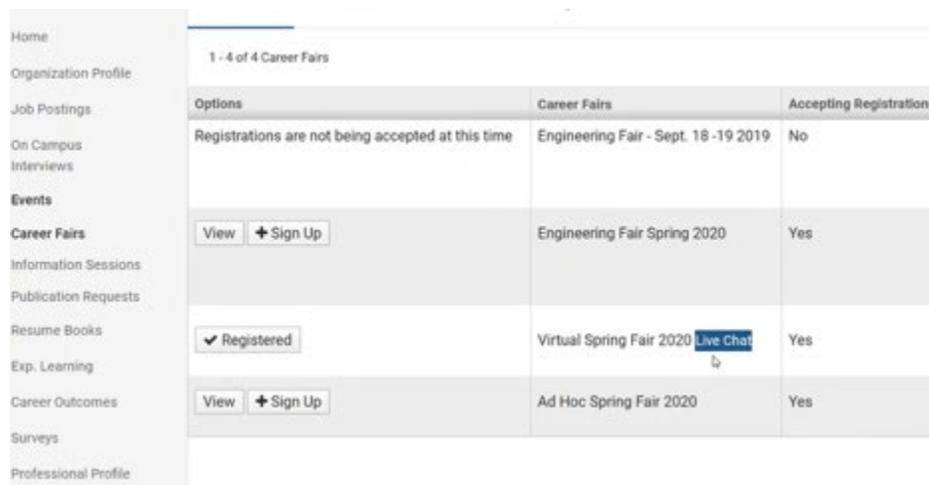# Virtual Career Fair (VCF) - Employer Instructions

Registration/Set-up Instructions

1. Please follow the additional attached instructions to register your organization for the VCF in Career Link.

   NOTE: If you have multiple Contacts who want to attend the VCF on behalf of your organization, each Contact will need to complete the full fair registration so that a unique virtual chat account is created for that individual.

2. Once your registration is approved, you will receive an email confirmation. This means your virtual chat account has been created.

3. Seven (7) days prior to the VCF, you will receive an email stating that you have access to the system to prepare for the up-coming event. To access your dashboard, log into your Career Link account > navigate to the virtual career fair via Events > Career Fairs on your left-hand menu.
   Note: Preferred browsers for the Virtual Career Fair Platform are either Google Chrome or Mozilla Firefox. Please be sure that your browser is up-to-date for optimal functioning within the platform.

4. You will see a Live Chat button next to the fair name. Click into it.

5. **You will be routed to the Live Chat operator Homepage of your chat console. Live Chat is instant messaging only. No video or audio options.**

6. From here, you may set up items to use during your chat session with students via the menu options: Canned Responses, Canned Commands, Preferences and Spam Blocking

Messaging Options Detailed

- **Canned Responses:** allows the contact to set up responses that can be used during the chat session. The responses will be available for selection on the Chat popup window in a drop-down list named "Responses".

- **Canned Commands:** allows the contact to set up commands to be inserted during the chat. The commands will be available for selection on the Chat popup window in a drop-down list named "Commands".

  Available commands:
  URL: URL (hyperlink a URL)
  Image: URL/sample.gif (embed an image)
  email: example@osicodes.com (hyperlink an email)
  Push: URL (opens new browser containing the URL of webpage, word docs, etc.)

  Examples:
 **URL**: http://www.phplivesupport.com/trial.php
 **email**: example@osicodes.com

- **Preferences:** can be set up to establish timeout and theme for the Chat session.
  Note: Switching to Offline status is helpful when you step away from your computer for a brief time. When you set your admin request console to Offline, the window will automatically close (for security and to limit system usage). You can choose how long between setting yourself to Offline and the chat window closing by inputting a number (in minutes) into the field for "Time to wait until the Offline console automatically closes."

- **Spam Blocking:** Employer contacts can enter IPs to enforce Spam Blocking during the Chat session. When you are ready to chat with students, select the "Launch Chat Request Monitor Window" button from your Live Chat Homepage.

The Day of the VCF

1. When the Virtual Career Fair begins, each contact will need to log into the event in Career Link. Once logged in, select the "Live Chat" button within the fair and the "Launch Chat Request Monitor Window" to open the chat session.

2. A popup box will display where you will wait for a student to initiate a chat conversation with you.
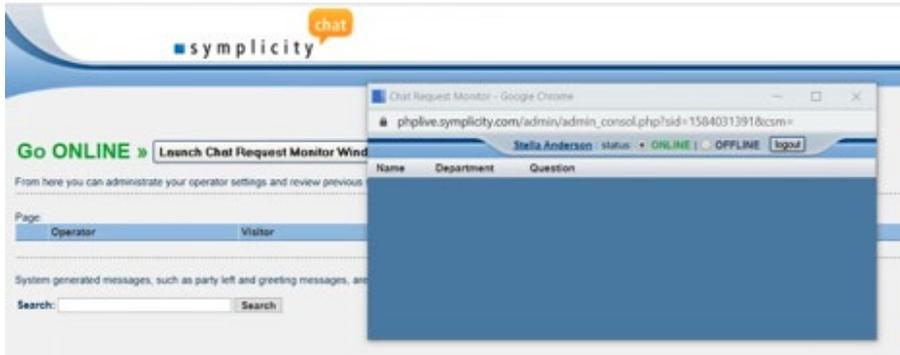

3. When a student initiates a chat conversation, you will see the record display in the Chat Request Monitor box. You may select "**Accept**" to open an individual chat box with that student or select "**busy**" to indicate that you are busy.

