Tutorial Exhibition

Chat with the team

Intelligence
Innovation
People
Trust

Content

First connection - How to connect

+ **You will receive a mail from no-reply@cyim.com like the one below:**

+ **Please use the first link to set up your password.**

+ **Click on the second link for your next connection.**

Account details for Louise C - ESC European Heart Rhythm Association 2021

EE ESC European Heart Rhythm Association 2021 <no-reply@cyim.com>
À Louise COURTOT

Traduire le message en : Français | Ne jamais traduire à partir de : Anglais

EHRA 2021   ONLINE CONGRESS
23-25 APRIL

Dear **Louise C**,

Your ESC European Heart Rhythm Association 2021 Industry Account has been created.

You can log in for the first time by clicking on the link below or by copying it into your browser:

https://ehra2021-exhibition.medicalcongress.online/user/reset/3598/1618416175/1hn3woRiR7lQpn4xOFtnBKB17uHhC3b60FjDbhSo_0E

This link can only be used once and will redirect you to a page where you can choose your password.
Once your password has been chosen, you can connect to the congress' platform and access your exhibition page.

After your first connection, you can connect at any time via https://ehra2021-exhibition.medicalcongress.online/user/login/internal/ by using:

ID: your email address
Password: your password

Chat with the team – How will it look like?
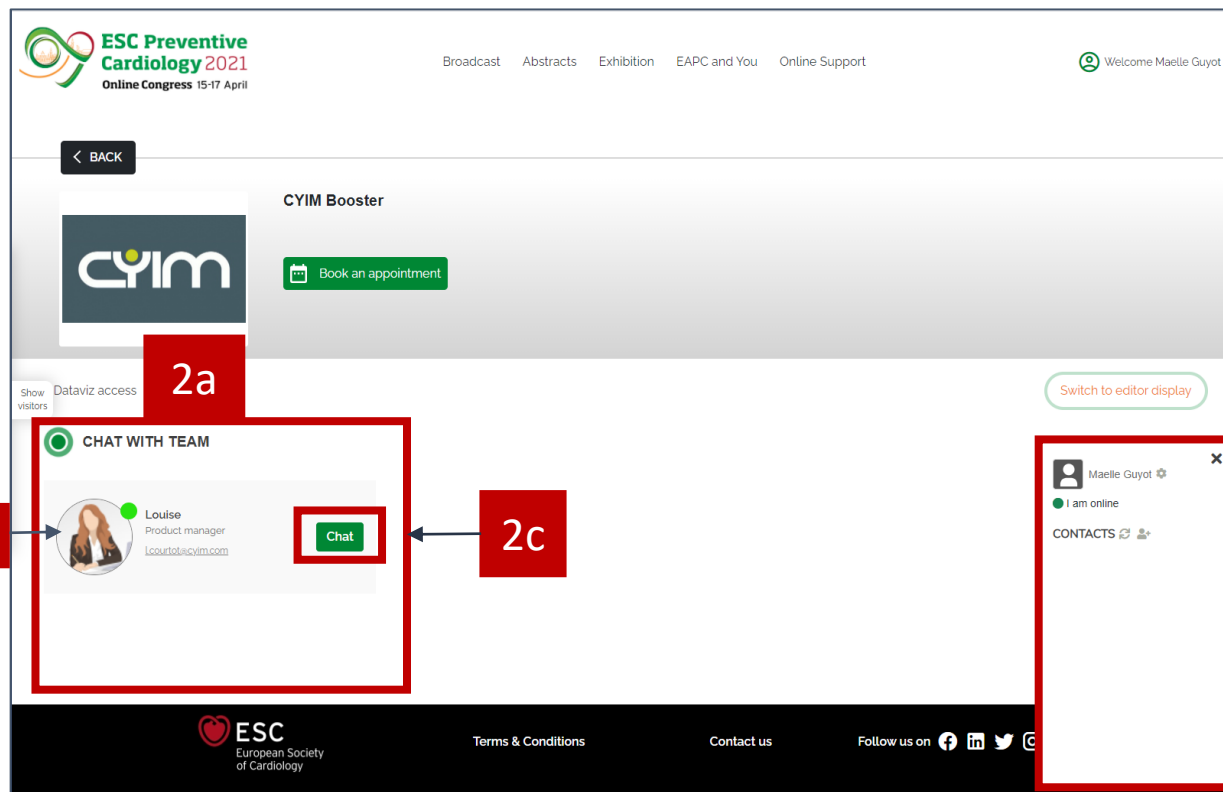
Details

1. **Chat contact button**
   a. On the bottom right corner of your screen you will see 'Chat Contacts'

2. **Chat with the team info**
   a. You should see your team's contacts under the chat with the team section
   b. If their chat box is visible it means they are online. A green dot should appear next to the profile picture
   c. The audience will need to click on the 'chat button'

3. **Please note that you won't see the chat button next to your name, only visitors will see it.**

