University of Maryland Virtual Career Fairs 2020
Frequently Asked Questions

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About the Event
What is the Virtual Career Fair?
Our new Virtual Career Fair, hosted via our Careers4Terps system, is a Symplicity based platform that connects students and employers in an online format which includes virtual booths and virtual lines. The Virtual Career Fair includes universal video compatibility, 1-on-1 and group video chats, multiple sign ups and representatives, integrated student and employer data, and aggregate and detailed reporting. View the Employer Virtual Fair overview video for a quick look into the platform.
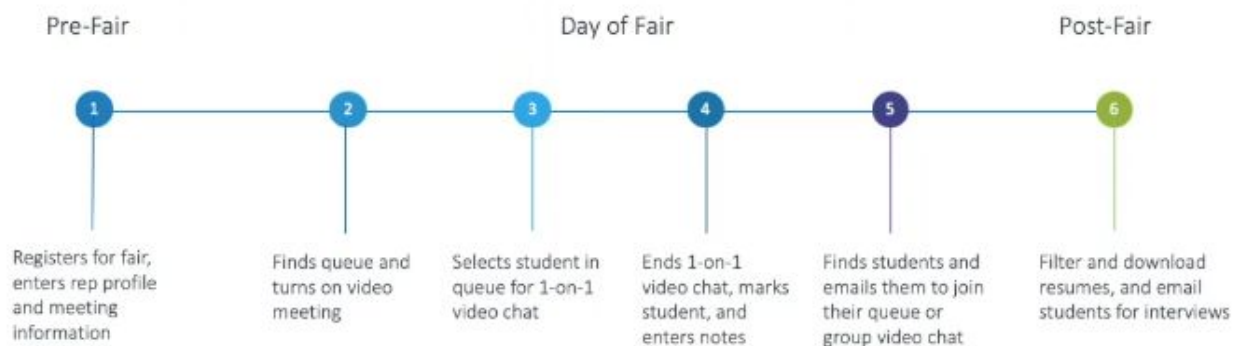
What Training Documents/Resources are available?

- **Virtual Career Fair Platform Training Videos**
  - Virtual Career Fair overview video, 2 minute video overview of fair platform
  - Employer Training Video. 25 minute training video to help understand ****Highly recommend viewing**
  - Employer Registration Training Video. 10 minute video tutorial to prepare for the fair registration process

- **Virtual Career Fair Platform Training Handouts**
  - Day-of Virtual Career Fair Employer Guide, document outlining how to make the most of the virtual career fair

Prior to the Fair

1. Are there browser limitations for this virtual fair platform?
Careers4Terps is managed by Symplicity and does not support Internet Explorer – please use another browser to access the system.

2. Our organization has registered, when is my account created?
Once the Registering Contact (person who submitted the registration on behalf of the organization) submits the registration form and it has been approved, the accounts for attending representatives are created.
Individual representatives can go to the UMD Careers4Terps Employer log in page (https://umd-csm.symplicity.com/employers/) and click "*Generate or Reset Password*" to generate a password and log in any time after that.

3. How do I log in to the Careers4Terps system?
You can log in any time after your organization's registration has been confirmed.
You will also receive the login instructions from event organizers. Access the UMD Careers4Terps Employer log in page (https://umd-csm.symplicity.com/employers/) and click "*Generate or Reset Password*" to generate a password.
Leading up to the event, you can view your profile and make edits, such as uploading a photo. The chat area will become available 1 hour before event start time.

4. How do I enter/edit my 1-on-1 Virtual Video Chat meeting information?
Prior to the fair, only the Registering Contact can update this information.
On the day of the fair, one hour before the event start time, representatives can enter the fair, click "*View chats*" and then you will see the "Video Chat Instructions" button on the right, which will open the boxes for you to enter your instructions and alternate instructions. Be sure to use the hyperlink function.