4. You have 2 minutes to either "Accept" or select that you are "busy".

5. The system will auto set to "busy" if you have not selected within 2 minutes.

6. You may accept multiple chats and respond to each student in multiple unique chat boxes.
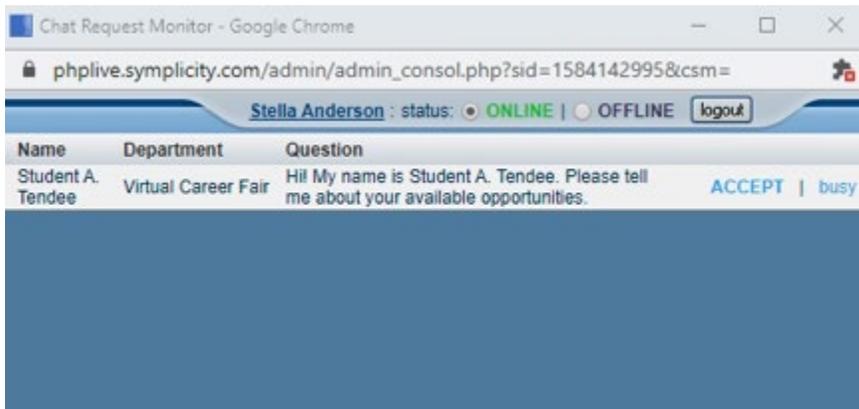
7. In the student chat box, you will see what the student wrote and be able to type freely, select a Canned Response or a Command and then click "Send" your reply to the student.

8. LIVE CHAT SUPPORT: If you find that you are having trouble with any of the VCF functions the day of the fair, feel free to directly chat with one of our C2 Hub Staff. You can do so by logging into your Career Link account and on the Home Page on the top right-hand side of the screen, you will see a box that says, "Chat with a C2 Hub Representative" (screen shot below). Click on the link to open a chat session.
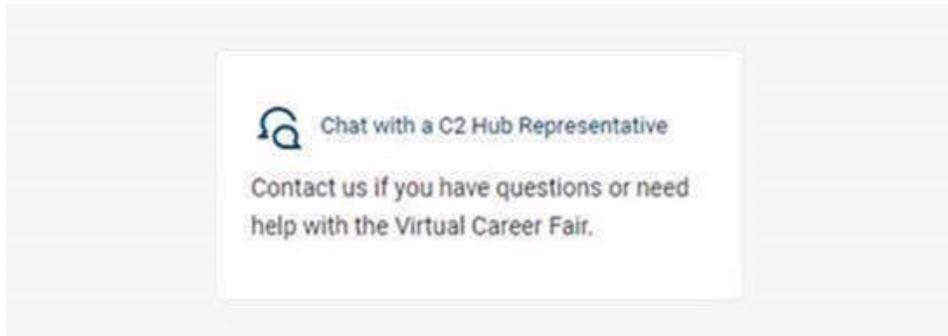
Employer FAQs

Q: Can extra representatives listed in each registration chat with students?

A: Extra representatives can only chat with students if they have registered individually for the Virtual Career Fair. Once the registration has been confirmed, a chat account will be created for them.

Q: I cannot hear any sound even though the sound is turned on in the chat window.

A: In order to hear sounds from the Live Chat feature, you must enable Flash in your browser. These are simply "pings" to alert you of conversations.

Q: How can employers view student resumes via the Virtual Career Fair?

A: Employers will login to their Career Link account > Events > Career Fairs > click into the fair > All RSVP'd Students. Employers may download individual resumes or create a publication of all students who RSVP'd.

Note: When students RSVP, they will be asked to submit a resume with their RSVP. If no resume is chosen, their default resume will be included. If the student has no resumes uploaded, no resume will be attached to the RSVP.

Q: Can employers chat with multiple students at one time?

A: Employers may accept multiple chats at one time and are able to chat with multiple students at once. Each chat will be in a separate window.

Q: How long does an employer/contact have to accept a chat from a student?

A: Employer contacts will have a queue of all students who have opted to chat with them. Each request will stay in the queue for 2 minutes. If the employer does not accept the chat within 2 minutes, the chat will disappear from the employer queue and the student will receive a message "Employer is currently busy or unavailable. Please try again later."

Q: What is a canned response?

A: You can create canned responses for the items you know you will want to share with many students. Some examples might be a canned "greeting" with your introduction, a canned "opportunities note" that describes what you are hiring for, a canned "farewell" that describes next steps and contact information for follow-up. You can then choose these during your chat with students, so you do not have to keep re-typing the same information.

Q: What is a canned command?

A: This allows you to insert hyperlinked information like a URL or email address.

Q: What are preferences?

A: Within preferences, you can change the colors of your screen and adjust the time the system will wait before logging you off.

Q: What is spam blocking?

A: This would allow you to block certain IP addresses from chatting with you. We do not expect employers to have to use this option.

Q: What if I am having issues with the technology the day of the fair?

A: The day of the fair, you will have the option to contact our LIVE CHAT SUPPORT. You can do so by logging into your Career Link account and on the Home Page on the top right-hand side of the screen, you will see a box that says, "Chat with a C2 Hub Representative" (screen shot below). Click on the link to open a chat session.