Gold Level and Silver Level Exhibitor have the opportunity to interact with attendees visiting your Virtual Exhibit profile via chat features.

**Step 1: Before OFC 2021 Begins**

The Primary Operations contact on file with OFC show management received an email with your company’s specific chat on-boarding link. The Primary Operations contact has to share this link with you. Once you receive this link, all registered exhibitor staff scheduled for chat duty must log into the chat on-boarding site **before or on Saturday, 05 June 2021.**

You must be registered as an Exhibitor Full Conference or Exhibit Booth Personnel and have your own OSA Account in order to finish step 1 successfully. **Note:** Each Exhibitor registrant who does not have an existing account with OFC Show Management will receive an email from ofcpapers@ofcconference.org with the subject line “**Important! Prompt Action Required to Access the Virtual Conference**”. This email contains instructions on how to create an account. This is an important step to gain access to the conference during the live days, including access to the technical program (for Full Conference only) and your exhibit profile page for the chat feature.

Logging in creates a user record that is synced with the person’s registration record. The user is then presented with this form:
Exhibitor staff checks if company name and email are correct and clicks submit. If successful, each person will receive an automated message confirming they successfully completed the on-boarding and are ready for the live days.

**Step 2: During The Live OFC Exhibition Days**

a) **Log-in**

Each user will log into the OFC conference website to start their journey (example from CLEO website):

b) **Adjust your available chat times**

After you log in we recommend you set up the hours you will be available for 1:1 chat in “My Profile”

1) Please enter your email address
2) Check if you like to enable Chat email notifications *(option1)*
3) Enter the times you are available for chat (the times in the field are only an example and won’t show)
You will need to ensure your company has staff available during Dedicated Exhibit Time as well as any of the times they have selected to be available during chat times.

c) **Set Email notifications alert (option 2):**
In your personal chat home “envelope sign” you can set alerts to receive emails when someone messages you.

d) **Go to your virtual booth**
All exhibitors are listed here. Find your company and click on the logo tile.
e) 1:1 chat feature on your virtual booth page

Your names will be listed like the example below. See the one with the adjusted chat availability:

Once an attendee clicks on a name, a pop-up window appears to start the private conversation:

f) Group chat feature on your virtual booth page

The group chat window is a public chat window and everyone can see conversations. See an example below. We recommend using it to advertise products, announce
giveaways, promotions or anything that will draw the attention of your audience visiting your booth.

**Step 3: While You Are Offline**

Please note: you need to turn on Chat Email Notifications from STEP 2.

If chat messages are sent to you while you are offline or after the event has ended, the messages will be sent to the email address that person used when registering. You can reply to this email to reply to the person.

Tip: whitelist “@ofcconference.org” and “@talkjs.com” so that these emails do not get stopped by your system's spam filters.