

Chat Guide

2024-2025 Virtual Benefits Fair Live Chat Guide

During the fair, take the opportunity to live chat with our benefits partners! They'll be available at their booths in the Exhibit Hall during these days and times:

- **April 9:** 9:00 a.m. – 5:00 p.m. ET
- **April 10:** 12:00 p.m. – 7:00 p.m. ET
- **April 17:** 9:00 a.m. – 5:00 p.m. ET

How to access the chat room

Once you log into the fair (<https://cvshealth.vfairs.com/>) from the Landing page, you will enter the Lobby. Click on the Exhibit Hall to access the vendor booth you want to go to.

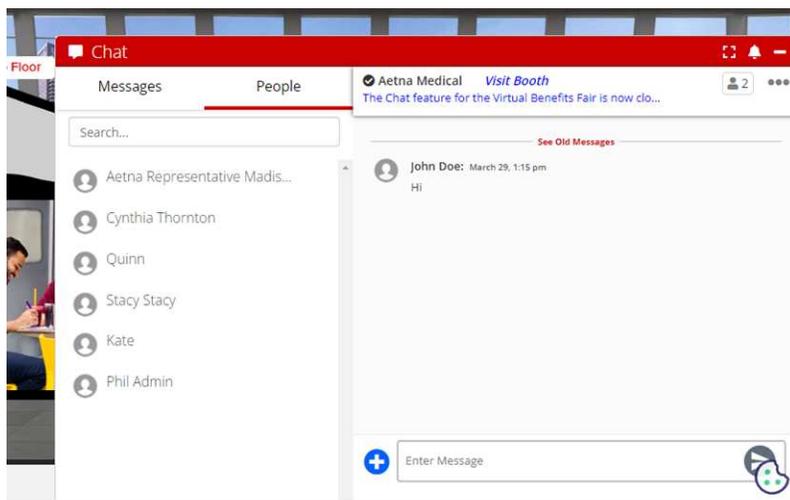


Click on the vendor booth and access the chat feature via:

- The Chat bubble icon at the right side of the screen; or
- The Chat link under the booth

The Chat feature will open a window that hovers to the right of the vendor booth.

The left panel will show the benefits partners who are available, as well as any CVS Health or MinuteClinic colleagues in the chat room.



Enter your message to begin your chat.

If you are in multiple vendor chat rooms, all chats you are in will show on this screen.

Need Help?

 **Questions/trouble with chat or need to update your status?** Click this icon in the upper right of the screen to go to the vFairs chat help guide and/or to update your status.

We recommend opening up the chat window to fill your screen.

 Click this icon to enlarge your chat screen.

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Types of live chat

You can participate in public and/or private chats with our benefits partners.

Chat room (public)

All chats in the chat room are public — that is, everyone in the chat room can see them. Enter your chat question and wait for the benefits partner to respond. You can review questions, discussion topics and updates on the public chat. **Reminder:** No personal information should be shared in a public chatroom (i.e., SSN, date of birth, or anything related to your personal situation).

If a booth has high chat volumes...

You may message the booth vendor indicating that they are busy or not available. So, please check back later.

Private chat

A private chat is between an individual attendee and a benefits partner. All information shared in a private chat is confidential.

You can request a private chat with a benefits partner from an Exhibit Hall booth by clicking “chat now”. The benefits partner will then initiate the private chat with you via direct message. You can then access the direct message from the Direct Messages section in the left panel.



Please note: Private chats are limited to two minutes. You will receive a pop-up notification when your conversation time is almost up. If your conversation needs to be extended, the benefits partner can add another two minutes to your conversation. If you leave a private conversation with a benefits partner and come back to the booth, your conversation history will still appear.