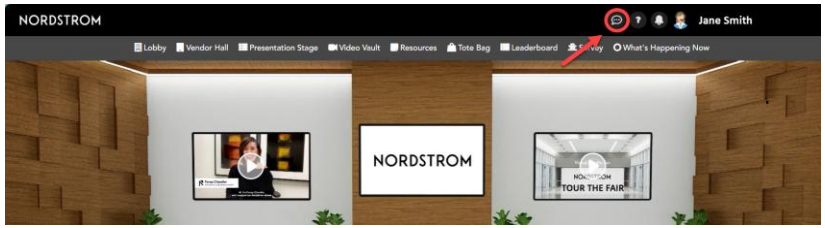
2026 Nordstrom Virtual Benefits Fair

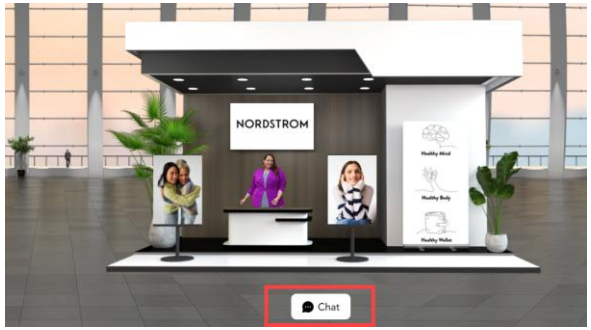
Chatroom Feature/Functionality Guide

During the fair, connect real time, one on one, with benefits experts and ask questions – including questions regarding enrollment, eligibility, and time away. Below is a visual aide on how to maximize your chatroom experience at the virtual fair!

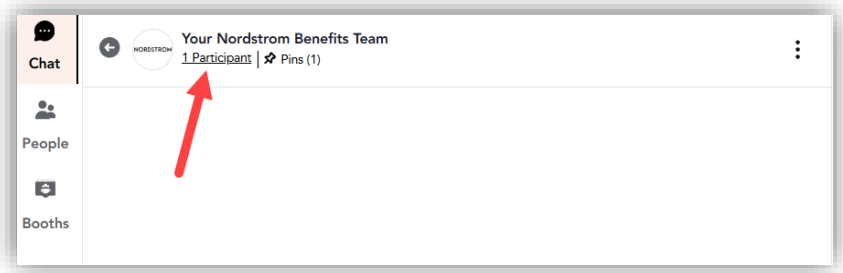
1. Once you log into the fair and enter the lobby, you can access the vendor chat room two ways:
    a. Locate the chat icon in the top right-hand corner of the site

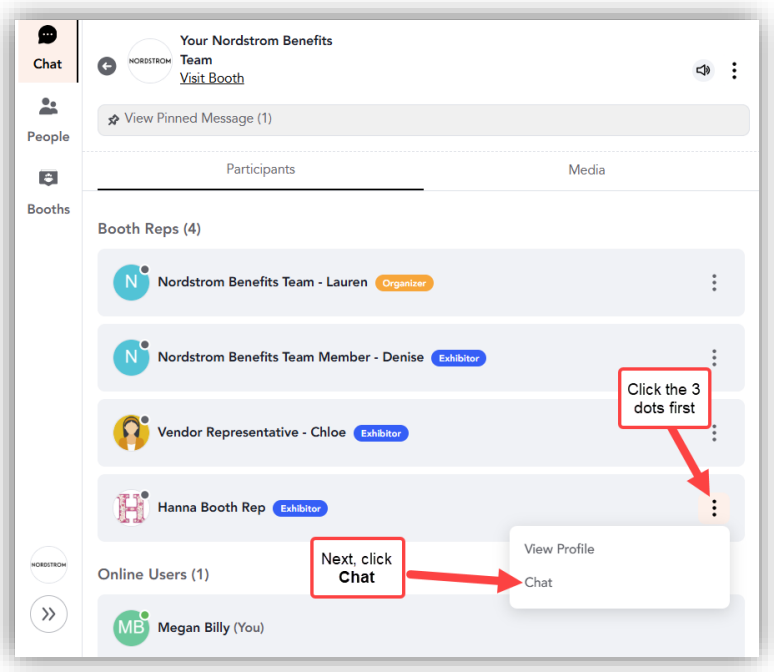


    b. Enter the vendor hall, select your desired vendor booth and click the "Chat" button. From there, you will enter that booth's **public** chat room.



2. Knowing the difference between a private chat versus public chat room
    a. A private chat is comprised of a vendor booth representative and an individual attendee. In this private conversation, attendees can ask representatives about their eligibility, personal benefit plans and more. <u>All information is confidential in a private conversation.</u>
    b. The public chat room is where multiple attendees can ask questions and start discussions with vendor representatives. **No personal information should be shared in a public chat room.**
3. Private one-on-one chat between vendors and attendees
    a. How to initiate a private chat:
        i. An attendee and/or vendor representative will be able start a private chat with one another.





b. Attendees can click on the **View Participants** button underneath the booth chatroom's name and a tab will appear showing attendees who's in the chatroom currently. Attendees should find the booth representative they'd like to speak with and click the vertical 3-dotted menu button to find the **Chat** button. From there, click **Chat** to enter a private one-on-one chatroom.

c. Attendees can also click on the booth representative's icon in the public chatroom to be transported to a private chatroom. **If they have the program/benefit's title in their name, know they are a trusted booth rep**.

d. If an attendee leaves a private conversation with a vendor and comes back to the same vendor, their previous conversation history will still appear.

