

## How does the chat for experts work

### Step 1

Register yourself via the registration form:

*Note 1: the link to this form will follow 1 week before the event.*

*Note 2: At some faculties an account will be created for you, you can then proceed to step 2.*

### Step 2

You will receive a confirmation email from the Waldo registration system. In this e-mail you will find a link that refers to your personal page.

### Step 3

On your personal page you will find a blue button with the text 'Go to the online event'. If you click this button, you will go to the expert chat environment. Please note, this button is only active on the day before the event.

### Step 4

The first time you enter the chat environment, you are not yet linked to virtual information stands.

Click on the black 'ADD' button to link yourself to an expertise.

> Select a study program / information stand in which you want to be found by visitors on the platform. You can select multiple stands, make sure you only link THOSE stands that match your expertise.

> **Attention! Visitors can start a chat conversation from both the Dutch and English platform. As an expert, you must therefore select your course/stand twice.**

Jouw tijd: 12:18  
CEST: 12:18



## Interne chat

Dit is de interne chat van het eVenue platform. Je bent momenteel ingelogd als expert en kan vragen van bezoekers beantwoorden.

## Virtuele Stands

Nog niet toegevoegd

**Toevoegen**

Voeg hierboven minimaal één onderwerp toe om over te kunnen chatten.

*Voorbeeld chat empty state*

## Step 5

Once you've added information stands, you'll see a list of visitors to the platform on the left who have started a chat about YOUR topic.

- > The visitor who most recently sent you a message is at the top of the list, including a notification dot.
- > The number in the red notification dot indicates the number of messages sent.
- > Click on a visitor's name in the left list to start a chat with that person.

Jouw tijd: 12:26  
CEST: 12:26



## Interne chat

Dit is de interne chat van het eVenue platform. Je bent momenteel ingelogd als expert en kan vragen van bezoekers beantwoorden.

## Virtuele Stands

Helpdesk

Toevoegen

The screenshot shows the 'Virtuele Stands' interface. On the left, there is a list of visitors: Celine de Vries (Filosofie), marc liere (Helpdesk), and marc liere (Psychologie). The main chat area shows a conversation with Celine de Vries. The messages are: Celine de Vries: 'Hallo ik heb een vraag!' (10:09), Marc liere: 'hoi celine, hoe is het?' (10:10), and Marc liere: 'wat is je vraag dan?' (10:12). At the bottom, there is a text input field with the placeholder 'Type een bericht' and a character count '0 / 500'.

*Voorbeeld actief chatscherm*

### Please note:

- Chat works best in Google Chrome browser
- Do NOT open the chat in multiple screens at the same time, make sure you have your chat screen open on a maximum of 1 device and in 1 browser.
- You cannot start a chat with experts, but you will see other experts within the same topic 'typing' with a chat that you may also have opened.
- If you want to share URLs in your chat message, always type 'https://' before that.  
NOT: www.nu.nl  
But for example: https://www.nu.nl  
Only this way the link will be directly clickable for the visitor
- If you have problems with the chat, please contact your contact person.