Pheedloop Exhibit Booth Set Up Frequently Asked Questions

How many attendees are you expecting? We are expecting approximately 1,500 attendees.

How do we get our product into the swag bag? You will send a brief description of your giveaway, a picture of the product you are giving away, or your company logo. You will need to create a link on your site to collect attendee information for your giveaway. You are responsible for doing your drawing and mailing out your giveaway. Send your information to Kim Bruno, Lisa Masterman, or Ashley Cox, and we will send you an invoice for $500.

How much does it cost to have a LEAD retrieval? Nothing, the LEAD retrieval comes with your booth.

Where will I find my LEAD retrieval? Your LEAD retrieval will be turned on the day the exhibit hall is open, starting on February 1. When you enter your exhibit booth, you will see a Join Live and Request Information tab. The Join Live tab will allow video chats with attendees, and the Request Information tab is your LEAD retrieval. There is a comment box within the Request Information tab where an attendee can ask for specific information and submit their attendee badge information.

How do I get information from the LEAD retrieval? There is a report feature within your booth that allows you to print off the attendees who have completed the Request Information tab. You will access your lead retrieval reports from your exhibitor portal link.

Where will our information be visible beside the exhibit page itself? Your information is available on ACA's Microsite, which is like a program book.

Where can I get a list of all the exhibitors? You will find a complete list of exhibitors at
https://www.acacamps.org/conference/2021exhibitors

Will we be able to test out the join live feature before the event? Yes, we will have exhibitor orientation on February 1, 2021, at 2:00 pm Eastern Time.

How many people can join the booth Join Live tab? There can be up to 25 attendees in one Join Live meeting. One person from your booth will have to start the Join Live meeting and stay there. There is not an easy way to see when an attendee wants to Join Live within your booth. We recommend assigning times to alternate between staff to stay on video throughout exhibit hall hours.

Private and Live Video chat is not loading or is loading slowly: There is a slight delay in loading the Pheedloop Meet, be patient. After you have done this one-time, it seems to load faster the second time.

Can I share my screen live during a Join Live meeting? Yes, there an option to share your screen.

Can I capture my private or public chats? No, the system cannot record chats.

If I am not available for a live chat, will I get a message? No, the attendee will see that no one is available to chat, and they can choose to send you a text chat. You can see in your private chat box if someone tried to reach out.

Not all attendees are showing up in my booth that I know are there; why?: Try refreshing the page and see if you can see all attendees in the booth. It could be a specific network/firewall/VPN settings on

your end that is interfering here. Please refer to the following link if refreshing does not solve the issue: [Identifying and Solving VPN, Firewall, or Network Restriction Issues](#).

Is there a place for someone to check off all the materials they want from us, and an automated message is sent to them with that information? An attendee can make this request through the request more information tab. We recommend that you have some PDF flyers uploaded on your exhibitor page, giving them easy access to download information. There is no limit to the number of PDF's you can post in your booth.

What are the expectations for being in our virtual booth? Do we need to be there for the entire day or just for the "no-compete time in Exhibit Hal?" And what does "no-compete time" mean? It is preferred you have a staff person available during exhibit days on February 3 and 4, just as you would for an in-person event. Non-compete means there will be no sessions competing with Exhibit Hall hours during those times.

Will exhibitors get an attendee list? We are not providing an attendee list. Exhibitors will have a LEAD retrieval with your booth to collect attendee names and email addresses.

How will ACA drive attendees to my booth? ACA has dedicated no-compete times for the exhibit hall to give attendees time to visit with vendors. We are using the gamification section to help drive attendees to booths. Each exhibitor will get a unique code to give to attendees. We recommend providing an attendee your code once they complete the Request Information tab. The Request Information tab is your lead retrieval. You can also consider putting an item in the swag bag to drive attendees to your booth.

Is there a final due date for it to be completed? Please have your booth set up complete no later than February 1, 2021.

Will booth managers be receiving a separate email with their access information? Yes, each booth manager will receive an attendee portal link to set up their profile. Each booth manager will need to be logged in through this link to access the portal and the exhibit booth.

Can I have more than 4 booth managers? No, your exhibit includes 4 booth managers. Additional booth staff would need to register as a conference attendee.

I am getting an error message on my YouTube video: In the Exhibitor Portal > Edit Profile, there is a field to enter a YouTube video, check the formatting of your video. If your video is not formatted correctly, you will receive an error message. If you would like the YouTube Video to be formatted correctly, please look at this article that details how the link must be pasted. [Formatting YouTube Video Links](#)**.**

How do I delete my video: In the Exhibitor Portal > Edit Profile, there is a field to enter a YouTube video, and it seems like the video has not been formatted correctly. If you would like to remove the video, go to the area mentioned in the Exhibitor's Portal and clear this field. If you would like the YouTube Video to be formatted correctly, please look at this article that details how the link must be pasted. [Formatting YouTube Video Links](#). However, you cannot delete a promotional video; ACA will have to delete your promotional video.

How many keywords can I have in my exhibitor profile? There are no limits to keywords.

How can I embed a video in my company description? Through your exhibitor portal, click on edit profile; in the company description, click the brackets (< >) above the editor; you will see the HTML source code of that section. To embed a video, simply visit the Youtube video you'd like to embed, click share, and click embed. You will then see a small section of HTML. Simply copy and paste that into the Source Code of the promo text.