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# User Manual

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# GradLeaders Connect

## Overview

GradLeaders Connect is a comprehensive set of tools that enables candidates, recruiters, and career service administrators to communicate virtually using SMS, MMS, Text Chat, Audio and Video communications. GradLeaders Connect makes use of the Web Real Time Communications standards to integrate these virtual communication channels directly into the GradLeaders Career Center platform.

### **What is Web Real Time Communications (WebRTC)?**

WebRTC is a technology standard for enabling communication through text, audio, and video right from your web browser.

### **How did we build GradLeaders Connect?**

GradLeaders partnered with Twilio, one of the world's leading third-party providers of backend architecture and API for communications over the web. [Learn more about Twilio](#)

## Benefits

### **Integration**

We built GradLeaders Connect into our GradLeaders Career Center application. There is no need to create meetings outside of the application, or to cut & paste links into emails or messages to your recruiters and candidates. Simply log in to the application and click on the button to start a video meeting.

### **Calendar Sync**

With GradLeaders Connect, all emails, calendar items and iCals include a "deep" link into the application to take you directly to a page where you can join a meeting. Simply click on the link and log in to the GradLeaders Career Center application

### **Built in Web Browser Support**

Using the principals of WebRTC, GradLeaders Connect enables virtual communications between participants right from the web browser. There is no need to download a third-party application to use GradLeaders Connect.

### **Mobile Access built-in**

We developed GradLeaders on our mobile-ready web application, enabling video and audio calls right from your phone or tablet. If your phone or tablet has a compatible browser and can access our GradLeaders Career Center application, you can join video calls from anywhere.

### **Test Page Available**

GradLeaders Connect provides a video and audio test page for all users prior to scheduled meetings. You can click on the test page to:

- Configure and test your microphone and camera
- Verify that your organization permits traffic to the Twilio servers.
- Find help for common connection problems

### **User Walkthroughs**

GradLeaders Connect has built-in walkthroughs to lead you through microphone and camera connection, as well as all the functionality provided on the video screen.

### **Security**

GradLeaders Connect has multiple built-in security features. First, it is built on the FERPA and HIPAA compliant Twilio architecture. All communication is fully encrypted.

Next, to access any meeting in GradLeaders Connect you must authenticate into the GradLeaders Career Center, taking advantage of all the built-in security measures provided either by our application login screen or either by your single-sign-on solution.

Finally, every video or audio meeting in GradLeaders Connect takes place in its own private room. Rooms are never shared and the concept of a “personal meeting room” does not exist in GradLeaders Connect. This prevents the potentially embarrassing situation of participants for the next meeting trying to join an existing meeting in progress. It also prevents unauthorized users from “bombing” a meeting in progress.

## Requirements

### Network Connection

You must have a stable broadband or wireless internet connection to access video and audio meetings. Minimum bandwidth requirements are 4 MB per second. If you are using a mobile device and only have a 4G connection, you may find video and audio connections unstable and choppy. In this event, we strongly recommended that you disable the video portion of the meeting.

### Audio and Video Access

You must have a microphone and camera attached to your device and enabled in the operating system settings. For specific instructions on how to enable your microphone and camera in your operating system, please see the troubleshooting section in this document.

### WebRTC Compatible Browser

You must have a web browser installed that conforms to the WebRTC standards. The latest version of most web browsers conforms to this standard, including:

- Google Chrome (recommended)
- Mozilla Firefox
- Safari
- Microsoft Edge (latest version based on Chromium)

### GradLeaders Career Center Login Credentials

You must have a valid login to the GradLeaders Career Center platform to access the GradLeaders Connect Solution. For students, the school commonly provides this information. Recruiters can typically create their own account by visiting the login page for the GradLeaders partner they wish to access.

