# CLEO 2021 - Private Chat and Group Chat User Guide
Gold and Silver Exhibitors Only

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

Before CLEO Begins

The Primary Operations Contact will have received an email with instructions on how to set up the chat feature for your staff. Once you receive this link, registered Exhibit Booth Personnel/Exhibitor Full Conference staff must log into the event website **before the start of the event - prior to Sunday 09 May 01:00 Pacific Daylight Time (PDT, UTC-07:00).**
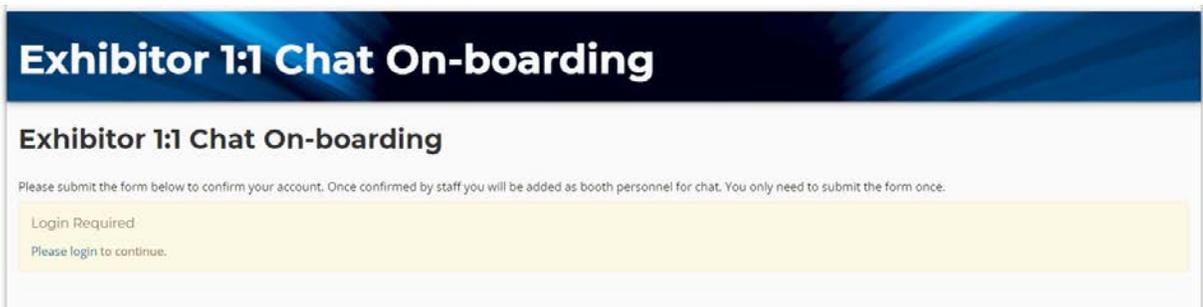
Exhibitor 1:1 Chat On-boarding

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Please submit the form below to confirm your account. Once confirmed by staff you will be added as booth personnel for chat. You only need to submit the form once.

Login Required

Please login to continue.

Logging in creates a user record that is synced with the person's registration record so each booth staff person MUST be registered to attend (see Register Your Staff below) and MUST create an account with Show Management. Please use the same e-mail address used for registration.

The user is then presented with this form:
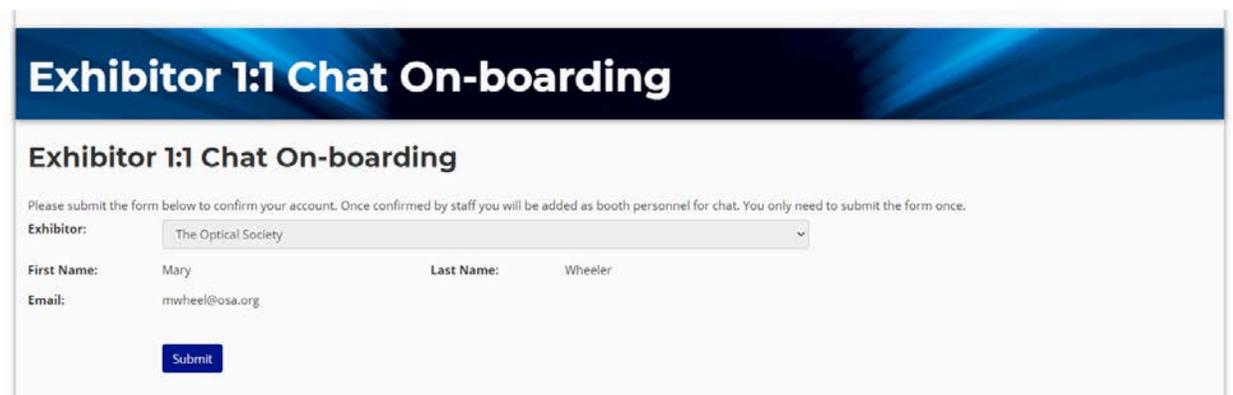
Exhibitor 1:1 Chat On-boarding

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Please submit the form below to confirm your account. Once confirmed by staff you will be added as booth personnel for chat. You only need to submit the form once.

Exhibitor:	The Optical Society
First Name:	Mary Last Name: Wheeler
Email:	mwheel@osa.org

Submit

Exhibitor staff enters their email and clicks submit. This allows CLEO show management to manually associate the exhibitor user with the exhibitor content type, **so please allow some time for this process.**

Every exhibitor who went through this onboarding process will be able to use the chat feature during the conference days. In addition, exhibiting companies are assigned to the Group Chat Channel for their company.

