Sneak Peek Chat Room Questions & Answers

Q: Does a person’s green chat box appear any time they are logged into the platform? If a booth representative is not "in" their booth, does it still show green?

A: If a participant is logged into the platform their chat box will be green. If they are unavailable it will be gray, and you can send them an email. Similarly, if you are visiting an exhibit booth and one of the booth representatives has a chat box that is green, they are available to chat. If it is gray, they are not available. You can send a message to anyone by clicking on the envelope icon and they will receive your message by email.

Q: How do I add email and LinkedIn links to my profile?

A: Anyone can add their LinkedIn account to their profile. To update your profile, you can modify by selecting the little circle "settings" button just to the right of your name in the upper right corner of your view. You need your LinkedIn page URL which you copy in the appropriate field.

Q: Is there a queuing system if a vendor is currently busy with a customer or do you need to keep checking back to see if someone is available.

A: If you are in a booth and cannot reach a booth representative, you can leave them a message.

Q: How does an exhibitor know if I am in their booth?

A: There is a doorbell that rings to alert booth representatives someone is in their booth. As an exhibitor, you need to have your booth rep dashboard open for this function to work.

Q: Will the booth attendee and the booth rep receive a record of the chat?

A: Booth representatives will receive a record of the chat. Attendees do not receive a record.

Q: Did I miss how you can register for education sessions? Or will we need to wait until the show opens on Monday?

A: If you've registered for an all access pass, you can navigate to the Education Session option on the bottom navigation bar and make selections. You can register at cultivatevirtual.org. There is not a separate registration for education sessions. Anyone with an All-Access pass can access on-demand education or attend LIVE sessions at their scheduled time.

Q: How long will the documents that are downloaded into the Virtual Briefcase be available for viewing?

A: Items saved to your briefcase will be available until the platform closes at midnight September 1.

Q: Do we need a password or just our registered email to login?

A: You need your registered email.

Q: Will the roundtable discussions start on the hour?
A: Yes the roundtables will start on the hour, you are welcome to join anytime.

Q: If we wanted to attend the second or third of three education sessions listed, can I do that or do I need to attend the entire time?

A: Each education series has been carefully planned so that each session builds on the knowledge presented in the previous session in the series, so we hope you will be able to participate in an entire series to gain the optimal experience. If your schedule does not permit this, anyone with an All-Access pass can join an education session that is in progress at any time. All LIVE sessions are being recorded and recordings will be made available in about a week.

Q: Are all 'live' sessions and social gatherings simply a large-scale zoom call similar to this?

A: The networking sessions will be conducted via Zoom. Small group breakouts and other engagement activities are planned, so you will not want to miss it! The Main Stage sessions are held within the Cultivate'20 Virtual platform.

Q: Is the smartphone app setup same as the web version?

A: For the optimal participation experience, we suggest you view from a laptop or desktop. Chrome or Firefox are the recommended browsers.

Q: Is there any advantage for a participant to be on a laptop/desktop vs. smart phone?

A: The event is accessible from a smartphone. However, we encourage you to utilize a tablet or computer for an optimal experience.

Q: If the platform is still live until September, does an exhibitor or attendee get a notification or email if someone attempts to enter chat?

A: If you send an email message to a booth representative after the live days they will receive your message.

Q: Will the education be available after the Sept. 1 date?

A: Information on the platform, including the education sessions will be available until midnight September 1.

Q: So, all of the members of our company can register for free?

A: Yes--if you are an AmericanHort member, all associates of your company are members too. So please have anyone from your team who would benefit from attending Cultivate’20 Virtual register at cultivatevirtual.org. It is a great benefit!

Q: Curious about the system requirements needed?

A: You can run a quick test of your system here: https://www.cultivatevirtual.org/resources#TECHNOLOGYREQUIREMENTS

Q: Was this recorded so we can review it again later?

A: Yes. All Sneak Peek webinar registrants will be sent an email with the recording. It is also housed on cultivatevirtual.org in the resource section under Attendees.