Please note that the chat visual is not yet definitive – the team is currently working on it
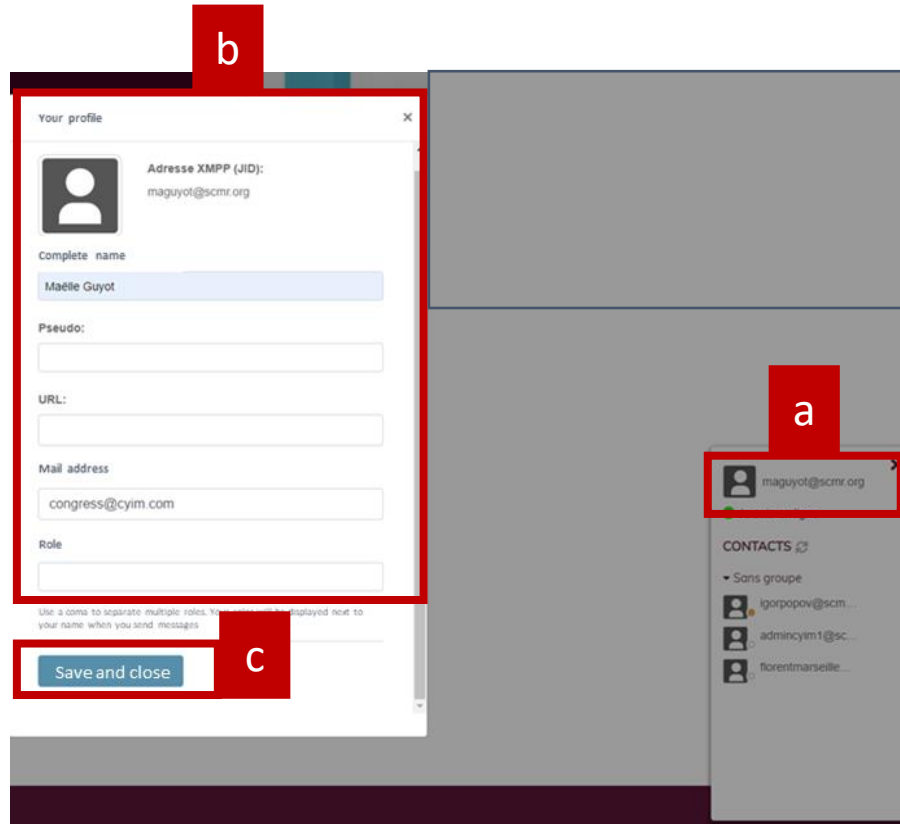
Contact chat button
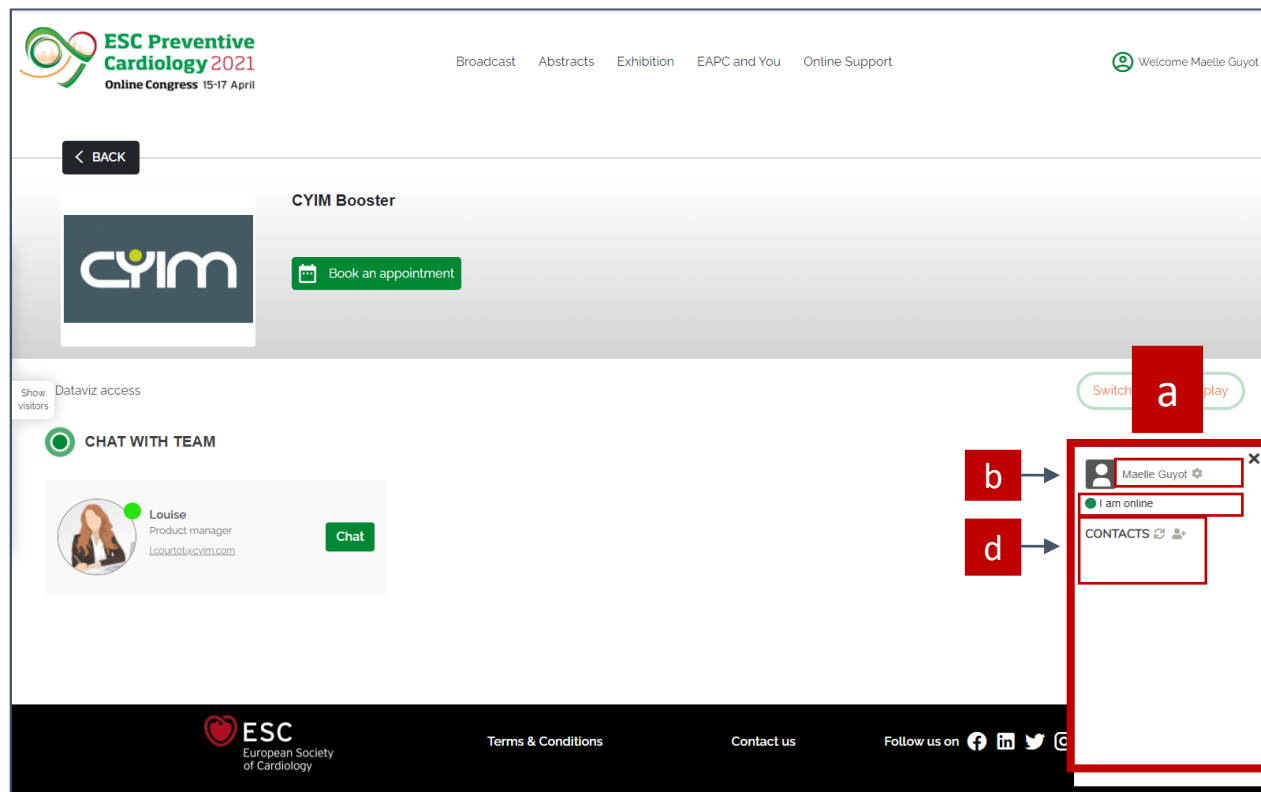
Details

