



AMS101

101st Annual Meeting

VIRTUAL | 10-15 January 2021

Frequently Asked Questions

How do I register exhibit booth staff for the event?

All booth staff should be registered through Exhibitor's Corner. This is the link you received confirming your application for the event.

How many people can we register as booth staff?

Each exhibit package receives an allotted amount of complimentary registrations with the exhibit registration (Standard = 4, Deluxe = 8, Premium = 12). You can purchase additional staff registrations for \$50 each by adding them individuals in Exhibitor's Corner. AMS will invoice you after the event for these charges.

What hours do we have to have staff live in our exhibit?

Exclusive Exhibit Hours are as follows:

Monday- Friday 11:30 a.m.-12:30 p.m. EST

Each organization can add additional hours of their choosing to be available for live chats with attendees by posting the additional hours in their virtual exhibit space.

During unscheduled hours, attendees can view your exhibit, schedule a private meeting, leave messages in the chat or drop a virtual business card for follow-up.

When will our staff gain access to the platform?

All registered attendees and exhibit staff will receive an email with access to the platform on Monday, 4 January. If staff is registered after this date, they will receive an access email within 30 minutes of being entered into Exhibitor's Corner as staff for your exhibit.

How will we be able to interact with those visiting our exhibit?

There are 2 main ways to interact within the platform: text chat and video chat.

When entering the virtual table space, you will see there is a Join Booth Chat button at the top of the page. This is an open (public) chat that will be open to anyone entering the space and has no limit to how many can join at a time. This is a great spot chat generally about your organization to the larger group. When someone (or a few someones) have specific questions, you can start a more private chat. The private chats can range from 1:1 to 1:4 (or have a 5 person max). Please note that the "Booth Chat" (public) option is text chat only, no video.



AMS101

101st Annual Meeting

VIRTUAL | 10-15 January 2021

If you break off to a private chat, you have the option for text or video chat. The same 5 person maximum will apply to video chat.

Do you have any training or tips available for our staff before the event begins?

Yes! Please [click here](#) to view a few sample slides with more details on this functionality as well as other helpful information. We also have a [short video](#) you can reference as well.

How do we add/edit staff to the “Chat with Us” listing in our space?

Just click on the “Manage Booth Staff” link just below. There you will see a list of all the staff connected to your space. Use the toggle next to their name to active (or deactivate) from the “Chat with Us” listing.

Who will be able to manage booth staff?

Anyone logged in as booth staff will see the “Manage Booth Staff” link when entering the exhibit space they are assigned to. They can activate themselves as needed.

Why do some of the Staff listed have photos and some do not?

When logging into the platform we encourage all staff and attendees to edit their individual profiles. If your staffer chooses to add a photo, it will show when they appear in your staff list. This is not required, but we encourage you to have your staff add a photo.

How can we get the analytics on who has visited our space?

All registered staff will see a link toward the bottom of the navigation menu (on the left-hand side of the platform) that says “Exhibitor Statistics”. Click on this link at any time to see the analytics being collected in your space. There are reports that you can download at any time.

When we are in our Exhibit Booth or Career Fair Booth, will the platform allow us to use a virtual background?

The video chat function on the platform does not have the capability for a virtual background

We would like to test our audio/video setup before the live events. Would we do that by chatting with one of our colleagues who is also listed as staff?

Yes, I would encourage you to do so. All the platform functionality is active. You can even engage with attendees on the platform now. When you are comfortable with the



AMS101

101st Annual Meeting
VIRTUAL | 10-15 January 2021

capabilities you can list yourselves as available. You may find attendees browsing through the exhibit now as they learn the platform as well.

Contact Information

If you have any questions or changes, please contact:
exhibits@ametsoc.org.