During CLEO 2021

You want to ensure your company has staff available during the Dedicated Exhibit Time hours listed below:

All times are Pacific Daylight Time (PDT, UTC-07:00)

Monday, 10 May: 08:00 - 09:00
Tuesday, 11 May: 14:00 - 15:00
 Wednesday, 12 May: 11:00 - 12:00
Thursday, 13 May: 03:00 - 04:00 and 17:00 - 18:00

In addition, you have the opportunity to set-up individual chat availability in "My Profile" in the field shown below. If your availability changes every day, we recommend updating this section daily:
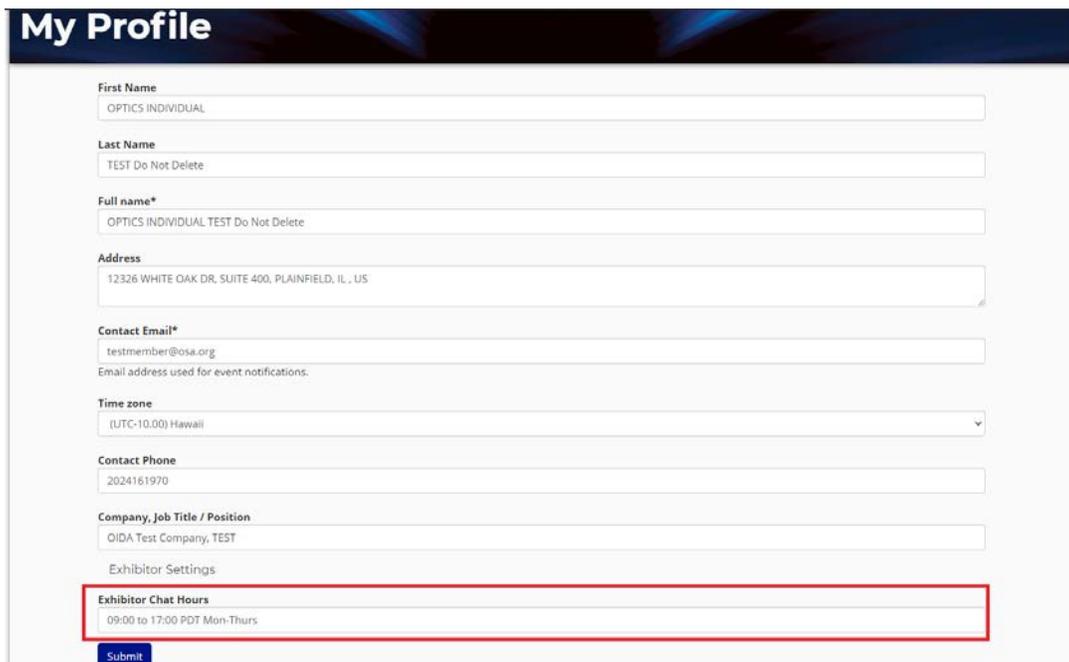
Once you are logged in and live in the system, attendees can click on your name under "connect" in the Talk to Exhibitor 1:1 section

TALK TO EXHIBITOR 1:1 💬

💬 Dante de los Angeles
💬 Genaro Montanez 0900 - 1700 PDT Mon-Thurs
💬 Chad Stark
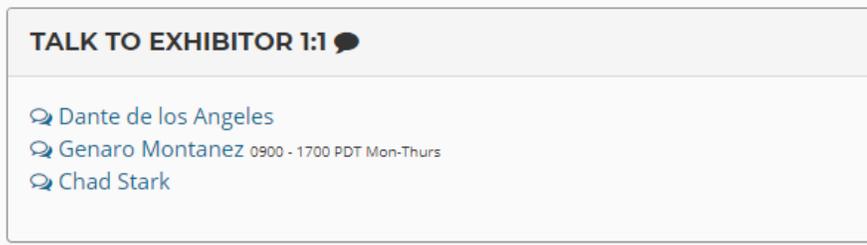
A chat window will pop up and the user will be able to message you.

HOME > VIRTUAL EXHIBIT > 2021

The Optical Society

The Optical Society

About Us

Desktop Notifications

D **Ddelosangeles** 46m
testing from my actual account

TM **Test McTesterson** 46m
hello!

D **Ddelosangeles**

D testing from my actual account 46m

Say something...