1. **Open the Chat contact button**
   a. Click on 'Chat Contact ' on the bottom right corner of your screen
   b. You should see your mail address or your name
   c. You should see your status (Online = Green)
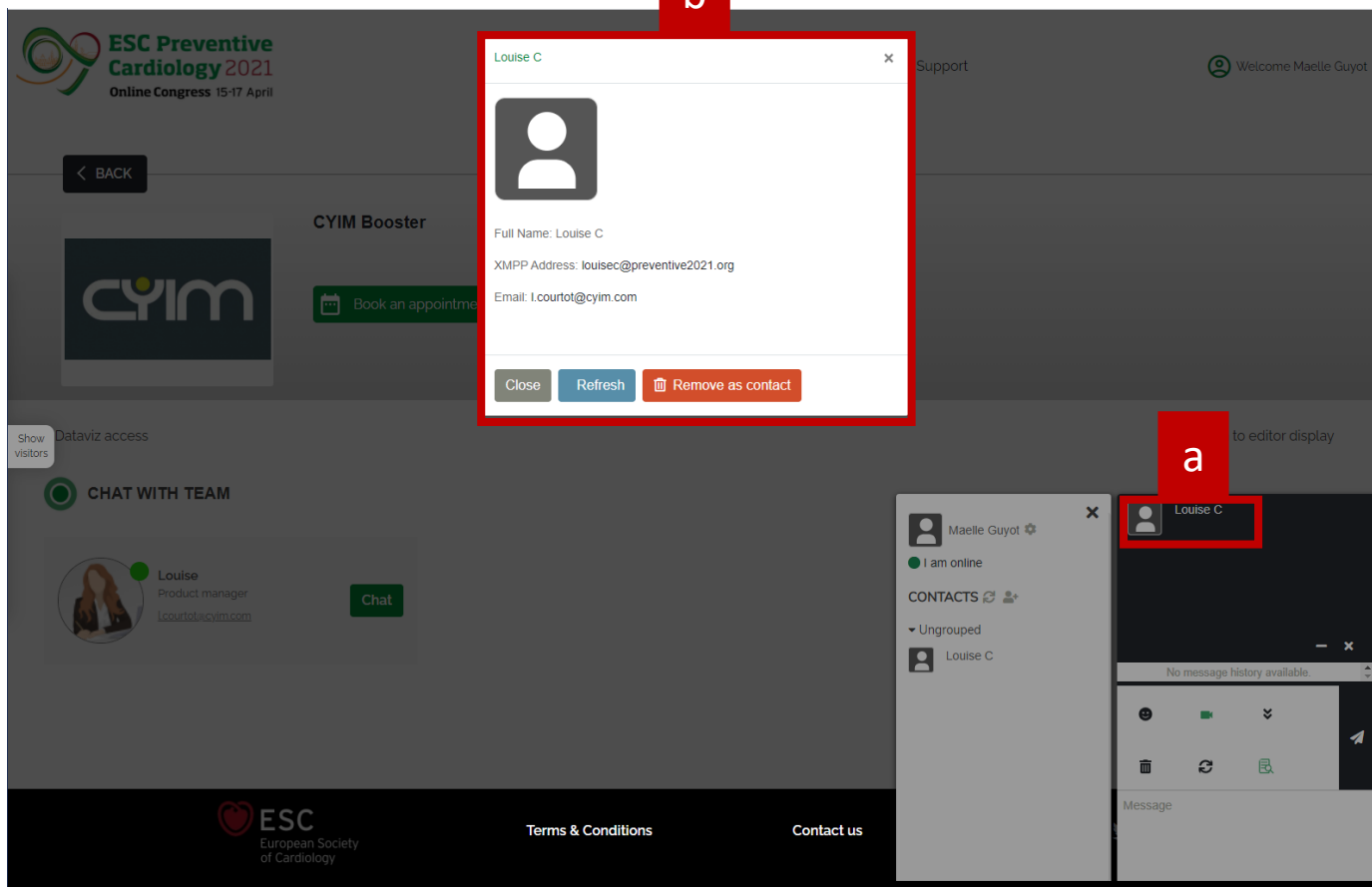   d. The contacts tab with list the name of participants/reps with whom you talked to

Set up your profile

Details

1. **Set up your profile – to help your contacts have your info**
   a. Click on your picture, a configuration layer should open
   b. Add the information you want to share with your contacts
   c. Save and close

Chat with the team - Information

Details

1. **Information you can find on visitors**
   a. On the chat functionality, you will be able to find information by clicking on their picture
   b. If the audience has set up their own profile, your team should access their information (Name, mail address, etc.) –

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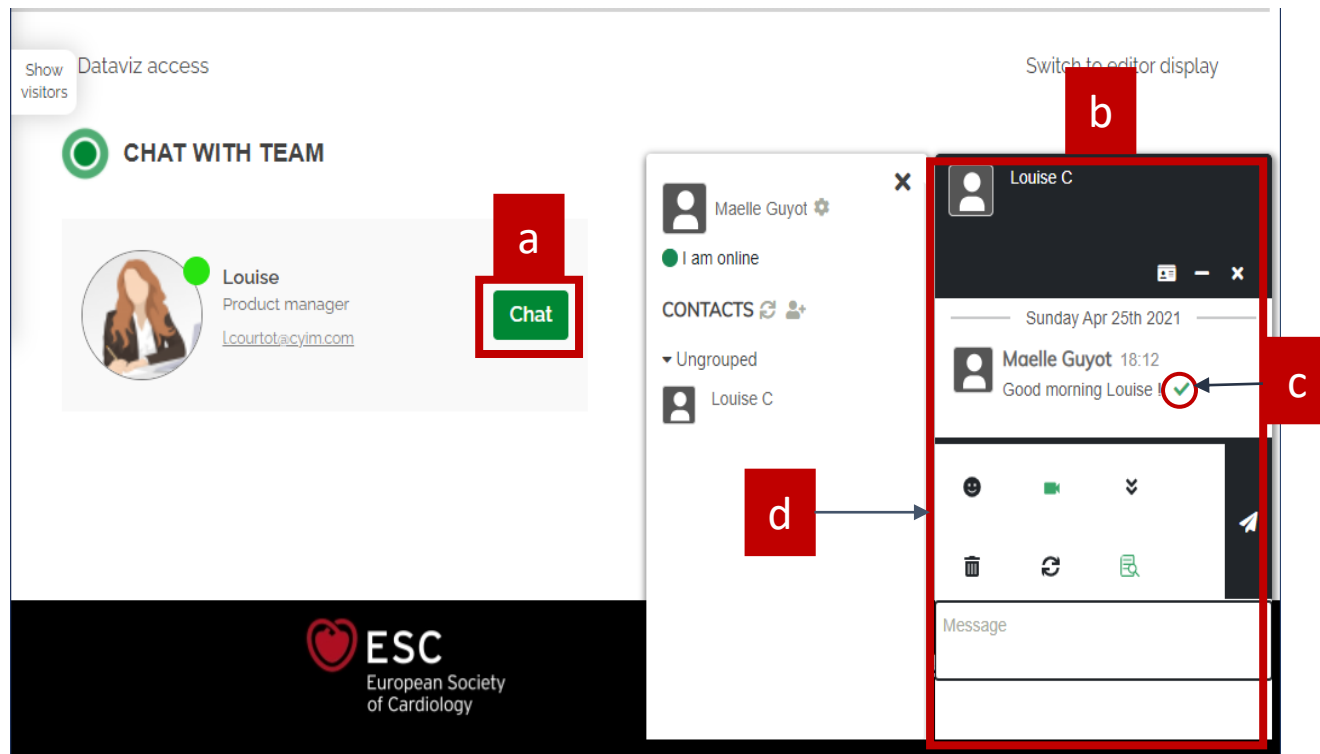
Chat status
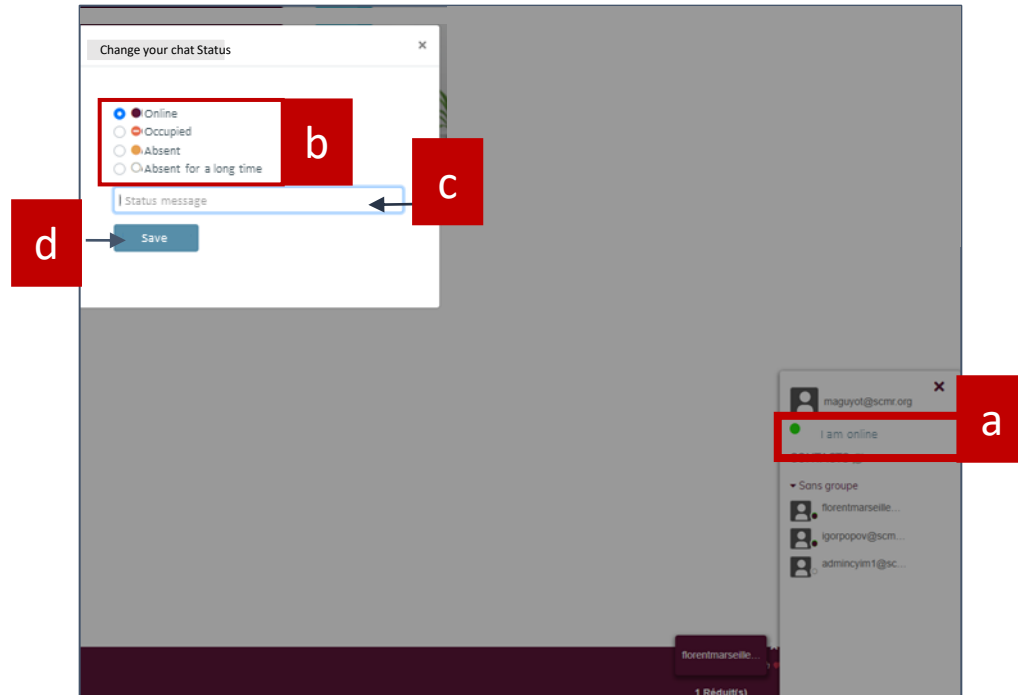
Details

