



## MEETING REQUESTS

During the PGA Show Virtual Experience & Marketplace, you be able to virtually browse, meet, and connect directly with attendees, exhibitors and media through chat and video meetings in one place. Make the most of your day with pre-scheduled meetings that fit your schedule. Familiarize yourself with the platform and learn how to accept and track meeting invitations, run a meeting directly in the platform, and more.

Click the Meeting icon on the exhibitor/visitor profile to request a meeting. This will open a screen as shown below where a new meeting request can be set up.

Below are the fields explained:

**You are requesting a meeting with:**  
Choose the Exhibitor and/or the associated team members/or visitor with whom you'd like to set the meeting.

**Subject:**  
Add an appropriate subject for the meeting invite.

**Location:**  
Choose the meeting location as "ONLINE."

**Who will go on the meeting:**  
Exhibitors can select the a team member on their team or select multiple team members to attend this meeting. In the case of a group meeting, the system will check calendars of all the selected team members and will display certain time slots based on the availability for everyone.

**Message:**  
Add a message to be sent to the other party.

You can select the products you are interested in and/or marketing content relevant to the meeting. For example, an attendee can add an exhibitor's product of interest prior to the meeting or an exhibitor can add his key products while requesting a meeting with an attendee.

# MEETING REQUESTS CONTINUED

## Duration of your meeting:

The default value is set to 30 minutes. You can select any value from 15 minutes to an hour depending on the length of the meeting.

4 June

Please select the time you want your meeting to start:

REQUEST

<b>00:00</b>	00:00	local time 04 Jun 03:30	00:15	local time 04 Jun 03:45	00:30	local time 04 Jun 04:00	00:45	local time 04 Jun 04:15
<b>01:00</b>	01:00	local time 04 Jun 04:30	01:15	local time 04 Jun 04:45	01:30	local time 04 Jun 05:00	01:45	local time 04 Jun 05:15
<b>02:00</b>	02:00	local time 05:30	02:15	local time 05:45	02:30	local time 06:00	02:45	local time 06:15
<b>03:00</b>	03:00	local time 06:30	03:15	local time 06:45	03:30	local time 07:00	03:45	local time 07:15
<b>04:00</b>	04:00	local time 07:30	04:15	local time 07:45	04:30	local time 08:00	04:45	local time 08:15
<b>05:00</b>	05:00	local time 08:30	05:15	local time 08:45	05:30	local time 09:00	05:45	local time 09:15
<b>06:00</b>	06:00	local time 09:30	06:15	local time 09:45	06:30	local time 10:00	06:45	local time 10:15

## Note:

The meeting time slot will display the event and local time when requesting or viewing a previously booked meeting. If the event and local times are the same, it will only show the event time.

## Select the available time slot and click on the Request button.

An email is generated containing the meeting invite and is sent to the other person along with a push notification on his/her virtual platform. From the email, the user can access the meeting calendar and accept, reject or reschedule the meeting invite.

If the user confirms the meeting, the exhibitor gets notified in a confirmation email and can also view the meeting in the platform under Team Schedule as shown below:

9:00

**Pending** test

Tuesday, 9 June 2020

9:00-9:30 | Europe/Rome time

12:30-13:00 | local time

Online Room

testing

PARTICIPANTS FROM YOUR SIDE:

TEST PROVA3 - CWB Profumeria

Mark Green  
Buyer Import/export, TEST PRO...

PARTICIPANTS FROM 3RD PARTY:

John McKidd  
Owner  
Example Cosmoprof Spa

CANCEL MEETING

RESCHEDULE

An exhibitor can view the meeting details including date, time, place of the meeting, and team members.

The exhibitor can also choose to cancel or reschedule the meeting to a different time slot.

# MEETING STATUSES

Visitors/Exhibitors can view all their meetings under My Schedule or Team Schedule. There are four meeting statuses for any meeting.

**Pending:** This is when the user has booked a new meeting and is waiting for a response from the other party. A user can cancel or reschedule the meeting at this stage. The other party can choose to accept, reject, or reschedule the meeting.