CLEO
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E-Posters
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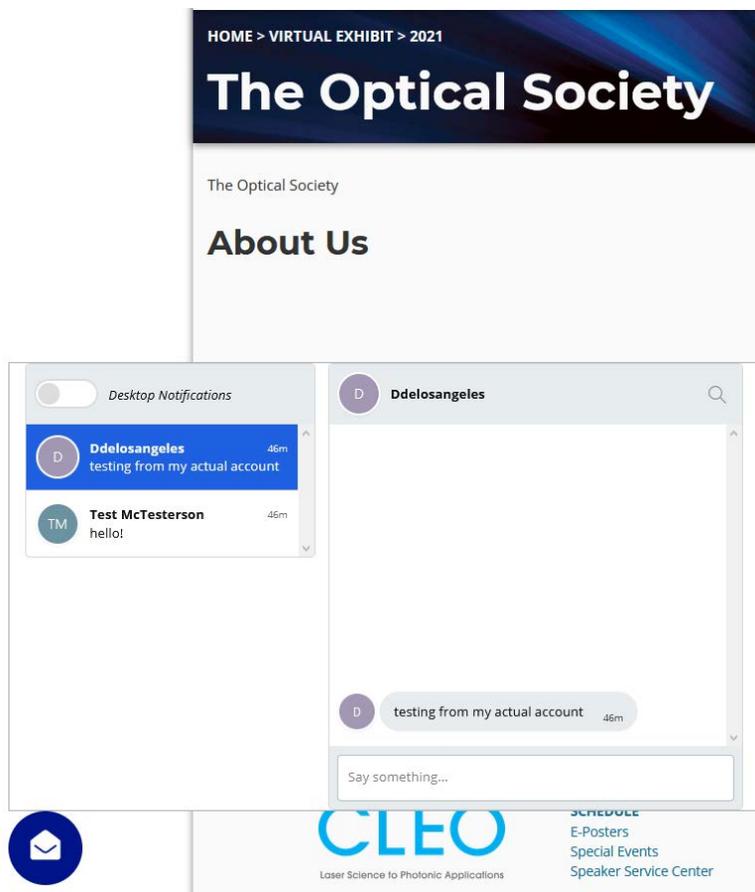
In addition to private 1:1 messaging, your company has access to an attendee group chat channel located below your contacts list. This channel allows you to post messages to attendees and to answer questions posed by visiting attendees, and is visible to all visitors to your booth.
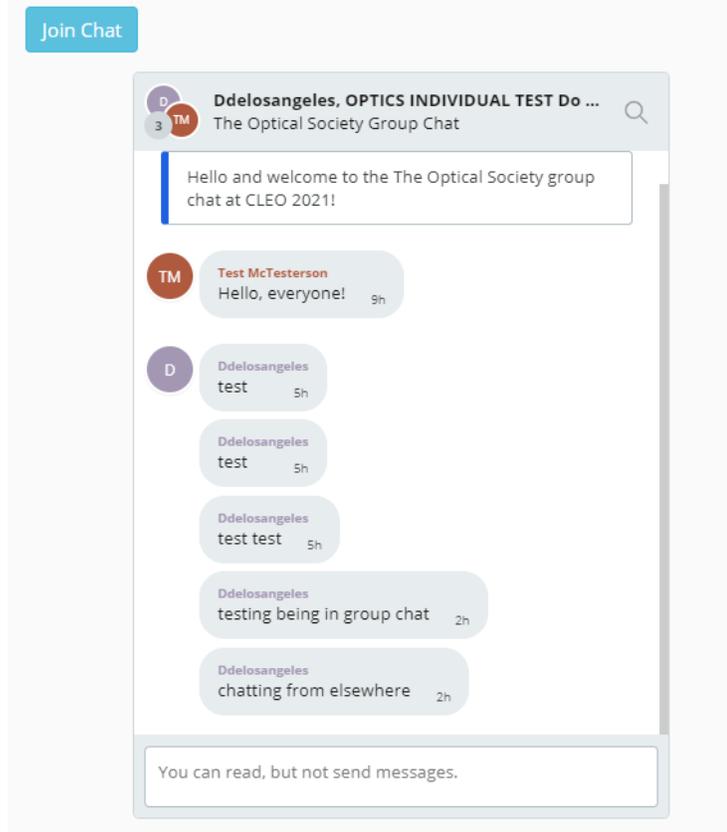
In addition, there will be other channels you can join for chatting with CLEO attendees available on the event home page and the networking page – you may join any group chat you wish.

When Offline

If chat messages are sent to you while you are offline, the messages will be sent to the email address you used when registering. You can reply to this email to respond to the person.

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