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 - You will have been asked to create a password when you registered
Lost/forgotten passwords - use the link on the login page to reset a lost or forgotten password (make sure to check your junk/spam email folder for the reset email and refresh your browser before trying to login with your new password).

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.

TV
Click here to be taken to our ‘TV channel’ where you can watch videos.
NAVIGATING AROUND THE OPEN DAY

ACADEMIC AREAS:
These three areas are where you will find our department chat rooms.

ADMISSIONS:
Click on this area to ask questions to our Admissions team and find out more through videos and documents online.

AUDITORIUM:
Visit the Auditorium to watch videos, lecture recordings and Q&A sessions relevant to your faculty.

STUDENT SUPPORT:
By clicking on this area you can enter our support department chat rooms and find out more from our Accommodation, 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.

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.
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. 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/Conversations
Chat will display in easy to follow threads so you questions and their answers are grouped together clearly. 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.

If you want to post a new question or comment that isn’t related to anything in the existing threads/conversation, click into the ‘write a question’ box at the top of the screen and ‘post’ to start a new thread/conversation.

Attachments/URL Links
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. You can also copy and paste a URL Into your post/response. This will display as a link when you click ‘post’

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.
NEW LIVE CHAT

Clicking onto the new live chat you will see the usual chat board with posts displaying in the Live Chat tab.

Moderating

All posts now come in as private by default. As administrators you can therefore vet each post prior to making it public or keeping it private. This means that you can have both public and private chats in the main live chat area, which will be denoted to admins by the thumb symbol. (See images right)

You will still have the ability to delete posts and replies.

The green thumb icon will be greyed out to indicate a question is private and administrators will be able to click it to make the question public. A green thumb indicates a public question.
NEW LIVE CHAT FEATURES

Assigning posts
Administrators/booth hosts can now assign posts to other individual administrators. To do this use your mouse to left click on the chat post in question and drag this on top of the administrator’s profile you wish to assign it to (the list of logged in users on the right hand side). You will see a green speech bubble display as in the screenshots here. Their name will then flash in green.

“My Chat”
Each user and administrator will also have their own “My Chat” tab where they will see only the questions they ask, the replies to those posts as well as posts that they have been assigned. This then becomes their own ‘inbox’ to manage.

When a post has been assigned to an administrator, their My Chat tab will display a number notification in a red circle and the user will see the whole post highlighted in pink.

When the user interacts with a pink post it returns to normal colour.
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 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.
**COMPLETING YOUR PROFILE**

**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 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.

**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.
ANY QUESTIONS?

Please do not hesitate to contact the Postgraduate Recruitment team on:

postgrad-events@york.ac.uk