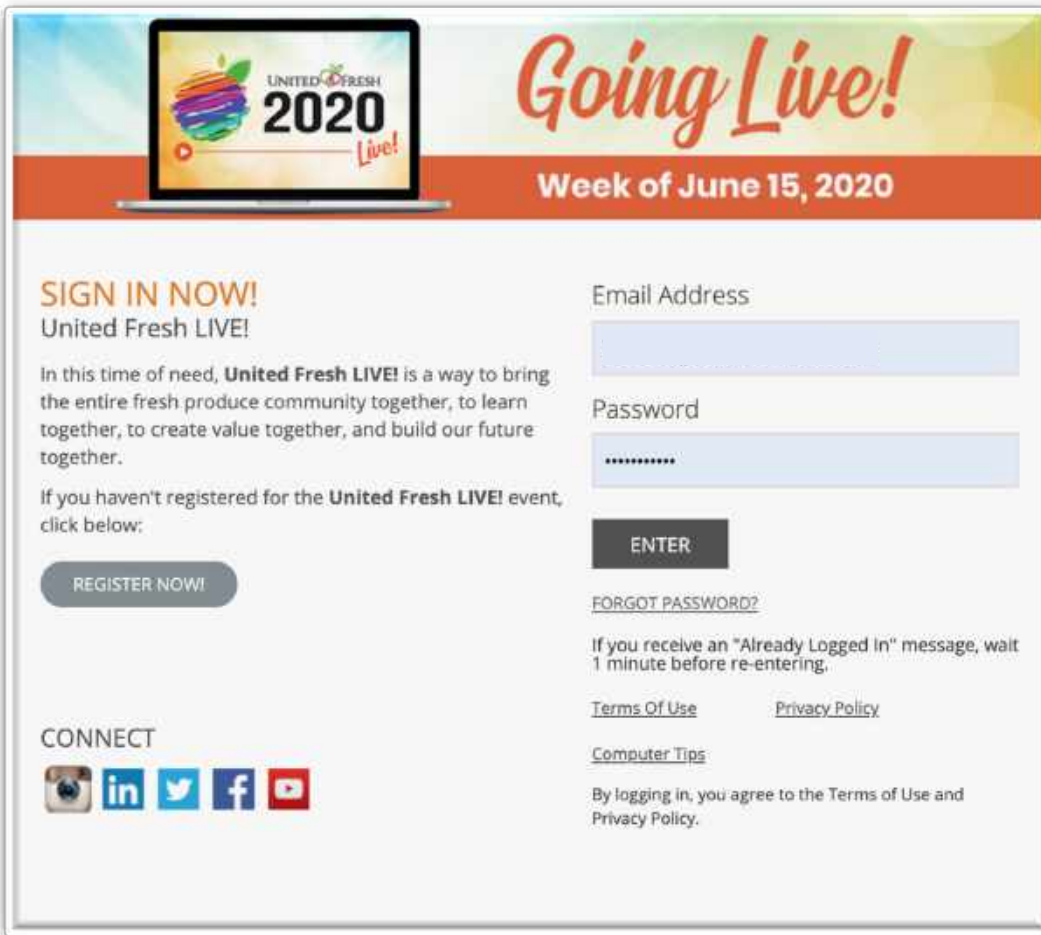




Attendee User Guide

Log In

You will be logging in on this page: <https://onlinexperiences.com/Launch/Event.htm?ShowKey=90275>



SIGN IN NOW!
United Fresh LIVE!

In this time of need, **United Fresh LIVE!** is a way to bring the entire fresh produce community together, to learn together, to create value together, and build our future together.

If you haven't registered for the **United Fresh LIVE!** event, click below:

[REGISTER NOW!](#)

Email Address

Password

[ENTER](#)

[FORGOT PASSWORD?](#)


If you receive an "Already Logged In" message, wait 1 minute before re-entering.

[Terms Of Use](#) [Privacy Policy](#)

[Computer Tips](#)

By logging in, you agree to the Terms of Use and Privacy Policy.

