Engaging students in live chat at virtual college fairs

To be sure you are ready for live chat with students on your fair date(s), take the following steps:

1. Whitelist the domain @admithub.com. Without this step, it's very likely that the email invitation to set up your account will bounce off your firewall. Get an email from your IT team specifically stating that this domain (@admithub.com) has been whitelisted. AdmitHub does not use static IP, you must whitelist the domain.
2. [View this four minute video to set up your account](#).
3. Make a plan with your team. Under the AdmitHub partnership with GoToCollegeFairs, you may invite an unlimited number of team members to help with live chat on fair days.

Pro Tip: *If you think your chat account invitation email was sent before you whitelisted @admithub.com, navigate to [mascot.admithub.com](#), enter your email address and click 'forgot password.' This will resend the email to get set up. This will also, of course, be where you go to log in again. Technical issues w/the AdmitHub interface? Email gotocollegefairs@admithub.com* **Live**

Chat FAQs

Q: How many chats can one rep manage at any given time?

A: There is no system limit on the number of chats you can engage. This limit would only be based on a reps ability. Some great multitaskers can handle many live chats at once, others need to focus on less.

Q: What should I do with chat when I am not going to be in my virtual booth?

A: You have an 'intro script' which greets your booth visitors. Create a script for both scenarios: when you are in your booth (we recommend ending that intro script by saying "how can we help you today?") and when you are out of your booth (we recommend ending that intro script with "we are sorry we missed the chance to chat with you today, please click 'contact us' or 'meet later' on our booth to set up another time to connect"). Once you have set up these two intro scripts, it's easy to toggle between them, even if you have to step away just for a moment!

Q: Do I have to log in to different chat accounts for different fairs?

A: Great news!! Your single chat account will be connected to all of your GTCF booths: log in once for all fairs. If you have multiple concurrent fairs, no problem. Log in to your account to see all incoming chats from all virtual fairs. One account covers them all.

Q: How can I call greater attention to the live chat in my booth?

A: There are options in your AdmitHub account to have pop up messages that greet new visitors. You can change the chat to be your logo color or a color that you think is more attention grabbing. You can also lengthen the chat 'bubble' from a simple icon to a prompt like 'Chat with Us Now!' Look in your account under settings to make chat really inviting to your booth visitors.