1. **Chat status**
   a. Click on 'I am online', a configuration layer should appear
   b. Select the status you need
      i. Online
      ii. Occupied
      iii. Absent
      iv. Absent for a long time
   c. Add a message for your audience
      a. Example: I will come back shortly
   d. Save

Chat with the team – Send a message
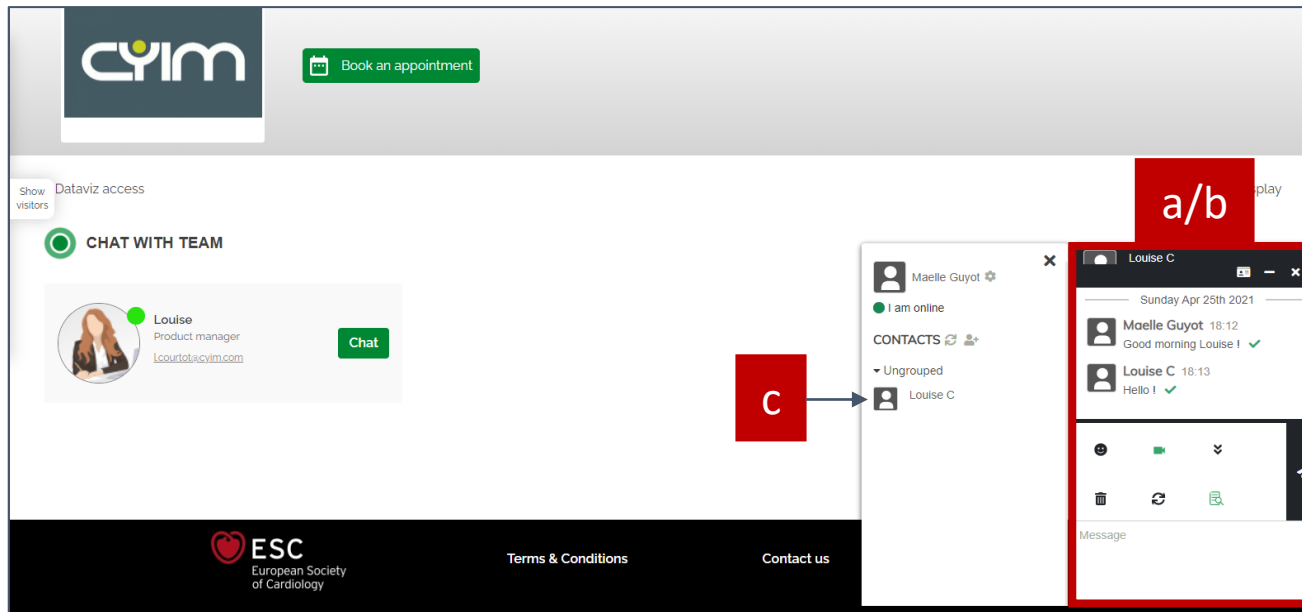

Details

1. **Chat with the team**
   a. Once your profile has been set up, the audience will click on the 'chat box' next to your name
   b. The message will pop-up on the right bottom corner
   c. There will be a check icon to show that the message has been sent ✔
   d. There will be a few features available for you:
      a. Add smiley faces
      b. Use the camera to have a visioconference
      c. Use the arrows to go at the bottom of the conversation (if you have a lot of messages)
      d. Delete the message with the trash icon
      e. Refresh with the arrows
      f. Look for a keyword within the conversation

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Chat Message reply

Details

1. **Chat with the team reply**
   a. The chat message window should pop-up on your screen when you receive a message
   b. In the message box, write your message and hit send
   c. Once the conversation starts, the person who contacted you will appear on your 'Chat contact' section

Note:
- **If you log out and login again, you will be able to find your contact list in the 'chat contact' section**
- **You chat historic should remain still unless you log out**
- **Ask your audience for their information (Mail address, phone number, etc) before logging out**

Please note that the chat visual is not yet definitive – the team is currently working on it