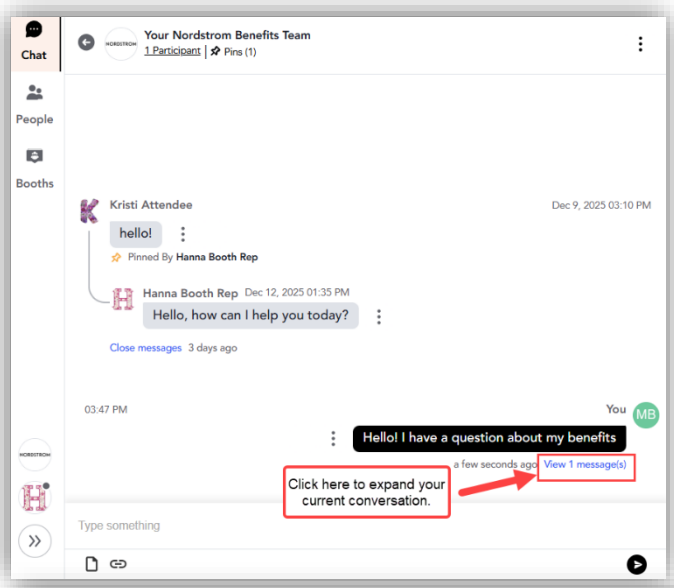
e. If a public booth is experiencing high chat room traffic, we ask our attendees for their patience in starting a private chat with a booth representative.

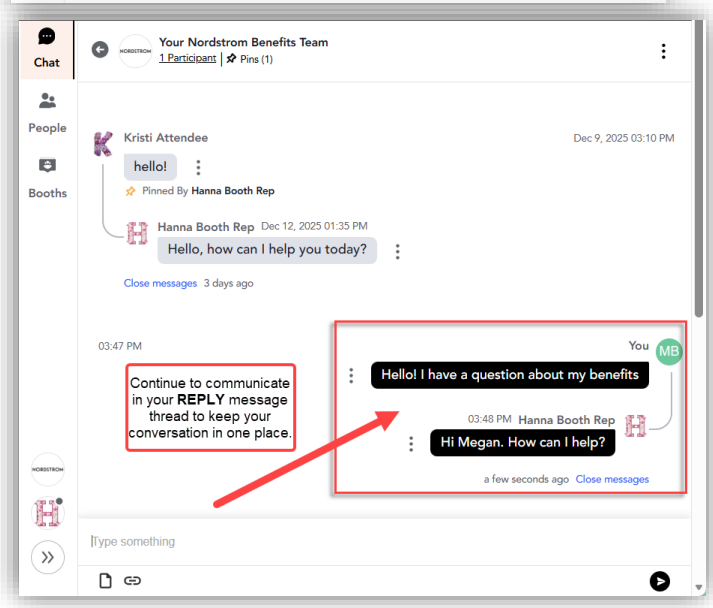
4. Public chat room

a. Attendees can join the public vendor chat room by clicking the **Booths** button on the left-side bar and selecting from the vendor booth chatrooms.

b. Once in the booth's public chat room, attendees can ask questions, participate in discussions and view other attendees' conversations in the public chat rooms.

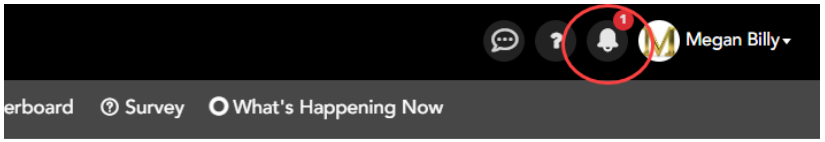
c. If an attendee sends a message in the public chatroom, another attendee, the same attendee or a vendor booth representative can add additional messages to the thread message conversation by clicking '**Reply**' button to the original message posted.

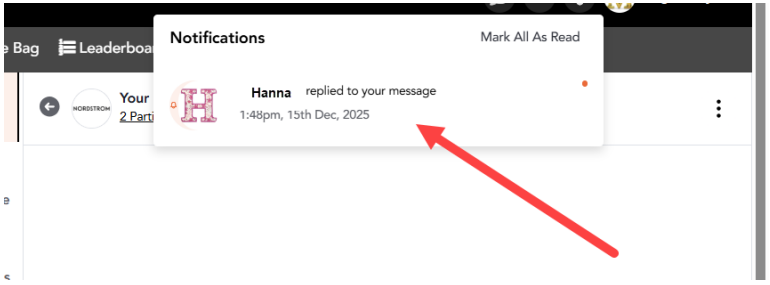




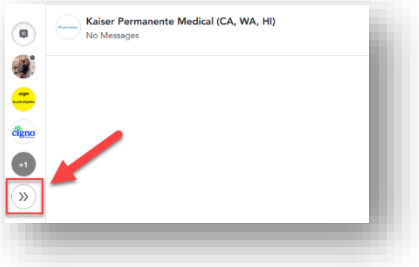
d. **Important note:** please communicate in your existing message REPLY conversation thread to keep the public chat room messages organized and message strings consolidated.

5. Notifications
   a. If an attendee receives a private or public message that they've also conversed in, they will see a red notification appear on their bell icon button in the upper right-hand corner of the page. The attendee will also receive an audible ping. These will notify attendees to view/respond to the latest message received. By clicking on the notification, attendees will go back to the specific conversation.





6. Need technical support?
    a. If attendees are having technical issues or need website assistance, click the question mark icon in the top-right corner of the page to be directed to the fair's Tech Support chat room.

    b. **Attendees** can also locate the fair's Tech Support chat in the chat room list.

7. Browser settings
    a. If you are having trouble locating the arrow to expand and/or collapse the chat box, please adjust/decrease your page viewing settings (100%, 125%, etc.). Once browser page is decreased in size, you will be able to see the arrow button to open/close chat.