9:00

The screenshot shows a meeting card with a yellow header labeled 'Pending'. The meeting details on the left include the date 'Tuesday, 9 June 2020', two time slots: '9:00-9:30 | Europe/Rome time' and '12:30-13:00 | local time', and the location 'Online Room'. The main content area has a title 'test' and a subtitle 'testing'. It lists participants from two sides: 'PARTICIPANTS FROM YOUR SIDE' includes 'TEST PROVA3 - CWB Profumeria' (with a logo) and 'Mark Green' (Buyer Import/export, TEST PRO...); 'PARTICIPANTS FROM 3RD PARTY' includes 'John McKidd' (Owner, Example Cosmoprof Spa). On the right, there are two buttons: 'CANCEL MEETING' (grey) and 'RESCHEDULE' (blue).

**Incoming:** This is the meeting request received by the other party and he/she can choose to confirm, reschedule, or cancel the meeting as shown below:

9:00

The screenshot shows a meeting card with a blue header labeled 'Incoming'. The meeting details on the left include the date 'Thursday, 4 June 2020', two time slots: '9:00-9:30 | Europe/Rome time' and '12:30-13:00 | local time', and the location 'Online Room'. The main content area has a title 'Ggg' and a subtitle 'Gggg'. It lists participants from two sides: 'PARTICIPANTS FROM YOUR SIDE' includes 'TEST PROVA3 - CWB Profumeria' (with a logo), 'TEST PROVA3 - CWB P...' (with a logo), and 'Mark Green' (Buyer Import/export, TEST PRO...); 'PARTICIPANTS FROM 3RD PARTY' includes 'Andrea Beltramo' (General Manager, Accenture). On the right, there are three buttons: 'CONFIRM' (green), 'RESCHEDULE' (blue), and 'CANCEL MEETING' (grey).

# MEETING STATUSES CONTINUED

**Confirmed:** This is when the other party has confirmed the meeting invite sent by the user. Both parties will get a confirmation email containing the meeting invite which will integrate with your Google/Outlooks calendars. The meeting can also be viewed on the platform.

3:00

**Confirmed**

testing notifications

Friday, 5 June 2020


3:00-3:30 | Europe/Rome time


06:30-07:00 | local time

Online Room


testing

PARTICIPANTS FROM YOUR SIDE:

 **TEST PROVA3 - CWB Profumeria**

 **Mark Green**  
Buyer Import/export, TEST PRO...

PARTICIPANTS FROM 3RD PARTY:

 **Enrico Zannini**  
General Manager  
BFC

**RESCHEDULE**

**CANCEL MEETING**

**JOIN ROOM**

1 week 6 days 13 hours 50 min

**Cancelled:** This is when the user has cancelled the meeting request. It can also be removed from **All Meetings** by clicking on the **Delete** button.

10:00

**Cancelled**

test caselle orari

Wednesday, 10 June 2020


10:00-10:30 | Europe/Rome time


13:30-14:00 | local time

Online Room

test caselle orari

PARTICIPANTS FROM YOUR SIDE:


 **TEST PROVA3 - CWB Profumeria**

 **Mark Green**  
Buyer Import/export, TEST PRO...

Denial reason:  
test buchi  
orari  
cancellando  
meeting

**DELETE**

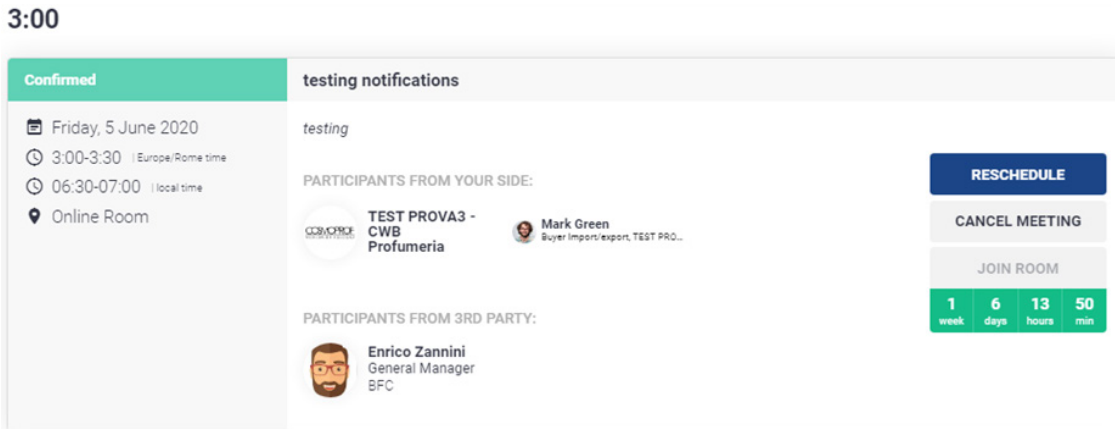
PARTICIPANTS FROM 3RD PARTY:

 **John McKidd**  
Owner  
Example Cosmoprof Spa  
Denial reason: test buchi orari cancellando meeting

# JOINING ONLINE MEETINGS

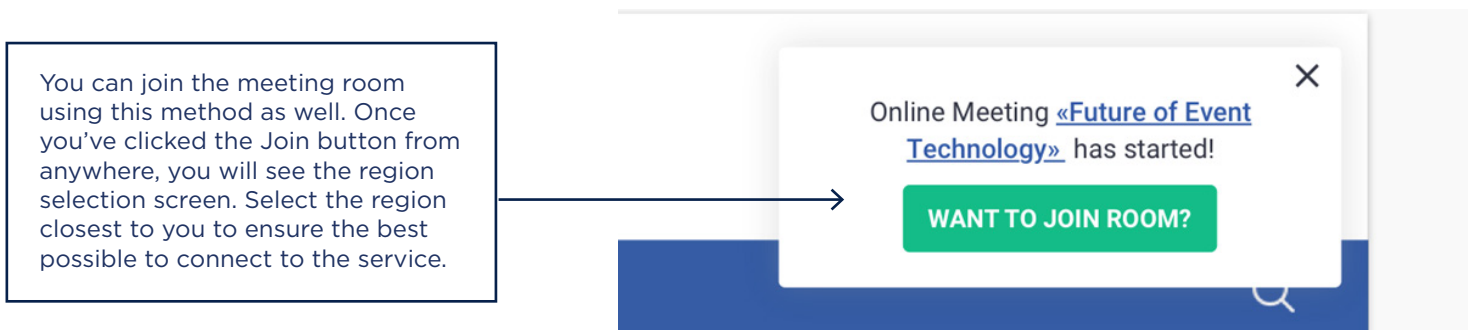
Joining your online meeting is easy, requires no installations and no external software, and can be used from your desktop or mobile device. The online meeting rooms support video, audio, screen sharing, and live chat.

An online meeting room can be joined only once the meeting has started. You can check when your online meeting will start by navigating to your calendar and finding the meeting.