Chat with multiple contacts
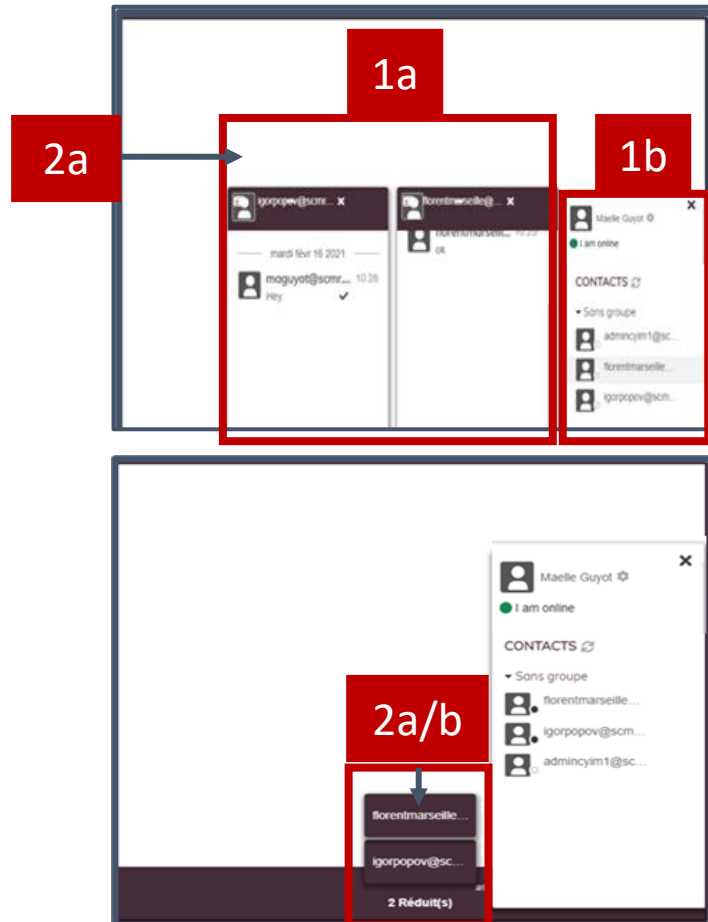
Details

1. **Chat contact button**
   a. If you receive more than one message, other window messages will pop-up on your screen
   b. Your contacts will be added to your chat contact list

2. **Open & close the message tab**
   a. If you don't want all the window messages to open, feel free to reduce them by clicking on the top of the message.
   b. If you want to open all the windows, click on the tab

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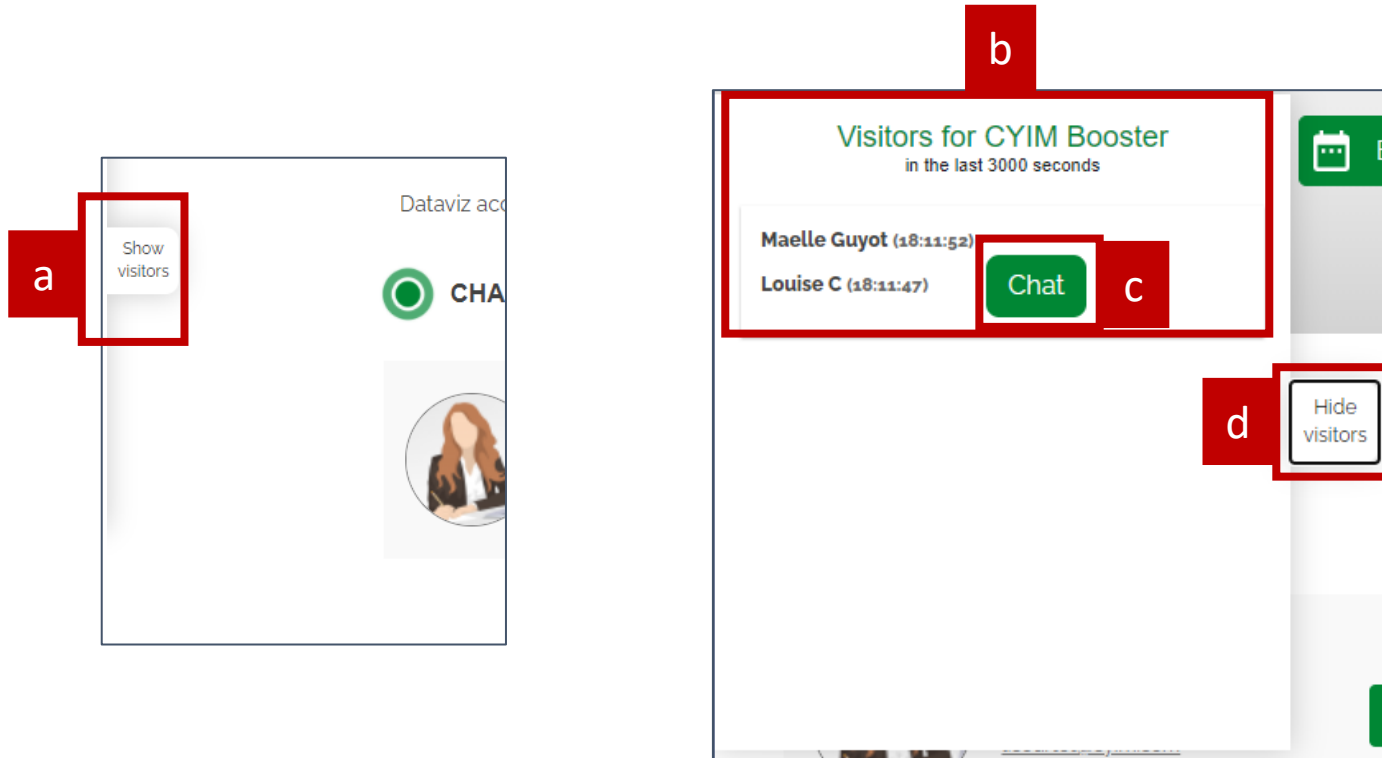# Delete a contact from the list

a/b

c
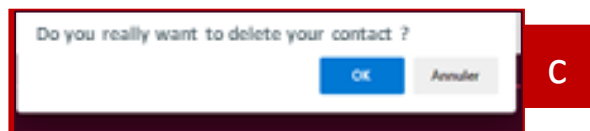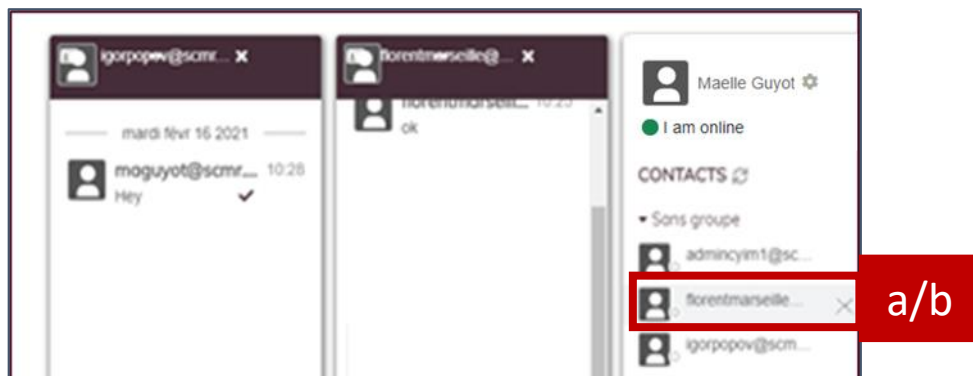
Details

