VIRTUAL OPEN DAY - USER GUIDE

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ACCESSING THE ONLINE EVENT

Entering and leaving the Event

Log in to the event at https://york.online-event.co
Username - enter the email address you registered with
Password – your password will be sent to you by email. You may be asked to enter a new password the first time you login. If you have attended a virtual event with us in the past, your login details will not have changed and will remain the same for any subsequent events. If you have forgotten your password you can request a reminder from the login screen. Passwords must meet minimum security requirements. If you enter a password that does not, the system will let you know what you need to change.
Lost passwords – please see log in page to request a password reminder

Who’s here
See who is in the event by clicking to view their profile.

Interactive Agenda
Clicking on this symbol will display the interactive event agenda. Click on an item to be taken to the specific location.

Event Bag
Click here to view and manage the items you have collected in your event bag.

Settings
Clicking here will allow you to access Your Profile, read the User Guide, look at Recommendations and request Support should you need it.
NAVIGATING AROUND THE OPEN DAY

FACULTY AREAS:
These three areas are where you will find our department chat rooms (organised by faculty). Click on the faculty that you are interested in and navigate to the relevant department chat room by using the quick links along the bottom of the window.

STUDENT LOUNGE:
Click through to the student lounge and then click on the ‘chat’ icon to talk with current postgraduate students and other users. Current postgraduate students will be able to answer questions about living and studying in York and the life of a postgraduate student at the University.

STUDENT SUPPORT AREA:
By clicking on this area you can enter our support department chat rooms and find out more from our Accommodation, Admissions, Library, Careers, International, and Student Finance and Welfare teams. As with the department chat rooms, click on the quick links at the bottom of the pop-up window to enter the different chat rooms.

AUDITORIUM:
Visit the Auditorium to watch videos, lecture recordings and Q&A sessions relevant to your faculty. Click on the ‘On Demand’ tab and then choose the videos that you would like to view.
CHAT ROOM FEATURES

Leave a room
You can navigate between other rooms in the area by using the list at the bottom of the pop-up window. Select the cross icon at the top right-hand side of the pop up box to close the pop up.

Chat room functions
Chat: Select the ‘We’re Online’ button to open the live chat window

Video: Watch department videos

Contact: Send an email message directly to the department

Documents: View and download department documents, Prospectuses and other information

Website: Navigate directly to the department web pages for further information

Information: Read a brief overview about the department

Facebook and Twitter: Where available, select this function to view live social media feeds

Useful links: View other video materials and 360˚ images of facilities
CHAT IN A ROOM

Chat
Access chat by clicking on the ‘We’re Online!’ button.

Ask a question or start a conversation by typing in the main text box and hitting the “post button” and a representative will reply to you.

Threads
Chat will display in easy to follow threads so you can find comments about something of particular interest to you grouped together. To join in an existing conversation or reply to another user, click on “Reply & view comments” and type in the box provided. A blue dot will highlight any unread replies in a thread whilst you are on the chat page.

Attachments
You may attach a file or image to share with other users. Please note that these are for public use so content must be appropriate. Click on the paperclip icon to upload your attachment.

Who’s typing
The system will let you know which users are responding to your posts by display ‘username is typing’.

Who’s here
Over to the right you will see which other users are in the chat area. You can click onto their profile and have private chats or send private messages.
COMMUNICATING WITH OTHERS IN THE EVENT

Notifications
You will be notified if you have a private message from an individual, if a wall post is added to your profile or if you have a response to a question you may have asked, by a bell icon showing a red exclamation label appearing in the bottom right hand side of your screen.

Click on the bell icon to view your notifications in a popup box, which will take you straight to your profile messages or to chats.

You may also receive email notifications. You can switch these on or off in your profile.

Wall Posts
You can also post ‘public’ messages on a users wall.

The wall posts are public and therefore may be viewed by other users looking at that same profile.

Private Messages
You can send and receive secure, private messages with other users just like you would use email. Click on the envelope icon on their profile and fill in the message and a subject.

You can also attach and send files this way by clicking attach and adding a file from your PC.

Private Chat
You can send a live chat request to another user by clicking on the live chat icon on their profile. You will be asked to click on the chat window to open it and this will take you to the chats tab in your profile where you can then chat with the user. As per the public chat, private chats are in a thread format so you can keep comments grouped together under one topic.
MAKING THE MOST OF THE SYSTEM

- **Chat in different rooms at the same time** – open different chat rooms in multiple windows on your browser so that you can be in more than one room at once. For example, this allows you to post questions in your department’s room at the same time as chatting with a current student in the Student Lounge or finding out more about accommodation options in our accommodation room.

- **Turn up your computer’s sound or wear headphones** – this will help you to hear the alert that sounds when someone posts in a chat room or responds to your post.

- **Use your ‘event bag’ to collect documents that you want to view again later** – save documents and resources to your event bag and then access these at any time from the lobby screen so that you can keep all of your relevant information easily accessible.

- **Make use of our ‘On-demand’ feature after the event has finished** – after the event we post PDF transcripts of all of the chats in the ‘Documents’ folder in each chat room. Use your login details to log back into the platform after the event has closed to read through the chats and take down any useful information or contact details.
Introduction to your profile
Filling out your profile completely and accurately will help you whilst networking in the event. You can edit your profile at any time by clicking on the settings icon (cog) at the top right-hand corner of the screen and selecting “Your Profile”.

Uploading a Profile Picture
Upload straight from your computer by clicking on the arrow icon at the bottom left-hand corner of the Image box.

About You
An introduction to tell others in the event about yourself.

Facebook
You only add FB pages here and NOT personal Facebook profile pages.

Twitter Embed Code
Enter the code generated for your twitter widget (see pages later in this manual)

LinkedIn Public Profile
Enter the URL address featured on your LinkedIn profile.

Password
Passwords can be changed here. Passwords must meet minimum security requirements. If you enter a password that does not, they system will let you know what you need to change.

Email Notification
You can choose to receive email notifications when you receive a message – select Yes or No

Completing your profile
After editing your fields, please press submit to save your changes.
CREATING A TWITTER FEED IN YOUR PERSONAL PROFILE OR BOOTH

Step 1 - Log into your twitter account
Step 2 – Paste https://twitter.com/settings/widgets into your browser address bar and then return
Step 3 - Click ‘Create New’
Step 4 - Add your twitter username
Step 5 - Click Create Widget
Step 6 - Copy the code from this box.
Step 7 - Add the copied code in to your personal profile twitter box

For hash tags navigate to the ‘search’ option when creating your widget and add your hash tag. Copy the code and paste in the same way.