CONNECT



- If you don't know your password you can use the 'forgot password feature to reset it yourself
- Check your spam folder if you don't receive the reset email within 5 minutes

Virtual Event

Upon login, you will be taken to the lobby:

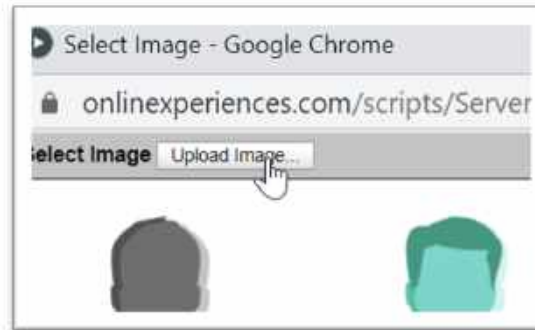


Update your Profile Picture

- Select “My Profile” from the top navigation

My Profile

- Select “Edit Photo” and then “Upload Image” to upload your picture



- Once the photo is uploaded, click on it and then click “Select” and then “Save Changes”



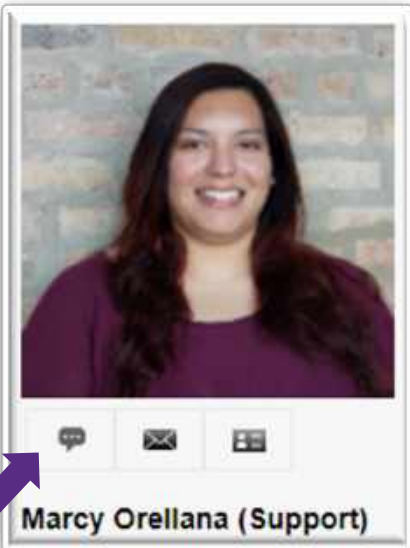
Start a Private Chat

'Chats' can happen between any users who are online. There are three ways to start a chat with someone who is online:

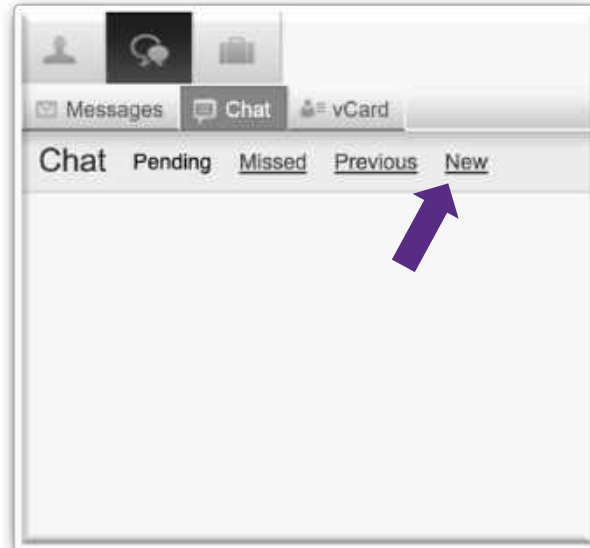
1. Click on a user's profile picture to open their profile, then click on the chat button (talk bubble) under their picture
2. From your my profile, go to the communication center and select 'new' under chats. Search the name of the person you want to chat
3. When in a booth or share space, click the talk bubble next to the person's name

Whenever you initiate a chat – it sends a request that can either be accepted or denied by the user


