

## What to Expect on Event Day

No need to log in to your 'booth' on event day. You only need to log in to the chat account at [mascot.admithub.com](http://mascot.admithub.com) to talk to any visitors to your booth. Here are some helpful tips to manage multiple team members and multiple visitors:

### Q: Where do I see new conversations?

Stay in the 'all conversations' view to gain access to all new conversations that occur:

Team members who are available for live chat should stay in the 'All Conversations' view

New conversations will rise to the top of this column and be marked yellow.

### Q: How do I know whether I should pick up a conversation or not?

Open any conversations that appear at the top and appear in yellow, if no one has answered this chat, you may do so. If someone else has answered this chat, that will be clear:

Another team member is handling this chat.

### Q: What about yellow conversations lower in the column?

These are older conversations, disregard color. If the attendee chats again, this will rise to the top. Feel free to open any conversations that you think might need support.