1. **Chat contact List**
   a. If you want to delete a contact from your list, put your mouse on top of a the contact's name
   b. A trash can should appear next to the name, click on it
   c. A configuration later will pop-up asking you if you truly want to delete your contact
   d. Click on 'ok' or cancel your action
      i. If you clicked on 'ok', the contact should disappear from your list

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Show visitors

a

b

Visitors for CYIM Booster
in the last 3000 seconds

Maelle Guyot (18:11:52)

Louise C (18:11:47)   Chat   c

d   Hide visitors

Details

1. **Access to visitor statistics**
   a. On the left corner of your page you will see a tab called 'Show visitors' (Below your logo)
   b. This will help you see who visited your page, when they did and how many visitors there were
   c. You can click on the 'chat' box to interact with your visitors
   d. Hide the visitors tab whenever you want

Please note that the chat visual is not yet definitive – the team is currently working on it

Notifications

Details

1. **When you receive a message there will be 3 notifications:**
   a. You'll heard a jingle (better to use headphones)
   b. You'll see a '1' on the tab above the URL
   c. You'll see a '1' in the conversation
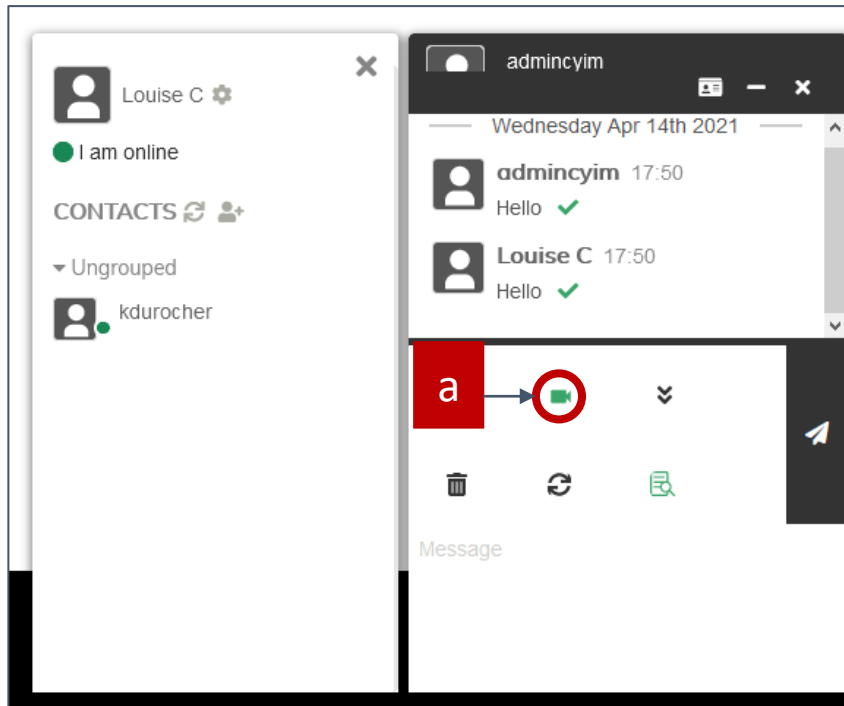   d. You'll see a '1' at the bottom of your page

Notifications – Working aside

Details

1. **If you are doing something else, you'll be notified**
   a. You'll see a '1' on the tab above the URL
   b. You'll see a '1' appear like a mail
   c. Enable notifications on your computer

Visio through jitsi.org

Details

1. **Have a visio meeting**
   a. On your chat tab, there is a video icon available for you to have a visio with your contact
   b. If you click on it you will be redirected on jitsi.org
      i. Jitsi is a collection of free and open-source multiplatform voice, video conferencing and instant messaging applications for the web platform, Windows, Linux, macOS, iOS and Android.

How will the visio look like?

