

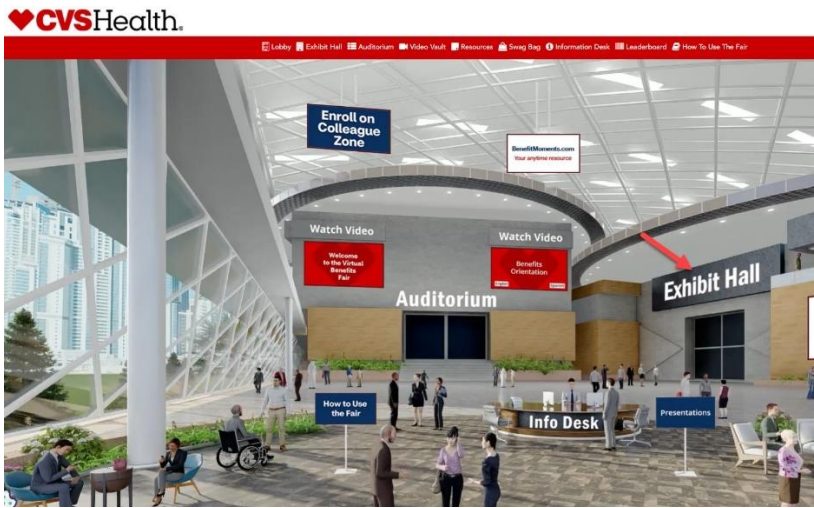
# Live Chat Guide

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, 2025:** 9 a.m. – 5 p.m. ET
- **April 17, 2025:** 12 noon – 7 p.m. ET

## How to access the chat room

Once you log in to the fair and enter the Lobby, click on the **Exhibit Hall** to access a vendor booth.

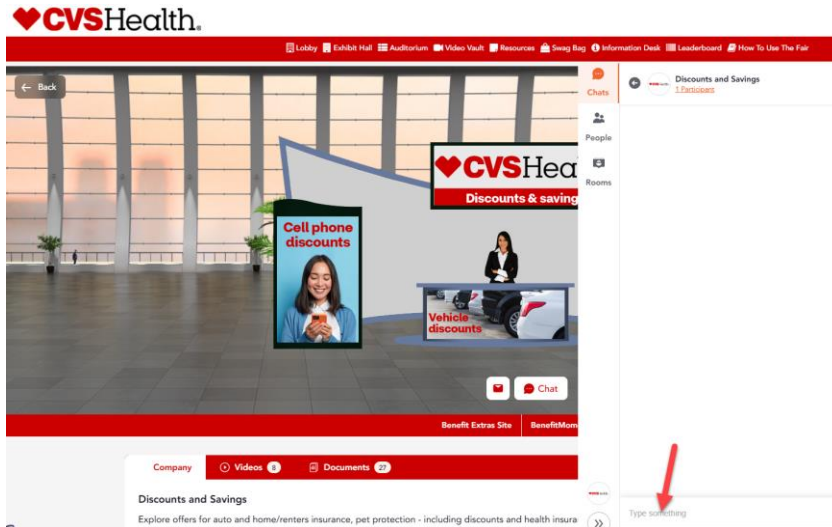


Click on the **Exhibit Hall** banner to open the Hall and choose the booth you want to visit.



The virtual booth will open as shown to the left.

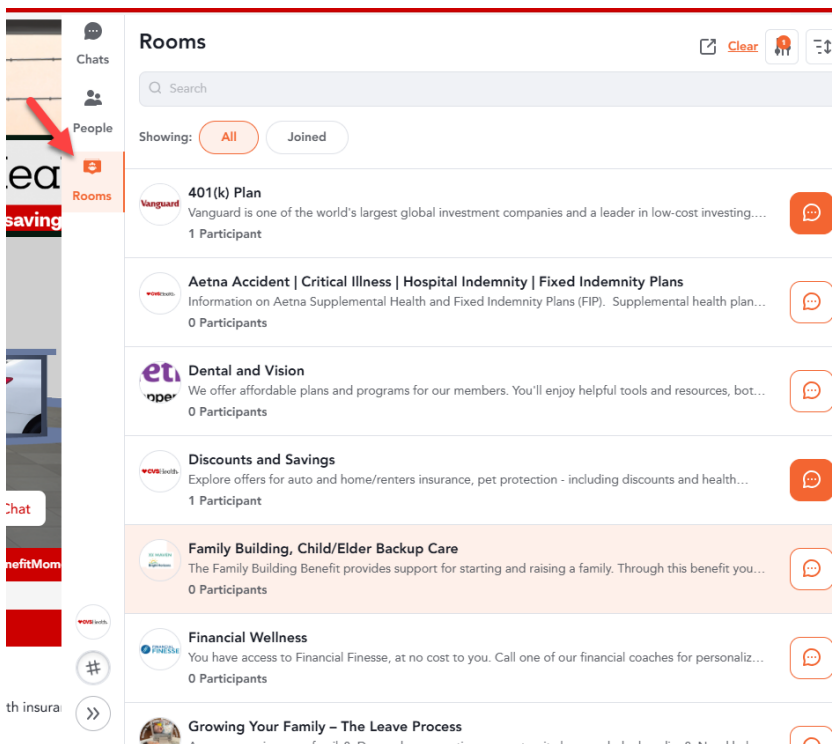
The **Chat** feature will open a window that hovers to the right of the vendor booth.



The panel will show the benefits partners who are available in the booth, as well as colleagues in the chat room.

Enter your message to begin your chat. Hover over the response and then respond to add an additional comment to the chat thread or start a new thread by putting a comment in the bottom entry area.

The **People** icon shows all colleagues in the chat.



If you click on the **Rooms** icon, all of the chat rooms will be shown. You can click on the **chat bubble** on the right side to enter those chat rooms and to temporarily leave your current chat room.

While this is an alternative way of entering a chat, it is recommended to enter the chat room via the Exhibit Hall so that you can see all of the booths available.

## Types of live chat

You can chat in public or you can request a private chat with our benefits partners.

### Public chat

All chats in the chat room are public — that is, everyone in the chat room can see what you type. 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 chat room (i.e., SSN, date of birth, or anything related to your personal situation).

### 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 in the group chat. The benefits partner will then initiate the private chat with you when they are available to chat via direct message.