



Exhibitor & Sponsor FAQs

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What is my job as an Exhibitor/Sponsor Representative?

As an Exhibitor/Sponsor representative, you should be available to answer questions about your company's products or services. Attendees can schedule time to speak with you, and you can set your own availabilities attendees can see in your exhibit/sponsor page. You will receive an email and a notification on the platform when someone requests to speak with you, and the meeting will be added to your schedule. When the scheduled meeting time arrives, just click into the appointment.

You will also need to monitor the public chat feature if it is enabled. Attendees can post comments directly on your page, and you can respond to them in real time. Although it is up to the company to determine when representatives will monitor their virtual exhibits, we recommend having staff present at least four hours each day during conference hours.

How do I get to my Exhibitor/Sponsor page?

To view your page, click on "Sponsors/Exhibitors" in the top navigation, then on "Exhibitors" or "Sponsors" in the sub-navigation depending on your level of participation. Click on your logo under the appropriate section and it will direct you to your page.

How will attendees find our Sponsor/Exhibitor pages?

Depending on your sponsorship level, attendees can find your page by clicking your logo under Sponsors as well as on your sponsored session, which will direct them to your respective page.

Attendees can also navigate to your page by clicking on

"Sponsors/Exhibitors" in the top navigation, then on "Sponsors" or "Exhibitors" in the sub-navigation.



If you are a Sponsor and Exhibitor, you will be listed in both areas on the platform.

Exhibitors Only Section

How does an attendee schedule time with me?

Attendees can click SCHEDULE on your exhibitor page, which will bring up your available time slots for them to choose from. If the current time slot is open, it will be green, and the attendee will be able to connect with you immediately or choose another time to book an appointment. An attendee can also click TALK NOW if available immediately. This will ring you through the platform to alert you that someone wants to talk. Click on the phone icon to answer the call and you both will be taken into a private video chat.

You will receive an email and a notification in Juno when someone requests to speak with you, and the meeting will be added to your schedule.

If the meeting is scheduled for a future time, you will both be sent a calendar appointment with a meeting link.

All appointments are video chats, so make sure you and your background are camera-ready. You will not be able to customize your background like you can with Zoom. You are not required to have your camera on, but it will enhance the experience to have a face-to-face interaction.

Sponsors do not have this option unless they purchased an exhibit booth page.

Can attendees talk to us without making an appointment?

Yes! If you are available and an attendee wants to connect, they can call you through the platform by clicking on the TALK NOW button beneath your photo or by clicking the BOOK button and then clicking NOW for an immediate private video chat.

Sponsors do not have this option unless they purchased an exhibit booth page.

Where are our analytics and how do we access them?

All exhibitor reps have admin rights and can access data analytics in real time by scrolling to the bottom of the page. Exhibitor reps will be able to see total views, unique clicks, total downloads, and total views.

Attendees will have the option to share their information by answering this question on their profile page - "Allow sponsors/exhibitors I visit to connect with me through the contact information visible in my profile."

Attendees that opt-in will show First, Last, Company, Tags (user-selected interests), Email, Instagram, Facebook, Twitter, Website, Phone, and LinkedIn information, when



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you download the Unique Users report. Attendees that opt-out will show up as "Anonymous Attendee" on Exhibitor reports with no other profile information.

You will also be able to download reports about unique users, attendee activities on your page, polls and questions and their responses, which collateral pieces users download, what attendees click on your page, and any comments that users make on your page.

Please respect the privacy of the ISSCR Members and the ISSCR Meeting attendees by only reaching out and sharing information if they have agreed to share their contact details. This information can be found on their Profile in the Attendee Directory.