Details

1. **Jitsi info**
   a. You can choose whether you want to have the camera on and the microphone opened. The red icon is for you to least the visio
   b. You will know the name of the participant and the length of the visioconference
   c. You will be able to change the video display (have the person speaking on full screen/ See yourself in big, etc.)
   d. You will be able to chat, to raise your hand and share your screen
   e. See the internet connectivity
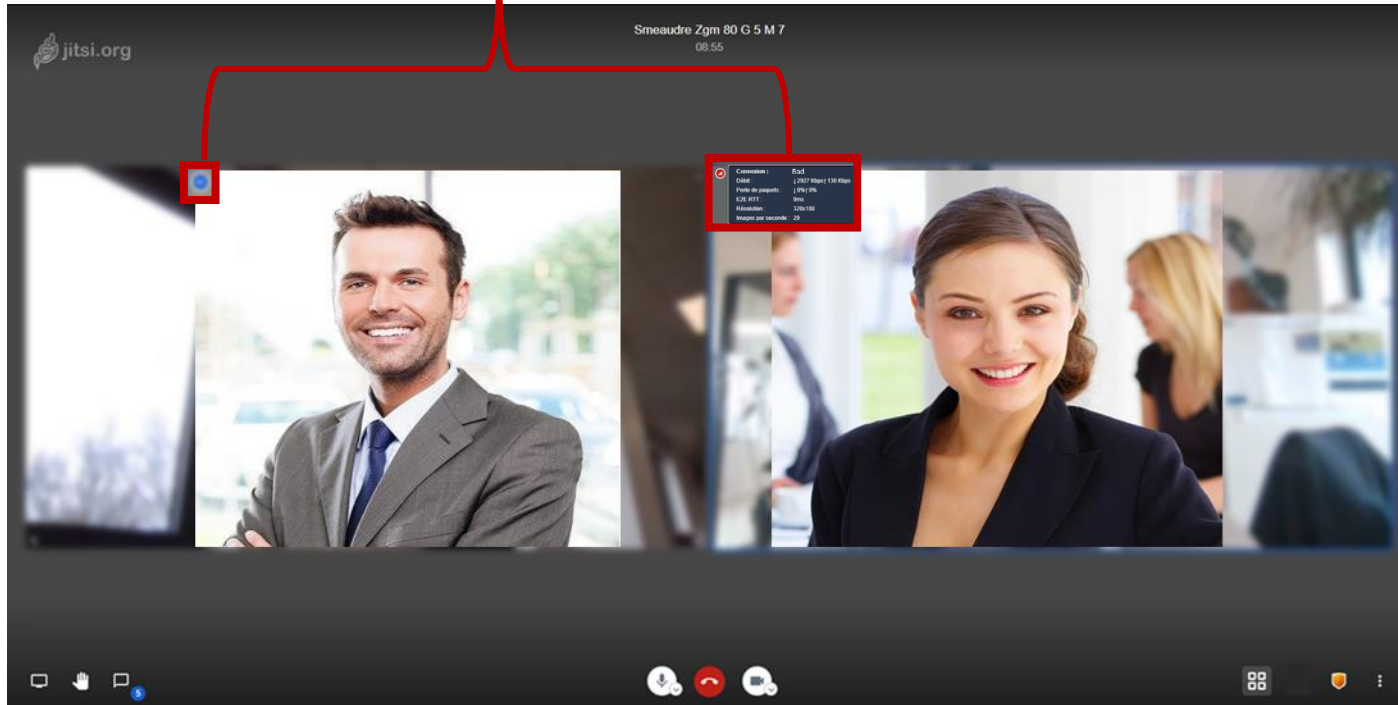
Video display
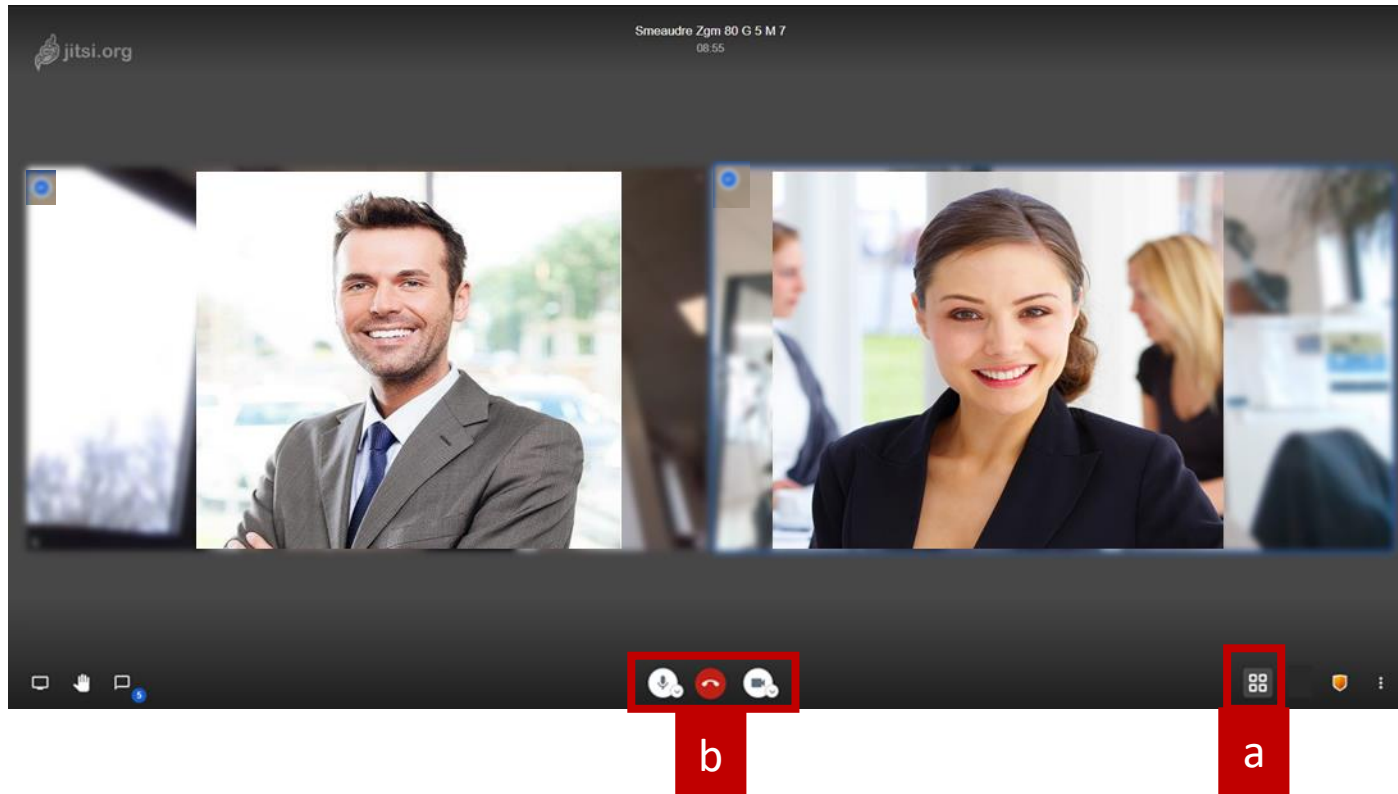
Details

1. **Video display**
   a. Depending on your likings, you can click on the icon below to change the video display
      a. Have the speaker full screen
      b. Have the both of you on full screen (like on the picture)
   b. You can always switch off your camera and mute yourself