# Audio & Video Meetings

## Introduction

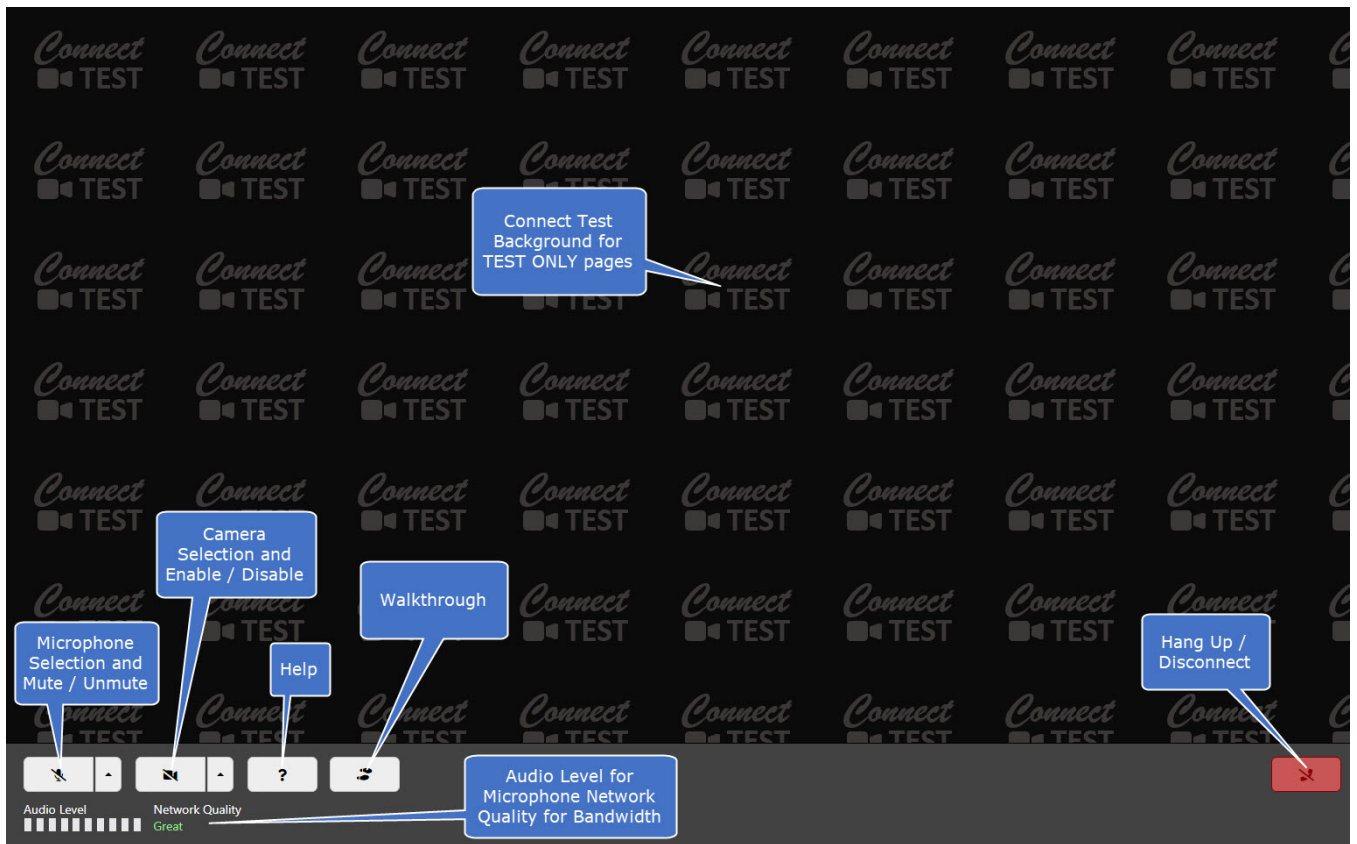
Audio Video Meetings enable you to interact with other GLCC users using both voice and video throughout the application. These meetings also enable participants to share their screen and communicate through a text chat while in the meeting.

## Testing

It is important to test your audio and video connection through a web browser to make sure that:

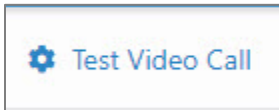
- Your current network connection permits audio and video through the Twilio network servers
- Your current web browser has access to your audio input source and your video input source and supports basic WebRTC functionality.

This section will walk you through the audio / video test page (shown below) and the steps to ensure a successful meeting.



