

## Chat FAQs for Fair Day Support (for fair organizers, not for colleges)

Following you will find some frequently asked questions and answers we provided during NAVIGATE. Please mind the highlighted fields and customize them to your event.

### Student log in:

Q: 'I can't log in.'

A: If you don't have a **completed** registration, the system will not let you in. To be SURE your registration is complete, you will need to see the success screen. At the top of that screen it says **'Thanks for Registering'** and has your registration details, including any sessions you selected. If you abandoned your registration, even accidentally, before you completed it, you will not be able to log in to the event.

Please go in to the 'already registered, update here' or 'modify registration' on the event home page and finish your registration. Be sure you click through all the way to the end and **save**. If you don't remember your password, follow the prompts to reset.

If you are unable to use your email, it means you are partially registered. Use the link on the sign in page labeled 'view or modify' and update your registration with a password. Be sure to click SAVE so you see the success page.

### College/College Fair Questions

Q: How do I watch presentations?/How do I visit college booths?

A: Once you are logged in, choose 'watch presentations' for the info sessions, or choose 'visit colleges' to browse the virtual college fair booths. You can chat live with college reps and learn more about each school.

Q: [any question about a specific college]

A: This sounds like a question for a specific school. You can head over to the college fair and chat with reps live. They will be very happy to answer your questions.

### Questions about sessions:

You may enter the virtual meeting room 10 minutes before the presentation is scheduled to begin.

To attend presentations, log in on the event home page [virtual.gotocollegefairs.com](https://virtual.gotocollegefairs.com)

Space is limited to **XXX** attendees and several of the presentations already have over that number so get in there early. The virtual meeting room will open up 10 minutes prior to the presentation start time. These are live presentations, and you will be able to ask questions, but with so many attendees it's tough to say which questions will be answered, time permitting.

If you are not able to get in to the presentation, don't worry. All presentations will be recorded and posted **the next day** on the same website, [virtual.gotocollegefairs.com](https://virtual.gotocollegefairs.com) so you can come back and watch those recordings any time you'd like. We will keep this site up until **the COVID crisis is over and we can begin to meet again in person**. You will need to be logged in to the event to see the presentations.

Be sure to also head over to the virtual college fair where you can live chat with admissions reps and watch presentations on their schools as well.

All sessions are recorded and will be posted on the event site the day after they occur. The link to view recording will be embedded in the session description. You must log in to view the recordings. You can also view these presentations on our YouTube channel, [gotocollegefairs](https://gotocollegefairs.com).

**College Questions about leads:**

Leads will be delivered in real time. You will need to log in to your usual lead portal at [gotocollegefairs.com](http://gotocollegefairs.com) to get your leads. For more info on leads, you can review this short webinar:

<https://trcrent.zoom.us/rec/share/6J1qAerg9IIOWZHU0W7Bf7ArNNq0T6a82nMc-MFn0-MJaH5NC55OiwvQOOXL9Bu>

Or the PDF which provides step by step to set up the lead portal is here.

[https://www.gotocollegefairs.com/pdf/Instructions\\_for\\_setting\\_up\\_your\\_secure\\_leads\\_portal.pdf](https://www.gotocollegefairs.com/pdf/Instructions_for_setting_up_your_secure_leads_portal.pdf)