ALA Virtual Video Chat Instructions

Exhibitors who have upgraded to use the Video Chat function may have up to four representatives assigned for live video chat at one time. Video chat can be used all days of the ALA Virtual Event. (Video Chat will be turned off after the Virtual Event.) Attendees will access Video chat through the Online Scheduler. (Note: the Mobile App does not support Video Chat.)

There is no limit on hours for the live video chat. You may use the live video chats for demos and share your screen. Each video chat can accommodate up to 10 attendees. Please note while you are on a video chat, any attendee may join that chat.

Note: Video Chat capabilities have been upgraded so each chat room can accommodate up to 10 attendees. This will ensure more attendees can use the Video Chat feature. If you would prefer a 1-1 or other set-up for your chat, please contact Mary Oberman at moberman@heiexpo.com.

We encourage exhibitors to get creative with their video chat uses. Use this feature for sales presentations (remember... you can share your screen during the chat!), set your Sales Reps by product category (ie: Public Library Rep, School Library Rep, etc.), or regular chat with customers and prospects.

The company main contact will log in to the Expo Harvester and complete the following steps:

1. Complete the “Sales Team Member(s)” task.

Note: this task will only appear for exhibitors who have upgraded to utilize the Video Chat feature.

![Tasks](image-url)
Please add your company sales team member(s) to display on the eventScribe Website.

If you need to add a member of your sales team, click the ADD SALES TEAM MEMBER button, enter the requested contact details, then click ADD SALES TEAM MEMBER to exit the popup.

Information to be added includes:

- Sales rep contact info
- Video Chat Availability (Note: these published times do not control the availability of the Video Chat… the Video Chat can be open at any time.)
- Title, Bio, Address
- Photo (This photo needs to be 400 pixels wide and 400 pixels high. If the photo you upload does not meet those requirements, the photo will have to be cropped.) Note: if photo is not available, you can load a company logo.

Tip: Add in the Sales Rep’s email or cell phone number so attendees can email or text them if they go on the chat and the Sales Rep has stepped away.

Example screen from Online Scheduler Video Chat:
To move a sales team member from 'Available Staff' to 'Sales Team Members', simply click their name, then Edit to review the current details. If they are correct, simply click Save Changes to exit the popup, then click their name again and select Add to List.

Once you have selected the staff, press the 'Save Sales Team Member List' button to complete this task.

2. Once the Sales Team Members (also referred to as “Booth Representatives (for video chat)”) are assigned, you will see them listed under “Video Conference with a Representative” when logged in to your dashboard.

Note: this will appear ONLY to exhibitors who have upgraded to implement the Video Chat feature. If you have upgraded to the Video Chat feature, and you do not see “Video Conference with a Representative” on your dashboard, please email Mary Oberman at moberman@heiexpo.com.

Example:

Please right click on the “Launch Video Chat” button to copy the link for each Sales Rep’s Video Chat access link. Share this link with your Sales Reps.

If you need technical support with your video chat please call Cadmium’s dedicated support expert with the Harvester system, Nakeya Pinkney, at (443)-655-2877 during the hours of 8:00 AM – 5:00 PM EST.

3. The Sales Reps should use shared link to open the Video Chat web page.

Note: It is recommended the Sales Reps keep this web page open during all scheduled video chat hours. Currently, there are no notifications set for the Sales Reps when an attendee joins the chat. Sales Reps will have to closely monitor the chat link so they can interact with attendees when they join.

Reminder: 10 attendees may be in a chat room at one time. Attendees may be joining while you are already active on a chat.
If you need technical support with your video chat please call Cadmium’s dedicated support expert with the Harvester system, Nakeya Pinkney, at (443)-655-2877 during the hours of 8:00 AM – 5:00 PM EST.

**Attendee Video Chat Access**

Attendees will access your video chat as follows:

1. Attendees must be logged in to the Online Scheduler ([https://www.eventscribe.com/2020/ALA-Annual/](https://www.eventscribe.com/2020/ALA-Annual/)) with their registration credentials. (Note: the Mobile App does not support Video Chat.)

2. Attendees will navigate to the “Video Chat” tab of your Virtual Booth Listing.

Example:
3. When launching the Video Chat, attendees will see this screen:

**VIDEO CHAT OPTION #1**

Access the video chat in your browser by clicking the 'Launch' button below to open the video chat in a new window.

Launch

**VIDEO CHAT OPTION #2**

Access the video with the 'eventScribe Live' app.

Download the app from the App Store or the Google Play store and use it to scan the QR code to the right to enter the video chat on your phone or tablet.

4. Attendees will then be brought to the Video Chat.

Note: the Video Chat can be accessed at any time. We are instructing attendees to only enter Video Chats at the times noted for each company. Please have your Sales Reps on the chat at published times so the system works correctly!

Attendees will be instructed that if a Chat Room is full (limit of 10 attendees), they should try another Video Chat Rep, or try back later. Note: There is no notification letting the attendees know if the Chat is full before they try to enter.

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