



## **Training Videos**

- [Click here to review the company walkthrough.](#)
- [Click here to see how to set up your profile.](#)
- [Click here to see how to register your company.](#)
- [Click here for event day and candidate reports and resumes.](#)
- [Click here for internal chat training.](#)

## **FAQ's and Best Practices**

### **Profile Setup**

1. How do I set up my profile?
  - a. Click on the profile tab and select [EDIT] then fill out the required information. When finished, click save.
2. Your video chat link is embedded in the profile for each recruiter. When you hit the blue video icon, it will send a video to candidate.
3. What if I am not going to use video?
  - a. You do not have to video chat during events.
4. We had to change recruiters at the last min, what do I do?
  - a. Stay calm and watch the training videos and read the FAQ's, this will walk you through everything.
5. What if I forget my password?
  - a. On the login screen, you can click on the forgot password and it will send you a code to log in.
6. I'm logged into my dashboard and I can't click anything.
  - a. Make sure you are using Chrome or Edge updated versions.
7. The video didn't help, can you walk me through what to do on the day of the event.
  - a. Click on my event and enter your hiring room. As candidates come in the room, start a chat with them.
8. Good uses for 3 custom links?
  - a. Website, Mission Statements, Founding Values, Recruiter Information/introductions, Prerecorded video specific to the event or any other company media. Use this area to showcase any information that you would want a candidate to know about your company!
9. Should I do video?
  - a. Completely up to each employer. Depending on the length of the event your time may be better spent chatting and connecting with as many candidates as possible and setting up interviews following the event.
10. How do I get into the actual event?
  - a. Click on the My events tab and then click on the name of the event.
11. How long does it take to set up?
  - a. Depending on how many jobs and your technical skills, it should take you about 10-15 min.
12. Do I need to set up booth multiple times?
  - a. No, your profile follows you. You will just have to register for the new event.
13. What if I have an issue during event?
  - a. Email [support@premiervirtual.com](mailto:support@premiervirtual.com) and someone will get right in touch with you.



### Recruiter and Job Setup

1. Do all the recruiters log in using the same username?
  - a. Each recruiter can create their own profile and predefined messages.
  - b. They will log in through the employer login with their information.
2. I can't see my predefined messages.
  - a. Make sure you hit save recruiter after you created the messages.
3. How many recruiters can our company have?
  - a. Typically 1 to 3 but you can have up to 10. This depends on the size of the event as well. Larger events, you may want more. Smaller events, you can get away with 1 or 2. Minimum of 2 if doing video.
4. How many jobs should we list?
  - a. You can have 1 up to 25 different positions listed. Withing those listed positions, you can have an unlimited # of openings. Pick jobs that highlight a good selection of available position or critical jobs.

### Chat Questions

1. How do I chat with the candidates?
  - a. When a candidate enters your hiring room, you can click on their name and start chatting with them.
  - b. This is where you can send a predefined message or type a message.
2. How many different candidates can I chat with at a time?
  - a. These are all 1 on 1 chats, so as many as you can handle.
  - b. The chat follows the candidates so even if they are not in your room but sent you a message, you can chat with them.
3. Will I get to finish my chat with somebody if the event ends while I am chatting?
  - a. Yes, you can finish your chat.

### After the event and reports

1. How to effectively use submitted resume and -visitor reports?
  - a. Send follow-up email to all candidates that visited your booth, thanking them for stopping by and include careers link to website for more open positions. Helps create a larger candidate pool for future hiring needs.
  - b. Any candidate that submitted their resume was interested in your position.
2. What does the export button do?
  - a. You can export the candidates that submitted their resumes and visited your hiring room.
  - b. It downloads a zip file that gives you hard copies of all resumes and a job seeker excel file.
  - c. The excel file gives you the contact info, questions on registration page and links to resume.