and online appointment. Click that link. If the exhibitor is accepting appointments, you will be presented with a list of times they are available. Once you choose one click Request Appointment at the bottom of the page. The exhibitor will be sent the request. If they approve the appointment, you will be notified in your Notification area in the top right corner of the planner. If they decline you will get notice that they have declined.

Q: What if an exhibitor is not accepting appointments?

A; Not all exhibitors accept appointments. If you find an exhibitor that you want to make an appointment with and they are not accepting them you can always sent a chat request.