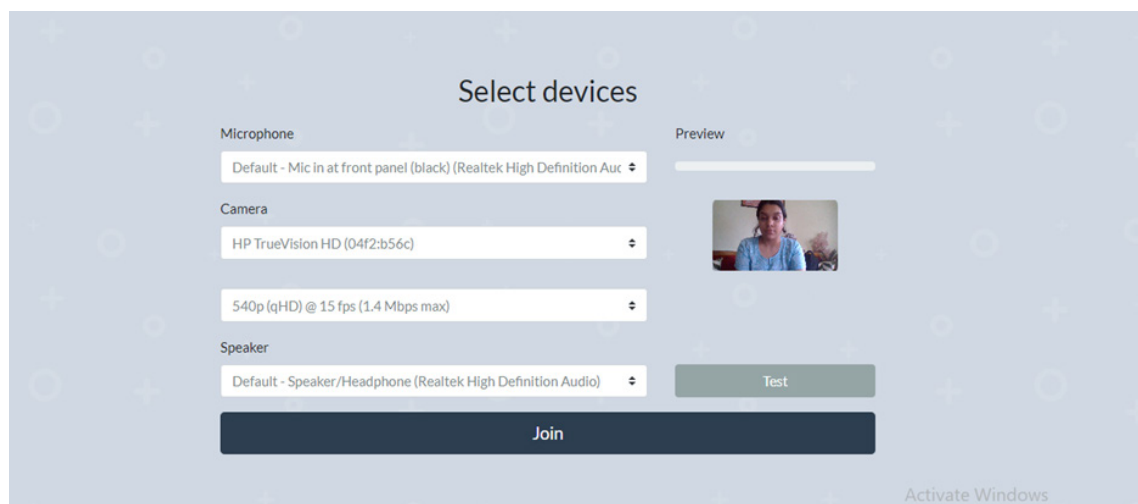
If the meeting has not yet started, you will see a countdown timer (weeks, days, hours, minutes) until the meeting begins. The **Join Room** button will remain disabled until it's time for the meeting to begin. When the countdown timer reaches zero, the button will become enabled for the duration of your meeting. *Click Join Room to connect to your meeting room.*

Finally, if an online meeting is currently running, you will see a message in your profile regarding this:



# JOINING ONLINE MEETINGS CONTINUED

Next, you will see the staging screen where you can test your audio and video devices as shown below:



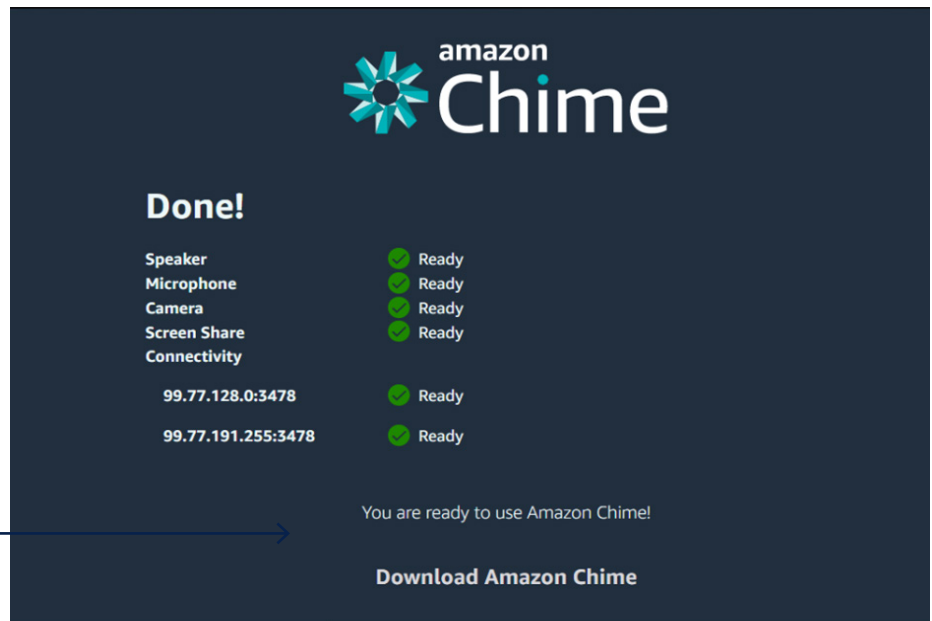
Upon confirming, you will enter the virtual meeting room.

Please note that late-arriving participants won't be able to join after the meeting time has ended. The meeting room will automatically shut down only after all participants have exited for five minutes, so don't worry if your meeting overruns a bit, you won't be kicked out!