1



2



3

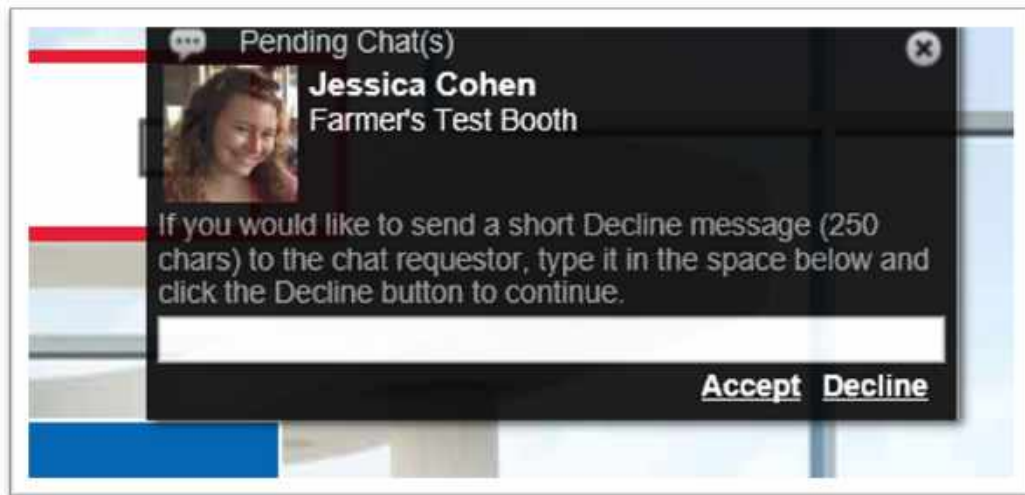


| Sort By | Online | Filter | | |
|---------|--------|------------------|----------------------------------|--|
| ONLINE | NAME | COMPANY | | |
| | Online | Spencer Crawford | United Fresh Produce Association | |
| | Online | Erin Hutchison | United Fresh Produce Association | |
| | Online | Bethany Geris | United Fresh Produce Association | |

Accepting Chat Invites

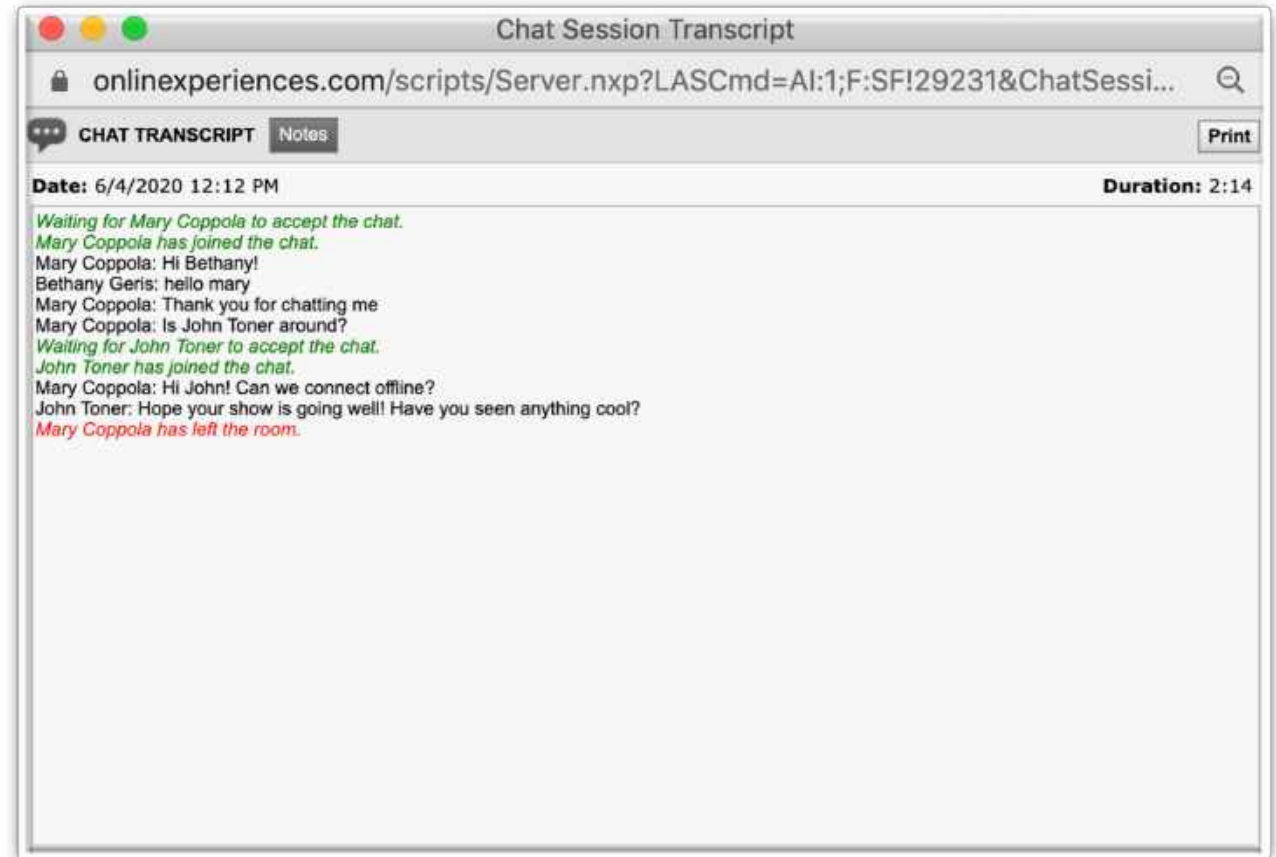
When an attendee sends a chat invite to you, it will appear in your Pending Chat Requests in your my profile and it will pop up in the top right corner of your screen. If you have volume on a ping will sound as well.

