

TMS2021 Virtual Exhibitor FAQ

What are the exhibit show days and hours?

- Monday, March 15
 - 10:00 a.m. – 4:00 p.m. Eastern Daylight Time
- Tuesday, March 16
 - 10:00 a.m. – 4:00 p.m. Eastern Daylight Time
- Wednesday, March 17
 - 10:00 a.m. – 12:00 p.m. Eastern Daylight Time
 - 1:00 p.m. - 4:00 p.m. Eastern Daylight Time
 - *(Note: The Exhibit Hall will be closed from 12:00 to 1:00 p.m. for the all-conference plenary.)*
- Thursday, March 18
 - 10:00 a.m. – 4:00 p.m. Eastern Daylight Time

How long will my virtual exhibit be available to view? Attendees will be available to view your virtual exhibit through May 31, 2021.

Can I customize my virtual exhibit with colors, logos, etc.? Through the Exhibitor Portal, exhibitors will have the ability to add two tag lines, logo, video, as well as select their booth color.

What can I upload to my virtual exhibit? Exhibitors will have the ability to upload PDF documents, press releases and any other materials to your company profile using the Exhibitor Portal by mid-February. This material is available to the event attendees.

What are the file requirements? Files can be in any format, including .mp4 video formats, but are limited to 10 MB each. If you have a large file, create a link to it and use the Add Link feature.

How will attendees know where my booth is located in the virtual exhibit area? The interactive Exhibit Hall allows attendees to view the exhibit hall floor plan and click on booths to view more information about exhibitors.

When can I login and start creating my exhibitor profile in the Exhibitor Portal? The Exhibitor Portal will be available starting in mid-February. You will receive an email prompt when the portal is available.

How many of our staff members can meet with attendees? The Basic exhibitor package includes 2 full-conference registrations, and the Enhanced package includes 4 full-conference registrations. You may add more Exhibit-Only booth personnel if needed. Contact TMS staff for more information.

Can attendees meet with our staff members on demand? Yes, with the "Meet Now" Video Chat: On-demand attendee-exhibitor virtual video chat.

Once in a meeting, can I limit additional attendees from entering the meeting? When messages are sent to an exhibitor or appointments are requested, the primary contact also receives an email notification for each appointment and message. The primary contact will use the CONNECT platform to view and respond to the message or meet with the attendee using the virtual appointment feature. While in a meeting, you can disable additional attendees from entering the meeting.

If the primary contact is busy, not available or in other meetings and cannot take an appointment, they can assign the appointment to another staff member using the Exhibitor Portal. Appointments cannot be assigned in the CONNECT portal.

If the primary contact does not plan on being available during the meeting dates, they should share their credentials with another staff member.

Primary contact: Use the same credentials you used to login to the Exhibitor Portal on the CONNECT platform as well.

Additional staff: login with your individual credentials to the CONNECT platform

Can I message directly with an attendee? Full-conference registrants may message directly with other full-conference registrants. Exhibit-only registrants do not have access to the messaging feature.

How do attendees become leads for my company? Virtual leads are attendees that connected with you using the CONNECT platform. This includes users who: viewed your exhibitor details; sent you or someone in your organization a message; added your company to their favorite list; met with you via a virtual appointment.

How do I receive my virtual leads? Exhibitors can export their leads using the Exhibitor Portal.

What information can I see for my leads? Attendee name, company, and what they viewed in your virtual exhibit.

What if I need help setting-up my virtual exhibit? Exhibitors will have access to Bravura Customer Support by phone, email and chat.

Will there be customer support during the event? Yes, customer support will be available once the event is live.

Do we receive a pre-show/post-show attendee list? Yes, both basic and enhanced level exhibitors receive the post-show attendee list (list includes attendees that opted-in to receiving exhibitor information). However, only the enhanced level exhibitors receive the pre-show listing.

How do I interact with attendees? During the event, all exhibitor booth staff will login using the CONNECT Online platform to take appointments and respond to messages (and attend sessions if they have access).

What is the difference between CONNECT Online and the Exhibitor Portal? CONNECT Online is the virtual meeting platform and is the “front door” interface with attendees. The Exhibitor Portal is the exhibitor-only administrative console to help you to set up your booth, add documents and videos, view reports, and to manage the Meet Now video conference feature. The attendees never see the Exhibitor Portal – that’s just for you.