# ONLINE MEETINGS - TROUBLESHOOTING

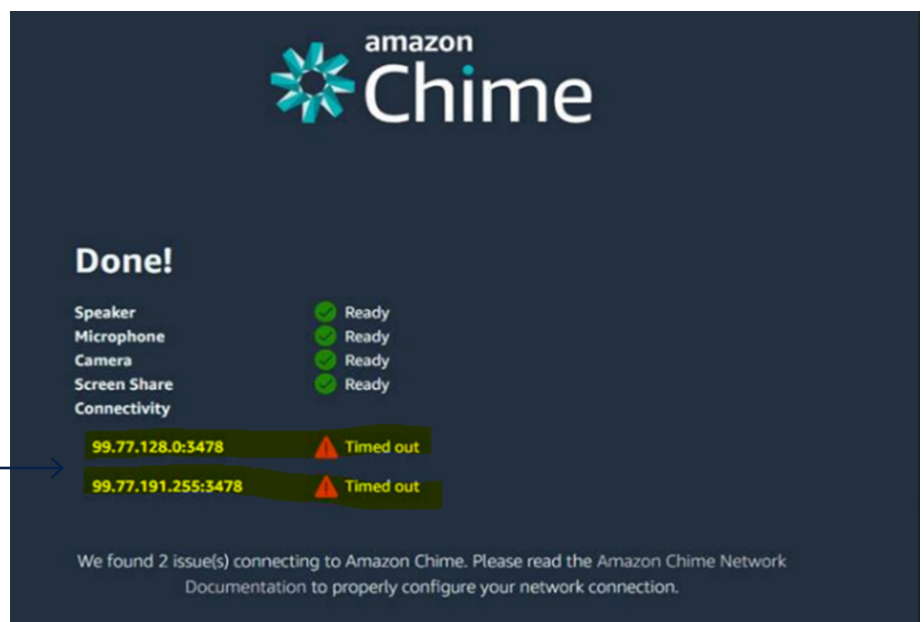
If you are not able to connect to meeting rooms, follow this link: <https://app.chime.aws/check#> and check if there are no block IP addresses/domains.

1) If your device passes all the tests, you are ready to use Amazon Chime!



2) If your IP address is blocked, it will generate a timeout error. There are three ways you can get rid of these errors:

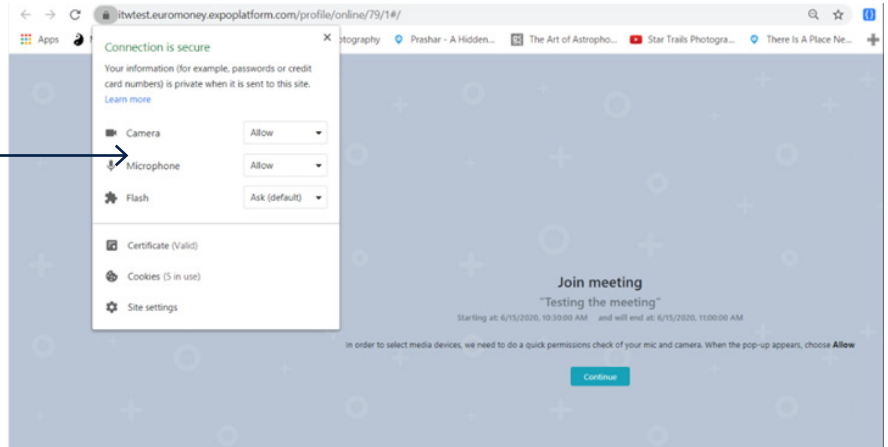
1. Turn off private VPN/proxy.
2. Get the IP addresses unblocked from your Internet Service Provider.
3. Try using a different proxy/VPN, if possible.



# ONLINE MEETINGS - TROUBLESHOOTING

## Troubleshooting Guide (If all the tests are passed)

When the browser asks, allow access to the microphone and camera.



### Select devices

#### Microphone

Default - Microphone (Realtek High Definition Audio)

#### Camera

HP Truevision HD (0bda:57c4)

#### Video quality

540p

#### Speaker

Default - Speaker/HP (Realtek High Definition Audio)

Test video



Test sound



Join

Before clicking on the join meeting button, sound and video can be tested by clicking on the "Test Video" and "Test Sound" buttons.

After joining the meeting, microphone, sound, and video should be **"ON" (blue)**. **Grey** means it is **"OFF."**