To accept the chat invite, click “Accept” in the pop-up. If you wish to deny it you can type in the white box before doing so to send a message with your decline. If you type in the white line – the message will auto decline. Only type here if you intend to decline.



Private Chat Tips

1. You can chat any user that is online. If you want to chat someone you can't see in a booth or other common space – go to your profile's communication center, start a new chat and search their name or company
2. Other users can be invited into a private chat, to make it a private group chat. Press 'invite' in your current private chat, search the name of another user and send them an invite to join the conversation. When added they will not be able to see messages exchanged before they were added.
3. Once multiple people are in a private chat anyone – including the person that originally started it can leave and it will stay open for the others



Booth Public Chat

The booth chat in each booth allows you to participate in that booth's group chat.

1. When entering a booth, click this chat to see what has been discussed recently in this booth
2. Update your font, color and size by clicking on the A under the message area to personalize your message
3. Type your chat message in the bottom window and click send. Use the public chat as a way to introduce yourself in the booth or engage the staffers

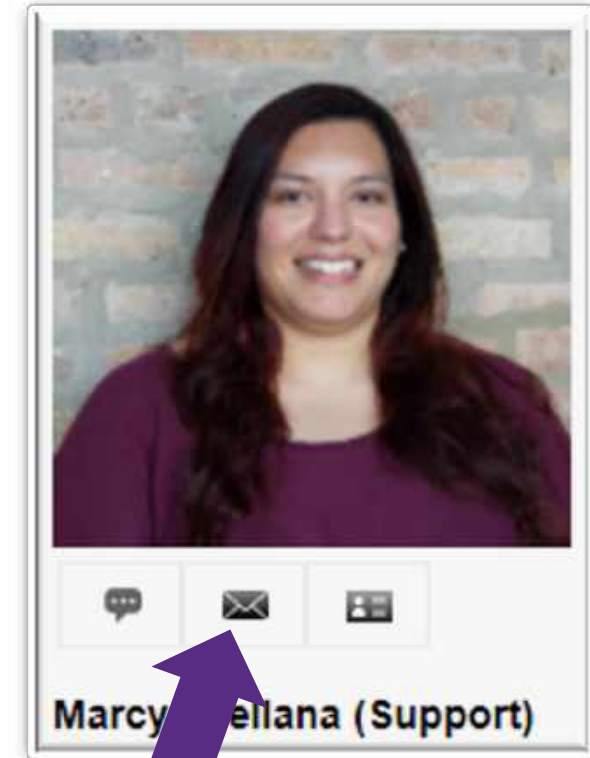


Messaging

Message an Offline User

When a user is offline they can not be 'chatted' but they can be messaged. There are a few different ways to send a message

1. If you see the profile of the contact you want to message in a booth or common space, click on the user, and then click the message button (envelope icon) to initiate a message
2. This will be seen in the platform, and forwarded to the users email inbox as well
3. You can also search for someone new and message them from the communication center in your 'my profile'