**STEP 1 - Open the Audio / Video Test Page.** You can find the audio / video Test button in various places throughout the application. The easiest way to find the link is to navigate to the meeting page, whether that be an advising appointment, workshop, company event, or interview. You can also find the Test Video Call from the main menu. If you don't have the test link on your menu, contact support to have it added. See below for examples:

*Candidate Test Button*



*Candidate Test from Menu*

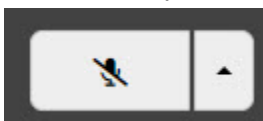


**STEP 2 – Ensure you are in the TEST PAGE.** Look for the Connect Test Watermark on the background of the audio / video page to verify that you are in the test page, and not a live video meeting.

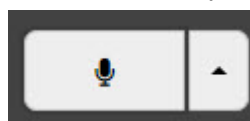


**STEP 3 – Unmute your microphone or select your audio input source.** If you only have one audio input source / microphone on your device, simply click the Microphone mute / unmute button to test your audio levels.

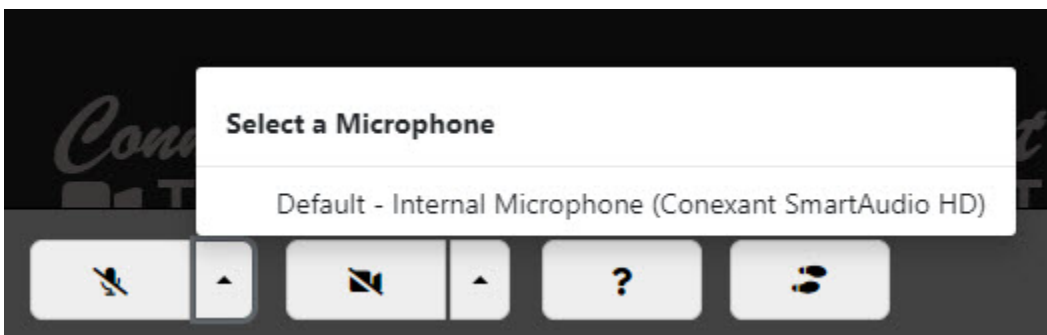
*Muted Microphone*



*Unmuted Microphone*



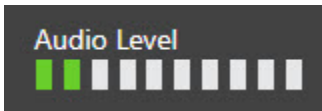
You can also select your audio input device from the arrow on the Microphone button. This step will automatically unmute your microphone.





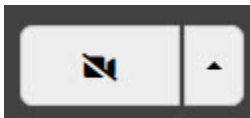
Once you have unmuted your microphone or selected your audio input source, your browser may prompt you to grant access to the audio source. This prompt displays differently depending on the web browser you are using. This prompt should only display once when testing each audio input source. Please refer to the resources section for videos that can help you check your web browser access to your audio and video input source.

**STEP 4 – Test your microphone.** Once you have unmuted your microphone, test to ensure that it is working. Use the Audio Level strength meter for this test. Simply speak clearly in a normal voice into your microphone and watch the audio level meter. If green bars appear on this meter, your microphone is working correctly, and you will be able to speak during live audio / video meetings.



**STEP 5 – Enable your camera or select your video input source.** If you only have one video input source / camera on your device, simply click the Video enable / disable button to test your camera.

