

# Marketplace Virtual Appointment Session

## VIRTUAL APPOINTMENT INFORMATION

There is a countdown clock for each appointment. The program will automatically take you from virtual appointment to virtual appointment.

Your schedule will be on the left hand side. Your current appointment will be in the main screen with the company's profile information, including delegate contact information.

## APPOINTMENT SESSION SCHEDULE

**May 25 and June 8:**  
9:40 a.m. - 4:34 p.m. ET

Virtual Appointments with DMO/Receptives/Charter Operators

**May 26 and June 9:**  
9:40 a.m. - 4:34 p.m. ET

Virtual Appointments with Lodging/Attractions/Associates Group One

**May 27 and June 10:**  
9:40 a.m. - 4:34 p.m. ET

Virtual Appointments with Lodging/Attractions/Associates Group Two

## APPOINTMENT DAY SCHEDULE

Each day will consist of 48 7-minute appointments. Buyers can schedule 2 breaks per morning and 2 breaks per afternoon. All times are in Eastern.

**9:40-10:00 a.m.:** Introduction, Equipment Testing, & Welcome

**10:00 a.m. - 1:02 p.m.:** Appointments

**1:02 - 2:00 p.m.:** Break

**2:00 - 4:34 p.m.:** Appointments

All event times are Eastern. If Eastern Time is not your time zone, please adjust your timing accordingly in order to be in sync with event.

## SELECT YOUR WEB BROWSER

Use Google Chrome as it is the most compatible with the OnDemand Platform. If you do not already have Google Chrome on your computer, you can download and install it at [www.google.com/chrome](http://www.google.com/chrome).

## TEST YOUR SPEED

You can test your internet speed here: <https://www.speedtest.net/>. For the best experience, you should have a connection that is 10mbps or greater, both upload and download.

## VIRTUAL PRIVATE NETWORK

A VPN is a virtual private network that extends a private network across a public network to protect the privacy of your data. If using VPN, it will require you to login before access the full network/internet.

Most VPNs will block access to the virtual stream and some VPNs block access to your camera and microphone, so please avoid accessing the event over a VPN.

## MANDATORY EQUIPMENT

A laptop computer is the best bet for virtual appointments

because it is most likely to already have speakers, a microphone and a camera. These are the bare essentials for the face-to-face meetings at marketplace. The delegate you are meeting with needs to both see and hear you, and you need to see and hear them.

## ACCESS YOUR MARKETPLACE PASSPORT

Test your login and password to ensure that you are able to access the Passport and therefore the OnDemand Platform.

Login ID =  
Your Unique Email Address  
Password =  
Your Selected Password

Click forgot password to be sent a link to reset your password. Check the spam filter for the reset email.

## VIRTUAL BUSINESS FLOOR

Select Marketplace OnDemand from the left hand menu in your Passport. Click on the Appointment Business Floor doors from the Lobby.

## EQUIPMENT CHECK

Click the "Test Mic and Camera" in the top right corner. This will give you some time to get everything working and set up just right before your appointments begin.

When you test your microphone and camera, you will receive a pop-up asking for permission

to use your microphone and camera. You MUST click allow to be able to participate in the appointments.

## AUTOMATIC APPOINTMENTS

As long as you have opened the Virtual Appointment portal and tested your microphone and camera, there is nothing else that you need to do to access your appointments. At the start time of your appointment, the video feed from the person you are meeting with will automatically pop up in your browser.

Appointments will end automatically after 7 minutes. You will see a 1-minute pop-up warning and 30 second countdown before your appointment ends, signaling you to wrap up the discussion. There is also a countdown clock to see the time remaining in the appointment.

## SCREEN SHARING

If you wish to share images or videos from your computer during your appointment, you can do so by clicking the Share Screen icon that will appear at the bottom of your video feed. You will be asked to select which window you wish to share and click "Share". Important: To share a video, you must click "Share Audio" before clicking "share".

## TROUBLE SHOOTING

### Inactive Persons Have Yet to Sign In

If one of the companies that you are meeting with have a red dot, that means that they have yet to log into the Virtual Appointments Portal.

This doesn't mean much until the day of your appointments. If the person you are meeting with fails to attend your appointment, please let ABA know so that we may follow up.

### Technical Assistance

Visit <https://www.teameventmanagement.com/TEAM/Virtual%20Support%20Document.pdf> for in-depth information on the following:

- Feedback
- Slow Connection, Choppy Audio, Blurry Video or Disconnects
- No Access to Camera, Audio or Microphone for Windows, Chrome,, Jitsi
- Connection Issues (Firewall/VPN/Virus Protection App)

During the event, there is a team on-call to address any issues you may be experiencing or questions that you may have.

You can reach this support team by clicking the chat box in the lower right corner of the Virtual Appointments screen.

You can also get help anytime by emailing [meetingsdept@buses.org](mailto:meetingsdept@buses.org).