5. What do I put in the 1-on-1 Virtual Video Chat meeting information box?
How do I get the video conference link?
When completing the registration form, the Registering Contact for the organization can enter Video Chat Instructions and Alternate Chat Instructions for all representatives. Each individual representative will have access to update this information one hour prior to the start of the event.
Within the box, the following information should be included:
- The link to your video conference platform room (Zoom, WebEx, Microsoft Teams, BlueJeans, etc. - based on your preference). This link should be unique to you as a representative. We strongly recommend that you hyperlink the meeting link so that

students can click directly and not have to copy and paste the information into another browser.

6. What should I put in the alternate information box?

Alternate Chat Instructions are not required, but we suggest you include information about how students can get a hold of you if your original link does not work or other technical difficulties are experienced. Consider including your phone number or that of a colleague or your HR representative. Your email might also be appropriate.

7. What is the difference between 1-on-1 Video Chat and Group chat? Am I required to do both?

The **1-on-1 Video Chat** is what you think of when you think of a typical fair. Students get in line in your organization's queue and then individual representatives can invite each student to participate in the video chat.

The **Group Chat** is an optional function. It intended to be more for a HR staff member or a Greeter and provide a space for students to ask general questions about your organization and/or hiring process. You could also play a video or have some slides up for viewing.The person(s) hosting the group chat **should not** be the one hosting the 1-on-1 Video Chats. Students attending the fair (in your line and not yet in your line) can see the Group chat link and enter it at any point.

8. Can I use the same video conference link for both 1:1 chat and group chat?

No, the organization must use separate video conference rooms for each representative and another video conference link for the Group chat if you decide to host a group chat.

9. If we want to have more than one person in the group chat room, do they each need a Careers4Terps, Symplicity account?

No, the person(s) hosting the Group Chat will not need to log into the Careers4Terps system – they just need to start the video conference room and wait for students to join them!

10. Can I edit my name/personal information?

Yes. You can go log into the Careers4Terps system and navigate to *My account > Personal info* to see what is available. Any edits made during the fair will be immediately reflected.

11. Can I add jobs during the fair?

Yes, you can click on "fairs" on your left menu and click on "registered" beside the fair to enter the general tabs, then click on "My Positions" at the top, and "add new". Each host school determines whether there is an approval process, so that will control whether or not the job is immediately visible to students.

12. Can I email students before the fair begins to encourage them to come to the fair?

Yes. Once into the Careers4Terps system, navigate to the *Event Registration* tab > *Fairs* on your left menu. Click on the *Registered* button next to the appropriate fair, then click on *RSVP'd Students* tabat the top. From there you can use the "*Mail to*" button to email attending students.

13. Who can see my 1-on-1 Virtual meeting information and alternate instructions?

Only students you invite to meet with you from the queue can see your instructions. When you click "*Start chat*", the student is sent an invitation to join the queue. Only if they accept that invitation do they see your meeting instructions and alternate instructions

14. Who can see the Group chat information?

All attending students can see your company's profile and view the group chat information. They can then click to join – they do not need an invitation to join group chats.

Day of the Fair

Review the [Day Of Virtual Career Fair Instructions for Employers](#) for a step-by-step guide on how to ensure success on the day of the fair.

1. What is the most important thing I should do once I log into the Virtual Fair?

Three things:

> (1) Click on "*Video Chat Instructions*" to confirm your meeting information is correct.
>
> (2) Log into your video conference platform and start your Video Chat room (this should be link you gave for students to meet with you within the *Video Chat Instructions*), then
>
> (3) Go to the Video Chat Setting and change your status to "*online*". Put those screens (Video Conference Room and the Careers4Terps video chat page) side-by-side so you can view the queue/chats simultaneously with your video conference room.

2. If I move off of the Video Chat queue to look at jobs or other parts of the system, how do I return?

Click on *Event Registration > Career fairs* and you will see the "*View Chats*" button on that list, or if you are in a fair, click on the Overview tab to see the "View Chats" button.

3. What happens when I extend the time of my chat?
When the chat timer in the Careers4Terps system gets to one minute, a pop-up will appear to remind you to end your talk with this student. You can click "extend time" to add two minutes to your timer. The students do not see a time extension – their timer counts down to zero and they know they are on "borrowed time". Otherwise, you can click "*end chat*" on that pop-up to go to the chat summary and add your notes. Be careful to try to stay close to your allotted time per student so your queue does not get too long!