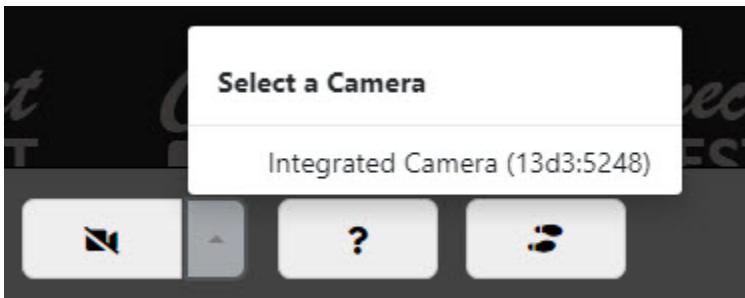
*Video Disabled*



*Video Enabled*

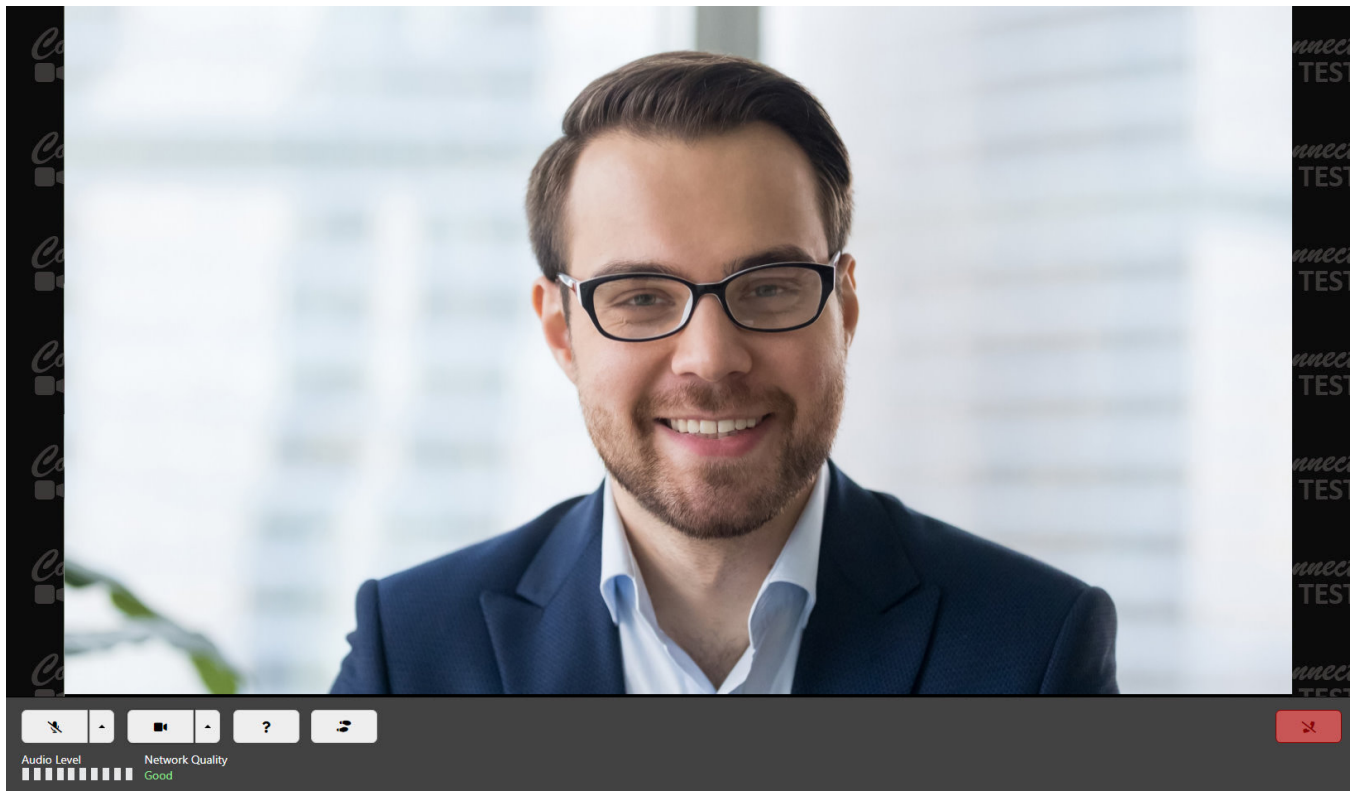


You can also select your video input device from the arrow on the Video button. This step will automatically enable your video.

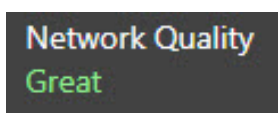


Once you have enabled your camera or selected your video input source, your browser may prompt you to grant access to the video source. This prompt displays differently depending on the web browser you are using. This prompt should only display once when testing each video input source. Please refer to the resources section for videos that can help you check your web browser access to your audio and video input source.

**STEP 6 – Check your video and camera placement.** Once you have enabled your camera you should see your image in the middle of the test page. At this point you can adjust your camera angle and position for best placement. Please see the resource section in this document for details on best camera placement in video meetings.



**STEP 7 – Check your network bandwidth.** With your microphone and camera enabled, review the Network Quality meter to ensure you have enough network bandwidth to continue with the video meeting.



Network Quality is indicated by the following levels:

- Great
- Good
- Average
- Poor
- Very Poor
- No Connection

If your network quality is showing Average or below, you might try turning off your camera to see if that improves the level. For larger meetings or if you are in a place where you don't have good network bandwidth, you might need to leave the camera disabled in order to clearly hear what is being said in the meeting and to provide clear and crisp speaking audio.

