

## ASHP Mid-Year Office Hours 11.09.2021

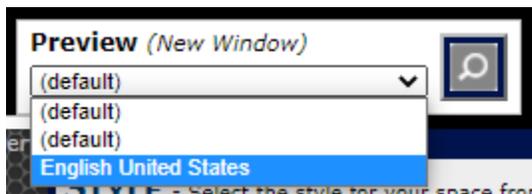
### Notes:

This office hours was not recorded due to technical issue. Previous recordings are referenced below to provide additional guidance.

We are not able to copy over booths from previous events.

### Workaround for preview issues

Our tech team has shared a workaround to make the preview space function as it will on live day to help you review your booth build. Under preview, select “English United States” from the drop-down and click the magnifying glass.



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### How do we change the name of my booth? Where do I do that?

The deadline for changing booth names passed on November 8. If you need to update your booth name, please reach out to your ASHP Representative.

### How do we get the chat function disabled, our compliance doesn't allow it.

The chat function is not active/available until you build a “Chat” tab type. Instructions on how to do that are in the booth builder training. If you would not like to include a public group chat, simply skip that step.

### If I choose not to do a chat, will it show as it's showing on the preliminary layout?

No, any function that is semi-transparent gray and surrounded by a dotted line in the booth builder will not appear in the booth. You can test this by selected “English Unite States” from the preview drop down and clicking the magnifying glass.

### How do I add .pdfs to the booth?

You would want to use the “Documents/Links” section and then select those document in a “Documents/Links” tab type. More detailed instructions are available in the booth builder training as well as previous office hours recordings.

**Just wanted to make sure - per the instructional video, the preferred document type is a PDF but when I either test/preview our booth or just am in the build space, none of the documents uploaded**

**as PDFs are able to be viewed/downloaded. Is this a function/nature of the test environment or should I change my document types? Thank you!**

This is likely a part of the preview bug. Make sure to select "English United States" from the preview drop down before entering the preview.

**We uploaded a picture for our logo but it is failing to show up. It shows up as a blank white space instead. When I copy the link of the image, it shows up as the image we would like. Please help us troubleshoot this problem. Thank you!**

**I tried to upload a different image for the Front Screen and it does not display after it has uploaded. The old image is the one that always is populated.**

This sounds like a caching issue, clearing the image cache on your browser will likely correct this issue. If this problem persists, reach out to your ASHP rep. Be sure to mention you have cleared your cache.

**I am trying to enter my booth staff but the only option I get is sponsor space owner. Is there another option I am supposed to have?**

No! This indicates that the user will be available to be staffed in all booths are you are building.

**How do I include videos from our organization's YouTube page in my booth's video collection? I don't have the saved files on my computer, only the video link.**

The Video Collection houses files that are uploaded directly to the platform rather than links to other platforms. For YouTube videos you have the option of utilizing documents/links (if you have multiple videos you would like linked in one tab), an HTML tab type (if you would like to provide additional context or would like the "stacked" video view for multiple videos), or an External URL tab type (for just one video). You can find more detail in the November 4 and October 28 office hours recordings or in the booth builder training.

**If the booth's max is 16, does that mean max 16 people at once or can there be more than that staffed and they can switch off?**

This is the total staff count limit.

**If we do not know booth staff names by November 15, can we put in a dummy name and then change the names later?**

No, you will not be able to make any updates to the booth after November 15.

**If we are still working on content that won't be ready by Nov 15, is the best way to make sure it all gets included is to create an external link tab in the platform so we can just put our content on our link when it is ready?**

Yes, great solution if you will not have the content yet

**Should your hours for the zoom only be during your showcase session?**

If you are hosting an external chat space and linking in your booth, the hours are up to you.

**Can the pop-up window which launches after you click on a content tab be turned off or bypassed?**

You cannot turnoff or bypass this window which is visible when the attendee closes out of the link that opened in a new tab. We recommend adding text in "Enter Message Here" to let them know they can close this window to return to the booth.

**How can we add an image to the booth?**

When building an "HTML" tab type, after clicking the blue "edit" link, you can right click in the white space. This will give you the option in insert an image.

**When I try to add a particular staffer to the booth I get the error message "Duplicate Entry Error, Save Operation Failed - Duplicate Email Address". Any way to fix this?**

First, make sure that this user is not already available in the add staffer drop-down menu. If they are not, reach out to Notified via the sponsor booth questionnaire form, include the user's email address you are trying to add.

**If we will not have a chat room, can staff still message booth attendees one-on-one?**

Yes, still included across the platform.

**Unable to upload any attachments (pics, files, etc) as I get a message uploads are blocked.**

This is likely a firewall restriction on devices set by your company. Reach out to your IT department about whitelisting the booth builder.

**Are the chats public or private? What are the differences between chat types?**

This is covered in-depth in the live day booth training.

**Difference between chat vs message board?**

Chats update live. Message boards will need to be refreshed by the user to show new posts. Posts can be commented on, creating threads. You can also add attachments in messages board.

**Is booth visible after booth hours?**

The booth is available to users during the live event even when there are not staff in the booth.

**When we are done do we have to submit anything to ASHP or will it just be done with on Nov 15th.**

Nothing to submit. Please just make sure all assets are in on November 15<sup>th</sup>.

**When will we get event link?**

Tentatively, ASHP expects to share credentials on December 2. However, you will not be able to login until the actual live day.

**Staffer was duplicated on accident. How do you fix the email address? If you already have the person in the booth already**

Please check dropdown to make sure staffer hasn't already been added. Submit wrong email address to sponsorship form so that Notify can let ASHP know about the error

**For a new staffer, do we need to create a new password that is different than mine**

When adding staffers, we suggest using their email address for both login and password. Please use the registered email that you submitted to ASHP. Non-registered emails will be removed at a later time.