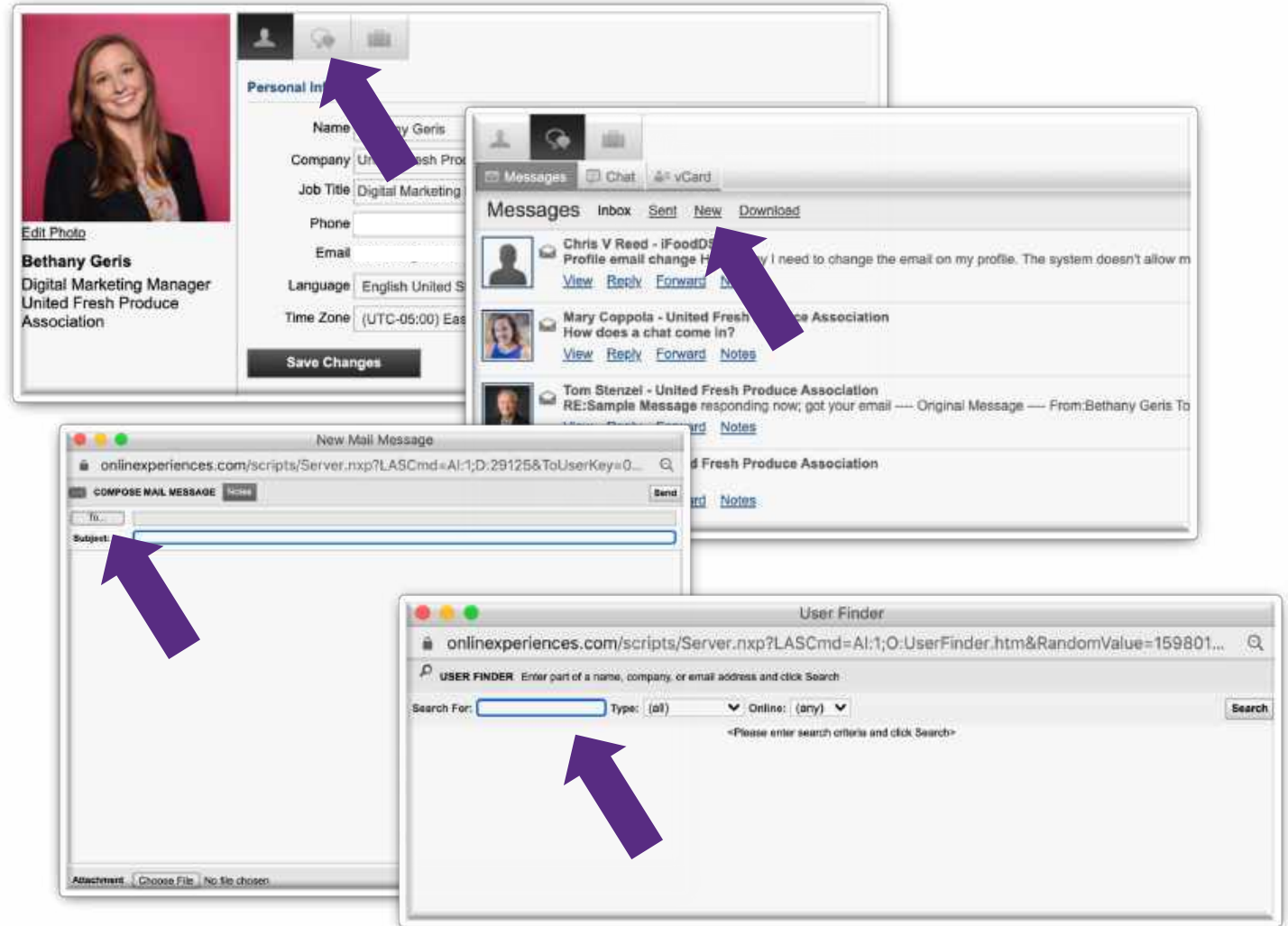


Messaging & Finding New Contacts

Message any contact – New or Known

The entire attendee database can be searched to discover new contacts and companies.

1. Go to 'My Profile' and enter the communication center by clicking the second icon that looks like two chat bubbles
2. Select 'new' which will launch a pop-up window
3. Select 'to' to open-up the search
4. This initiates a new pop-up window that displays a search bar and 2 filters
 1. Leaving the search blank and filters set to their defaults for a search will yield the entire database. Page through with the arrows at the bottom
 2. Try putting a specific name or a company name in the search bar to discover new contacts



vCards

Exchange Virtual Business Cards

During the event, only a user's name, title, and company are displayed. To send or receive contact information, vCards can be used.