**STEP 8 – Disconnect / Hang Up.** To disconnect from the audio / video meeting, click on the Disconnect button. The page will not close automatically, so you must close the page after disconnecting from the meeting.



### Other Functions



**Walkthrough.** If you need more help understanding any of the button functionality on the screen, there is a built-in walkthrough and explanation for all functionality in the window. This walkthrough should display the first time you open the test video window. You can view it any time by clicking the Walkthrough button.

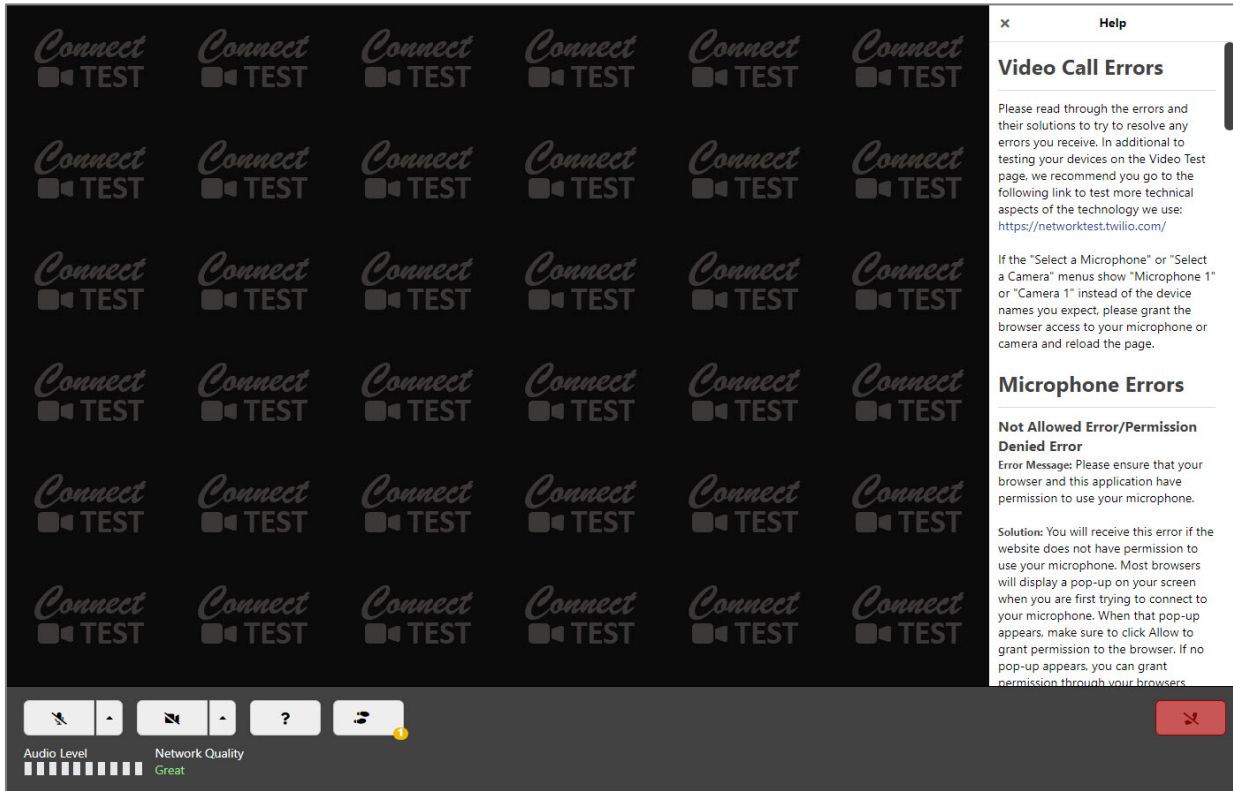


When the Walkthrough button has a yellow circle with a number in it, you have new walkthroughs available that you have not previously viewed.



**Help.** If you receive any error messages or have problems connecting during the test steps, you can click on the Help button to view common error messages and resolutions.

