

# Exhibitor Platform FAQs

Below is information that you may find helpful.

## How do I add a residents/faculty in my booth?

To add booth staff, please go to [Manage My Booth](#) and go to Step 2 to log in to the [Virtual Exhibitor Badge Registration System](#) and add the name and email address of booth staff.

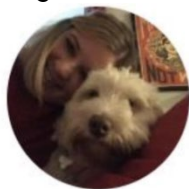
If booth staff is registered as an attendee (check the Directory) and needs to be added to the booth, please follow the instruction below.

### To add a member to your booth:

- Click the edit button > Go to the members tab.
- Click Add Member > Search by Name or Email to find the member you'd like to add
- Select the member and adjust their permissions accordingly.
- Click save changes and see that the member has been added to the list of members on your page.
- Click Save Changes at the top right one more time to publish these changes to the active page.

## Could I add designation and role after booth staff names?

Please go to [Manage My Booth](#) and log in to the [Virtual Exhibitor Badge Registration System](#). Click on the registration ID and edit the last name followed by designation (MD, DO) and role. For example, Smith, DO – Program Director



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[Schedule](#)

**Profile:** Each booth staff **must** complete a [Profile](#). Each will affect booth availability for attendees to schedule a time to chat/1:1 meeting. The system looks at each staff calendar and picked in random the available staff.

### Time availability:


- Set up availability times from 7/22-8/31 (platform is open until 8/31)
- Set up Away dates/times – this includes lunch breaks. The system is currently showing up to 2 weeks from today to schedule 1:1 meetings. Make sure these dates are covered.

**“Talk Now”** in the booth is available when a booth staff is logged in to the platform and will make them available for calls/live 1:1 meeting unless their calendar is blocked with away dates/times or appointment meetings/sessions they are attending. Check [My Schedule](#) in the *More* tab to view your calendar.

If you want to be available during booth hours, make sure your away dates/times are clear for those times and there are no sessions or meetings you are **Attending** “Live” in your [My Schedule](#) during those hours. Unclick Attending to change it to Attend and you will be available for that time even though it appears in your calendar but will be deleted.

Attendees are beginning to book appointments since they receive their log-in credentials.

**Schedule a time to chat / Schedule** button under each booth staff: The Systems looks at each booth staff calendar for availability.

Once an appointment is set by an attendee, **staff will receive an email** of the appointment. They will need to click **View Meeting** to view the appointment schedule in the JUNO platform. They may also view the **Notifications** alerts in the Juno platform ( bell icon in the top-right, red number indicates new alert).

- Click on the meeting (green text means you have not viewed the appointment or alert), this opens the appointment behind the Notifications window
- Click the green **Attend** button to accept the appointment.
- You may invite other booth staff to join this meeting if you'd like.

### **How do I find out who visited our booth?**

View your Analytics reports:

- The Unique Users report will show all attendees/exhibitors who entered your booth.
- The Activity Log report will show all the user's actions, how many times the user had been in your booth. Reach out to the attendees who had been in your several times.
- To quickly view who favorited your booth, click the "Likes" beside the thumbs up. Favorited is also a category in the Activity Log report. Make sure you connect with these attendees.