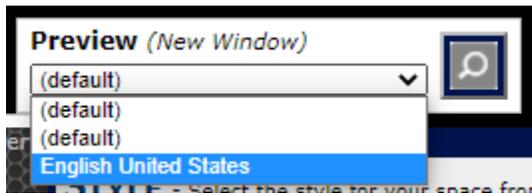


## ASHP Mid-Year Office Hours 11.04.2021

### Preview Issue Update:

How can you preview the Marquis scrolling and access the links that we built in the Tabs to Preview? I have used the large Preview Icon but the marquis does not scroll nor do the links in the tabs open up. I am using Edge as my browser as we do not have access to Chrome.

This is a part of the bug reported last week with preview. 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.



**Can the logo be set up with a link to our website so when attendees click on the logo they will be directed right to it?**

The logo cannot link. What I would recommend doing is setting up a link tab as your first tab and having it open in a new window. This can have some drawbacks for the user experience depending on the attendee’s tech savvy, it could feel like a pop-up, which a lot of people might not like. So do keep that in mind.

**I deleted the letters that were there when I renamed my booth. How do I get them put back?**

You can adjust the name of your booth at any time in space builder under “Name”.

**Can a chat room be added to a Showcase booth for ASHP?**

Yes! Please review the recorded [booth builder training](#) for details.

**How will our staffers be notified should an attendee enter something into our chat window?**

There are a few ways, please review [the live day booth training video](#) available to you.

**How do we interact with attendees during times booth is not staffed?**

If your booth is not staffed, your chat will continue to gather messages, here is how you can respond when you return by clicking on the poster’s username and accessing the communications center in their profile. If they are online, you can request a 1:1 chat. If they are offline (or online) you can send them an in-event email using “Messages”.

You can review ways to connect with other attendees outside of your booth in the [live day booth training](#).

**How can I add zoom or webex chat information?**

**Will chats be solely held in this platform? or can we add link to a separate Zoom chat?**

You certainly can! If you would like a simple, direct link to a video chat meeting that will be staffed throughout the event, we suggest setting this up using the “Documents/Links” function. If you’d like to share more specific information, an HTML Tab is the best way to go. This allows you to embed the link along with other text like hours the meeting space if available or access tips.

**I do not have a link to log into the regular site to see if it works.**

This is correct, we are currently building the live day environment, and it is not open to guests. You are able to preview how your booth will appear in the live environment using the preview function. See above for me details.

**I have added a video to the video collection section. When I attempt to add it to a tab, no video shows up for me to select from the video collection. What am I doing wrong.**

You are doing nothing wrong! The complete video collection auto populates in the video collection tab.

**Having trouble adding staff to the booth. Several of our team are listed in the add staff drop down but we are unable to change their password to log in. How do we reset passwords for staff listed on our booth to allow them to log in?**

It is crucial booth builders keep a record of passwords they create. In order to reset a password, you have to reach out to our team directly. This process can take up to two business days because of the amount of work orders we receive.

In order to make the most user-friendly login experience, we suggest login ID and password being set as email address all lowercase and double checking that there are no additional spaces at the beginning or end (which can happen when copying and pasting).