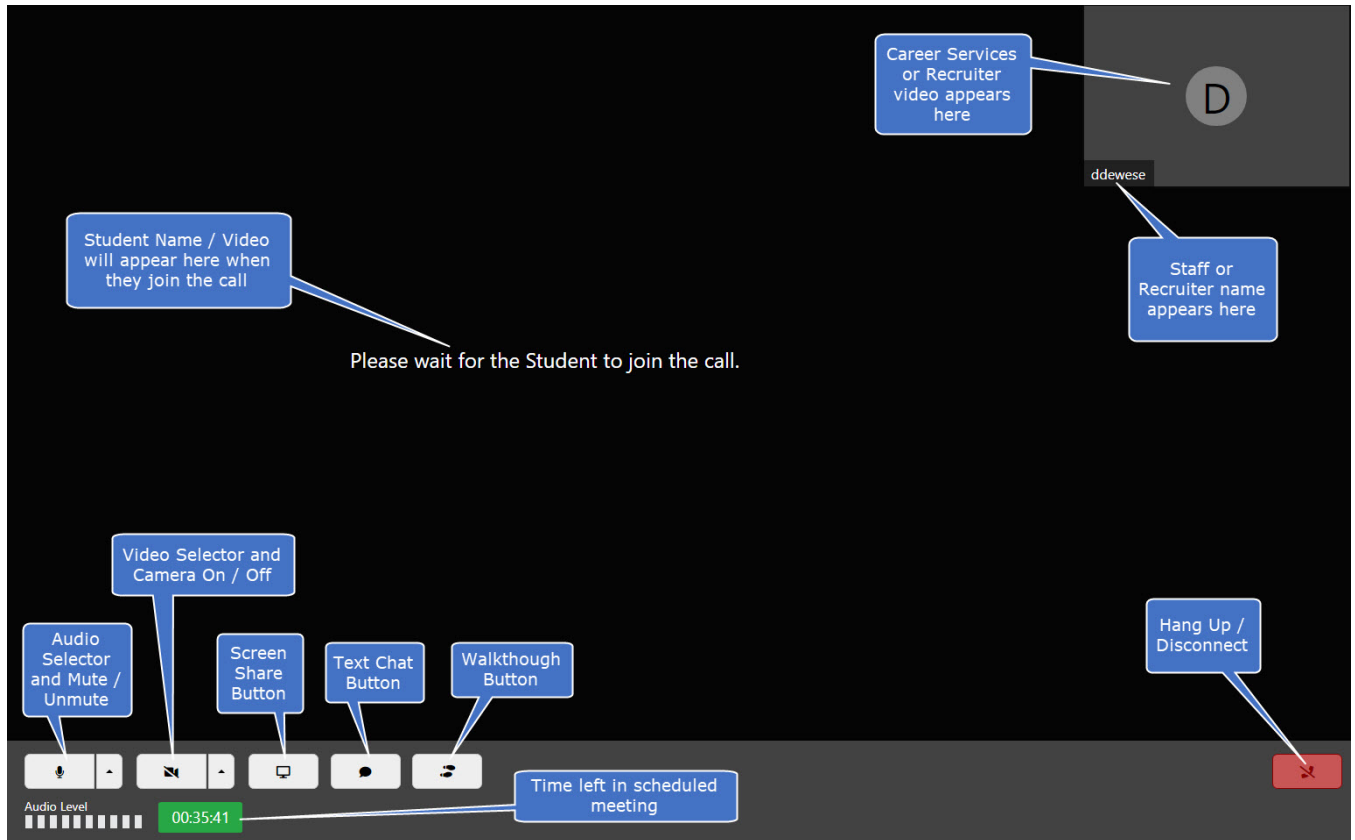
The Help button will display a panel with help content on the right side of the screen.



**Test Page time limit.** The test page has a time limit of 5 minutes before you are automatically disconnected. This time limit exists to avoid incurring additional charges should you leave the test window open. Users can launch multiple test calls if they are disconnected by this limit.

## Live Video Meetings

The audio / video meeting page for live video meetings functions much the same as the test video screen, with the addition of a couple buttons. If you have completed testing the video window, you should be ready to participate in a live video meeting. Please see the screen shots below for the other functionality in the live video window.

