How do I chat with a representative?

You will need to have an account and be registered for an event in order to talk with a representative.

The images associated with each step represent every page or screen change that you will experience along the way. You can compare the images to your screen to determine which step you're on. Click on any of the images to see a larger view.

**Step 1. Navigate to the Event Landing Page**

Use the login URL provided in your confirmation email to access the live event. If you have already created an account, you can click to login at the top right of the page.

**Step 2. Sign Into Your Account**
You will be prompted to enter your email address and password, and then directed to the event lobby page. If you aren't taken to the event lobby page then you must first register for the event. If you need help registering please click here.

Step 3. Enter the Live Event
You will be taken to the event lobby after you've signed in and registered. You will see a welcome window where you can click "Enter Event" to confirm your attendance for the event.

**Step 4. Enter a Booth From the Event Lobby**
In the event lobby you can choose to enter any of the booths by clicking the "Enter" icon. We will enter the Navigant booth, outlined above, as an example.

**Step 5. Get In Line**
When you enter a booth you will see a green icon, that says "Get In Line", at the top right of your page. This icon will only be visible if you are not already waiting in line to chat. You will need to click this button if you want to chat with a representative.

**Step 5A. Specify an Opportunity**
Some booths will require you to specify an opportunity of interest before entering the chat line. You will simply need to click the opportunity that makes the most sense for you.

**Step 5B. Answer the Questions and “Get In Line”**
Next, you will be required to answer a few questions about the opportunity you specified. These questions will help the booth representatives prepare for your chat.

**Step 6. You Are Now In Line**

When you are in line you will notice that the green icon at the top right of the page has changed. The icon will now be red and give you the opportunity to "Get Out of Line". You can choose to click this icon if you no longer wish to chat with a booth representative. You can also return to the lobby, while in line, and choose to wait in other booth lines simultaneously. There will be an audible ping when it is your turn to chat with a booth representative.

**Step 7. Start Chatting**
You will be taken to the chat screen when it is your turn to chat with a representative. You will chat directly with a representative while on this page. It is important to keep an eye on your chat connectivity and the time left in your conversation. Bad connectivity could affect your ability to chat.

**Step 8. Rate and Take Notes**
You will be taken to a chat conclusion page when your conversation has ended. This page will allow you to rate your chat and take notes about the representative or anything that was discussed. It's important to add notes and rate your chat, especially if you participate in more than one conversation.

Step 9. Continue With the Event
Click here to go back to the event