4. What information will the student see about me as a Representative?
Students will see the following fields from your profile and registration form: Company name, Company logo, Name, email address, Division, Title, Video chat instructions, and Alternate instructions

5. What if the student never joins my 1:1 Video Chat?
If your timer starts to count down, you will know that the student has accepted the chat and might just be having technical difficulty. You could reach out to the university to see if they can contact the student to assist. If the student never enters your video conference room, you can click "*end chat*" and make a note in the summary. If the timer never starts to count down, they might have missed your alert on their screen and you should "*end chat*" and move to another student. The student can rejoin your queue.

6. What should I do when I am done speaking with the student?
When you complete your conversation with a student, (1) click "*end chat*" in Careers4Terps and dismiss them from your video conference platform. Then add your notes to Careers4Terps and save that student so you can return to the queue (*Upcoming tab*) to invite another to join you.

7. Can I email students during the fair to encourage them to get in my queue and/or visit our group chat?
Yes, you can do so by going to *Event Registration > Career fairs* on your left menu and click on "*Registered*" beside the fair to enter the general tabs. Then click on *RSVP'd Students* at the top. From there you can select the students of interest and use the "*mail to/invite to chat*" button to email attending students.

8. Can we assign certain students to certain representatives?
No. If you want a specific representative to speak with a specific student, you'd have to coordinate so that representative grabs them when they reach the top of the queue.

9. Can I take students out of order?
No, you must always take the next student at the top of the queue.

10. Will the host school see notes I put in after chatting with students? Will the student see notes I put in? Will colleagues see notes I put in?
Your colleagues and the host school can see the notes. Students cannot see the notes.

11. What do I do if I need a break?
If you need to take a break, you can change your status to "*busy*" in the video chat settings. This will not impact your queue.

12. What if I need to unexpectedly leave the Virtual Career Fair?
If you need to close your queue, change your status to "*offline*" in the video chat settings. If you are the last/only representative for your company, students will be alerted that you are no longer accepting chats and you will be emailed the resumes of students who were in your queue at that moment.

13. What should I do when the fair is over?
At the end of the fair, you can continue to invite students to your 1:1 video conference room. New students will not be able to join your queue, but it will not kick students out of your queue until the last representative from your organization goes offline. When you are ready to leave the fair, set yourself to *offline* before you log out. If you are the last/only representative for your company, students will be alerted that you are no longer accepting chats and you will be emailed the resumes of students who were in your queue at that moment.

14. How do I see resumes?
Students are not required, but do have the option, to submit resumes as they RSVP for the fair. You will be able to view the resume of each student in your queue. You can also view resumes from the *RSVP'd student* tab of the fair.
To find the resumes of RSVP'd students, can find it by going to *Event Registration > Career fairs* on your left menu and click on "*registered*" beside the fair to enter the general tabs, then click on *RSVP'd Students* at the top. From there you can use the "*Generate publication*" button to batch the resumes into one PDF.

15. What should I do if I have technical problems?
Please reach out to your hosting school to report technical problems. There will be information at the top of your Careers4Terps fair page with information about how to contact the event host for assistance.

After the Fair

1. Can I export my notes?
There is currently not a way to export your notes. The Career Center can download a report and can it available to your team upon request after the fair.

2. How long will I have access to my notes?
We will ensure you have access to your notes for at least a few weeks after the event. If you need assistance, please contact the event organizer.

3. Is a resume packet or automated list sent to me after the fair?
The system will not send resumes or notes after the fair. You will have access to go into the system and pull the list of resumes of those who made it available during the fair. From the homepages, click on "Event Registration" on the left navigation bar. Then click"*Career Fairs*" and select the event. Once the event page is viewable, click on the "*All RSVP'd Students*" tab. A full list of students will appear. If you wish to filter your search, use "*Save to Excel"* or "*Generate Publication*" buttons.