1. Click on the user, and then click the vCard button (card icon) to send that contact your vCard
2. You must request a vCard be sent to you from another attendee. Clicking the button on their profile sends YOURS to them. They can do the same back
3. All vCards you collect throughout the event are saved in your 'my profile'



Chat and Communication Tips

Engaging with other users

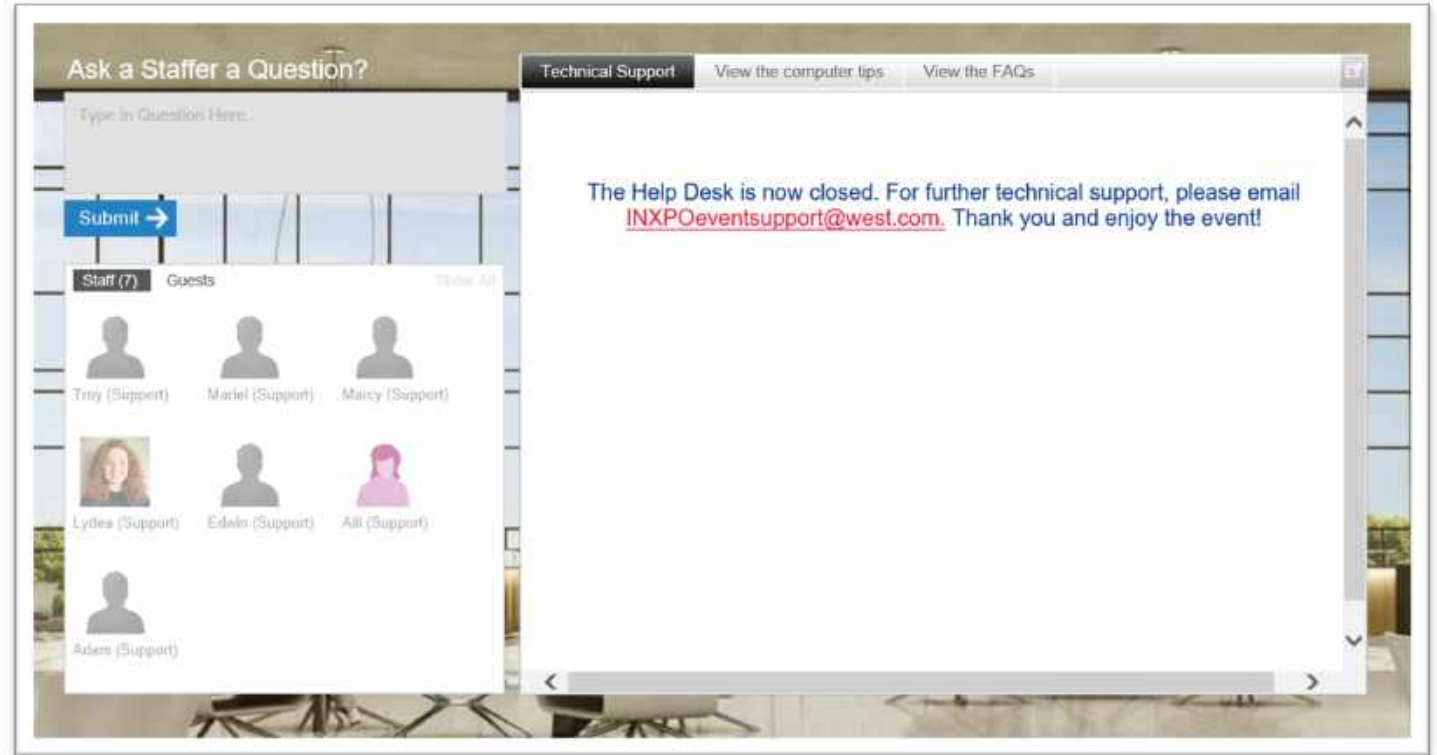
- When you begin chatting with a user privately, try opening the conversation with an open-ended question like “How are you enjoying the event so far?”
- If you start with a yes/no question like “Can I help you?” and they say no, it can be hard to move on from there
- Be proactive – don’t just wait for exhibitors to reach out to you
- You don’t have to see someone in a common space to talk to them – search the database through the communication center (refer to slide 10) to find new and known contacts
- Keep the “auto-forward email’ option activated so that you don’t miss any messages while offline from the platform

Help

Staff Help

If you need help at any time during a live event, please click on the Help Desk in the top navigation and live staff will be available to assist you.

If you need help at any other time message **Bethany Geris** through the platform or at bgeris@unitedfresh.org





UNITED  FRESH

365



Live!