Connection
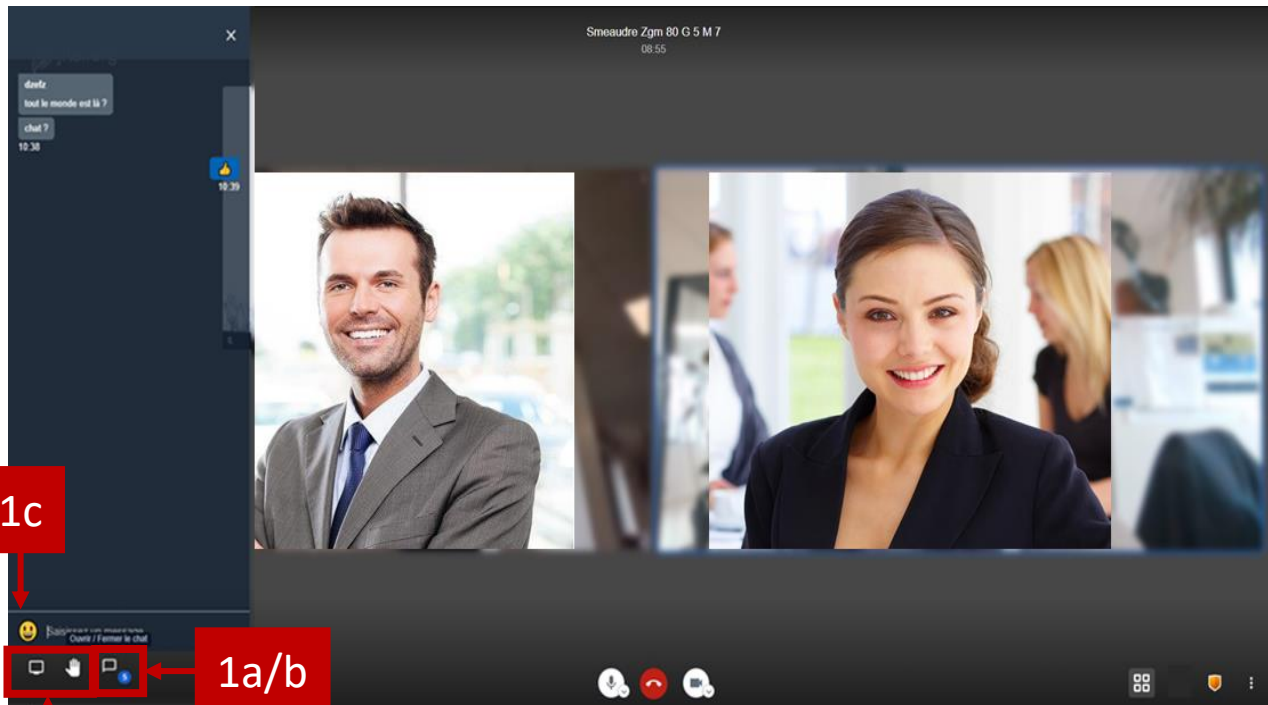

Details

1. **Check the internet**
   a. If you want to see if the participant has a good internet connection, select the blue icon on the top right corner of their video
      i. The details should appear next to the button

Chat section

1c

2/3

1a/b

Details

1. **Use the chat**
   a. When a participant sends a message in the chat through jitsi, a notification will appear on the icon
   b. To access the chat, simply click on the notification button
   c. Feel free to use emojis to interact with the participant
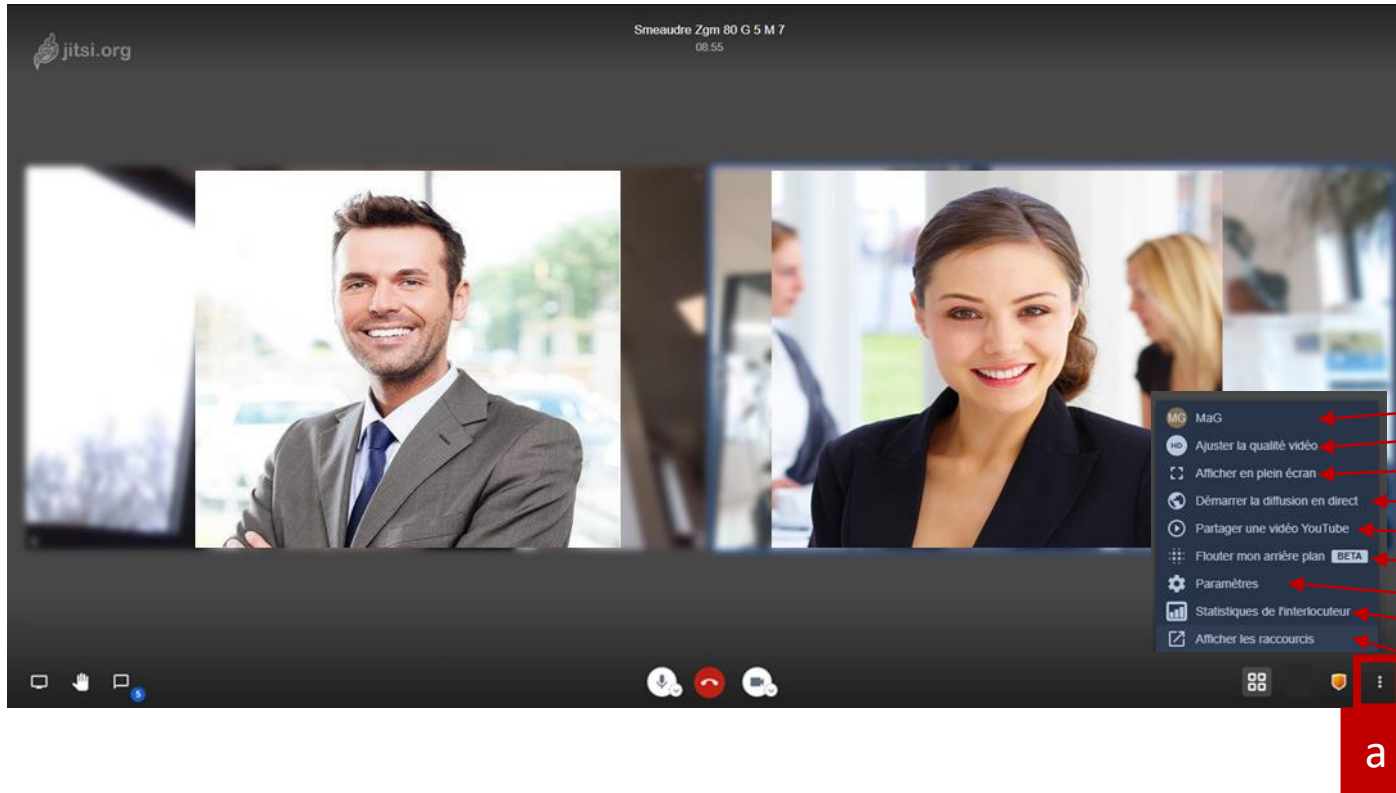
2. **Raise your hand option**
   a. Click on the hand as to raise your hand and to speak up

3. **Share your screen**
   a. Click on the computer screen to start sharing your screen

Other parameters available

a

Details

1. **Options available**
   a. To access other options, select the three dots on your right bottom corner
      i. Access your profile informations
      ii. Adjust your video quality
      iii. Display the visio in full screen mode
      iv. Start diffusing in live
      v. Share a YouTube video
      vi. Blur your background
      vii. Access other parameters
      viii. Access the statistics of the participant (See picture below)
      ix. Display shortcuts

viii. Access the statistics of the participant

Contact ESC 2021 Supplier

CYIM Company / Congress department

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(French company – available on CET time)