

EXHIBITOR FAQ'S

What are the official Show Hours?

Exhibit staff should be available from 9:30am to 4:30pm each day of the event and should be present to manage the live chat during break times as this is when attendees will be encouraged to browse the Virtual Exhibits. You can find the full detailed agenda on our website at <https://www.pri-med.ca/canada/program/>.

What are the break times for each day of the event?

9:30am – 10:00am

11:00am – 11:15am

12:15pm – 12:30pm

1:30pm – 1:45pm

2:45pm – 3:00pm

4:00pm – 4:10pm

Where can I view my Virtual Booth?

Go to the top menu under 'Exhibitors' and click on '[Virtual Exhibits](#).' Please note that as an Exhibitor you will only have access to your own virtual booth, you will not be able to view other booths. Attendee's will have full access to all virtual booths as of Wednesday, May 5th at 9:30am.

How can I add a photo to my profile and edit my preferences?

Go to the '[My Account](#)' page and click on the 'My Profile' tab. Click 'Edit my Profile' to upload a photo, set your preferences and add your mobile number if you wish to receive booth chat text notifications (your phone number will not be public).

How can I access my Booth Chats?

Go to the [Exhibitor Control Centre](#) and click on the 'Booth Chats' tab. Your chats will be listed below and you'll have the option to toggle your status from not available to available. [Click here for detailed Booth Chat Instructions](#).

Where can I find my event access code?

Your access code was emailed to you along with the event instructions. If you can't find it, please use the Customer Service Live Chat in the bottom right hand corner to ask for assistance.

How can I access my Booth Stats/ Hits?

Go to the [Exhibitor Control Centre](#) and click on the 'Booth Stats' tab. You'll be able to view all of your Booth stats here (including booth clicks, website and social media clicks, video views, brochure downloads, product views, booth chats, etc.) in real-time throughout the event. The initial stats you'll see are the total cumulative hits. Select the blue "Details" button below each stat to view the unique records (this only includes name, title and company). If you are interested in downloading full contact information, you will need to purchase the Lead Retrieval Add-On. Please contact Maureen Graf if you would like to purchase the LR Add-On at mgraf@pri-med.ca

I have already pre-purchased the Lead Retrieval Add-On, how can I download my Leads?

Go to the [Exhibitor Control Centre](#) and click on the 'Booth Stats' tab. When you click on the blue "Details" button for each stat, you'll see the option to email the full leads contact list to the main contact for your booth. You'll have the ability to email your leads lists at any time throughout the event or following it. Leads are added anytime an attendee interacts with your booth (ex. clicks a link, downloads a brochure, watches a video). If an attendee visits your booth but does not interact in any way, this will not result in a lead. If you have not pre-purchased the Lead Retrieval Add-On but would like to, please email Maureen Graf at mgraf@pri-med.ca

Your website doesn't seem to be working well.

For the best user experience, get the latest [Google Chrome](#), [FireFox](#), [Edge](#), [Opera](#) or [Safari](#). Internet Explorer is NOT supported.

Will I be able to access the live presentations as an Exhibitor?

Yes, all Exhibit Staff will have access to the live presentations. You can customize your own agenda [HERE](#) by clicking the "Add to Agenda" button within each presentation. Once you have added presentations to your agenda you can enter them by clicking the green "Join Presentation" button. This will open Zoom and you will be taken into the presentation. Please note you will be automatically muted and your video will be off upon entering and throughout the entire session. You can interact with the speaker by asking questions and participating in the live polling.

The presentations aren't working for me.

The conference presentations will run through Zoom. If you don't have Zoom installed already, [please click here now to download and install Zoom](#). We recommend "Zoom Client for Meetings".

How can I navigate back to the event main lobby?

You can get back to the lobby at any time by clicking [HERE](#).

How does the Passport Contest work?

The Exhibitor Passport Contest will take place each day of the event from 9:30am - 4:30pm and all booths will automatically be entered. Pri-Med Canada attendees will have the chance to win one of three \$500 VISA Gift Cards! In order to qualify, attendees will need to visit a minimum of 10 booths, find the unique Passport ID's within each booth and enter it on the Passport page. The more ID's participants add, the more times they will be entered into the draw. No action is required of you for this contest as your unique Passport ID will automatically be added to your booth. You'll also be able to view the Passport stats in the Exhibitor Control Centre under the 'Booth Stats' tab.

For full Passport Contest details and rules, please click [HERE](#).

How can I make changes to my Virtual Booth?

Please reach out to the main contact for your booth if you would like to make any edits or add materials. If you need the 'Send Email Message' contact changed, please ask the main contact for your booth to reach out to Laine Taylor at ltaylor@pri-med.ca

Will there be Exhibitor support during the live event?

If you have any questions at any point throughout the event you can use the handy Customer Service Live Chat in the bottom right corner of our website to chat with a Customer Service Representative.