Top 10 Exhibitor Profile FAQs

Q1: How do I access my exhibitor profile?
A1: Access your profile here: https://n1b.goexposoftware.com/events/nascc21/goExpo/public/login.php?ign=1&t=ur&ut=ex

Q2: What are my login credentials (username and/or password)?
A2: Your Booth Coordinator has established your profile's username and password. If you are unable to locate your credentials, please contact **Renae Gurthet renae@gurthetmedia.com** or **CA-GoExpoSupport@communitybrands.com** for assistance.

Q3: How does my team access our exhibitor profile -- does they need their own login credentials?
A3: Your team only requires the one set of login credentials that have been established by your booth coordinator. Multiple people can be logged into your profile at the same time.

Q4: How do I connect with attendees?
A4: Attendees will initiate a chat or make an online appointment through our exhibitor platform.

- ➤ **If you've received a chat,** reply with a chat; it's an instant messaging feature. *You must approve Pending Chat Requests before the conversation can continue.* If you'd like to engage further in a one-on-one discussion, send the attendee an invite via chat to meet using your preferred mode of communication (i.e. phone, Zoom, Microsoft Team, Google Meet, etc.)
- ➤ **If you've requested an appointment to meet**, accept the appointment in your profile and send the attendee a message via Chat to engage in a one-on-one discussion using your preferred mode of communication (i.e. phone, Zoom, Microsoft Team, Google Meet, etc.)

Q5: Can I initiate a chat or an appointment through the exhibitor platform?
A5: You may initiate a Chat with your attendee matches but you are not able to request an online appointment. An appointment request must be initiated by the attendee.

Q6: How will I know if I've received Chat or an Online Appointment?
A6: You will be notified three ways.
1. If you are logged into your profile, you'll hear a ping and a red number will appear on the bell in upper right corner of your profile will show a red number that indicates the number of Unread Chat Messages and/or Appointments.
2. If you are logged into your profile, you'll see a number on your profile's Dashboard next to Unread Chat Messages, Pending Chat Requests, and/or Appointments. *Note about Pending Chats, you must approve pending chat requests before a conversation can continue.*
3. At the end of each day, your Booth Coordinator will receive an email from **NASCC Exhibit Sales** noreply@eventemails.com that contains Dashboard Links which report Unread Chat Messages, Pending Chat Requests, and/or Appointments.

➢ You may find these two short tutorials, instructional video and tips on appointments which are also found on your profile's Home page, helpful to better understand the mechanics of chat and appointments.

Q7: How can I view my profile stats and attendees that match my profile?
A7:

➢ View profile stats in your profile under the **Stats** menu item:
  e.g. https://n1b.goexposoftware.com/events/nascc21/goExpo/exhibitor/myStats.php
➢ View and download attendee profile matches under your profile's **Matcher** menu item:
  https://n1b.goexposoftware.com/events/nascc21/goExpo/exhibitor/myMatcher.php

Q8: Do we have to staff our exhibitor profile during conference hours?
A8: It is *suggested* but *not required* to have at least one person reply to chats and appointment requests during Exhibitor Live Hours, 11:00 am – 2:00 pm Monday – Friday. We've established Exhibitor Live Hours for two reasons: (1) to encourage attendees to connect with exhibitors each day and (2) so exhibitors are not bound to their computers during all hours of the conference. If you're not able to tend to your profile during the day, your Booth Coordinator will receive an email at the end of each day from **NASCC Exhibit Sales** noreply@eventemails.com that summarizes unread chat messages, pending chat requests, and appointments.

Q9: Do I have to engage in chat and/or appointment requests?
A9: You do not have to engage in chat or appointments.
➢ To disable the Chat function: (1) log into your profile, (2) select **Messages**, (3) select **Preferences**, and (4) click on the **Prevent Chat Requests** box, and (5) select **Save**. You may find this short tutorial helpful which also can be found on your profile's dashboard.
➢ To not engage in the appointment scheduling feature, do not **Opt-In to Accept Appointments** in step **9 Appointments** of your profile wizard. All profiles are automatically set to not accept appointments until you opt into this feature.

Q10: When can attendees start to initiate chats and/or request appointments?
A10: Attendees will be able to start sending you chats and requesting appointments on April 5 to meet with you the following week, April 12 – 16.

If you have additional questions about your profile, please contact Renae Gurthet renae@gurthetmedia.com or CA-GoExpoSupport@communitybrands.com.