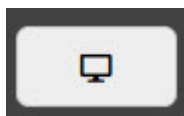


### Live Video Section

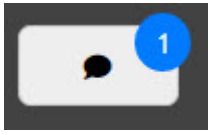
In a peer-to-peer meeting with only two participants, your video will display in the upper right-hand corner of the screen and the other participant will display in the larger left portion of the screen. For meetings with multiple participants each participant’s video will be equally distributed across the screen.

### Live Video – Camera Off

If any participant turns their camera off, their name and stored image will display in the section where the live video would normally display. If they do not have a stored image, their initials will display. If there is no name on file for the participant, their username will display. For recruiters, the company logo will be shown if one exists.



**Screen Share button.** The Screen Share button enables you to share any of your screens or windows with the other participants in the meeting. Screen sharing functionality is dependent on the web browser used and may vary between different types of web browsers. To start or stop screen sharing, click the Screen Share button.

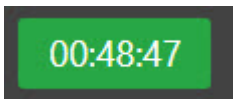


**Text Chat button.** The Text Chat button enables the participants in the meeting to communicate through text messages that will display on the right-hand side of the screen. If you have not enabled the text chat and have unread messages, the button will display a blue circle with the number of unread chat messages.

### Video Screen with Chat and Screen Share

The example below shows a student view of a peer-to-peer meeting with the career service staff sharing their screen and a text chat going on at the same time.

The screenshot displays a Zoom meeting interface. On the left, a 'Recruiter Screen Share' callout points to a browser window showing a 'Virtual: 30-minute' appointment page for Sam Ryan. The page includes 'Appointment Information' with details like Date (11/05/2020), Advising Appointment Type (Virtual Double-line), and Room (Virtual\_Zoom/Type). A 'Recruiter Video' callout points to a video feed of Sam Ryan. On the right, a 'Student Video' callout points to a video feed of Alkiewicz, John. Below the video feeds, a 'Text Chat Messages' callout points to a chat window showing messages from ddewese and Alkiewicz, John. A 'Text Chat Entry Box' callout points to the input area, and a 'Send Chat Message to all Participants' callout points to the 'Send' button. At the bottom, a meeting timer shows '00:20:07' in green.



**Meeting Timer.** In the lower portion of the screen, a meeting timer counts down the time remaining in a scheduled meeting.

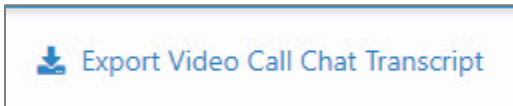
- The meeting timer will display in **green** until there are 5 minutes remaining in the meeting.
- When there are fewer than 5 minutes remaining, the meeting timer will appear **yellow**.
- If you have exceeded the end time for the scheduled meeting, the meeting time will display in **red** and will start to count up, indicating how long you have exceeded the scheduled meeting.

Meetings do not end automatically, and you may continue meeting past the scheduled end time. The meeting timer is only a reference to help remind you that you have exceeded the meeting time, should you have other meetings scheduled.

### Text Chat Transcript

If the text chat feature was used during the meeting, you can download the transcript of the text chat from any meeting after the meeting has completed.

*Student*



Once you have exported the transcript you will receive a CSV file with the information from the chat:

	A	B	C	D
1	Message Date / Time (EST)	Name	Message	
2	11/5/2020 5:37	ddewese	Hi John	
3	11/5/2020 5:39	Alkiewicz, John	Hello sir. Thank you for meeting with me	
4	11/5/2020 5:39	ddewese	Can you see my screen?	
5	11/5/2020 5:39	Alkiewicz, John	Yes - It looks good	
6				
7				
8				
9				
10				
11				
12				

## SMS / MMS Messaging

### Overview

#### Functionality

SMS / MMS Messaging gives career services / recruiters the ability to send text messages to the cell phone of another user in the system. SMS permits text messages only, while MMS enables you to include media and photos in the message.

By default, career services staff can send SMS messages throughout the system. Recruiters can have this service turned on during events or interviews at the discretion of the career service office.

*MMS capability will be available in the coming months.*



# Career Fair 1.0

## Overview

Career Fair 1.0 was developed in the fall of 2020 as a quick solution to fill the need of customers looking for a career fair solution that was more integrated and less expensive than the stand-alone applications in the marketplace. Existing functionality taking advantage of our WebRTC integration into an event type called Office Hours and known by other names allowed us to present an option for our partners that simulated a full-blown career fair solution with little additional development.

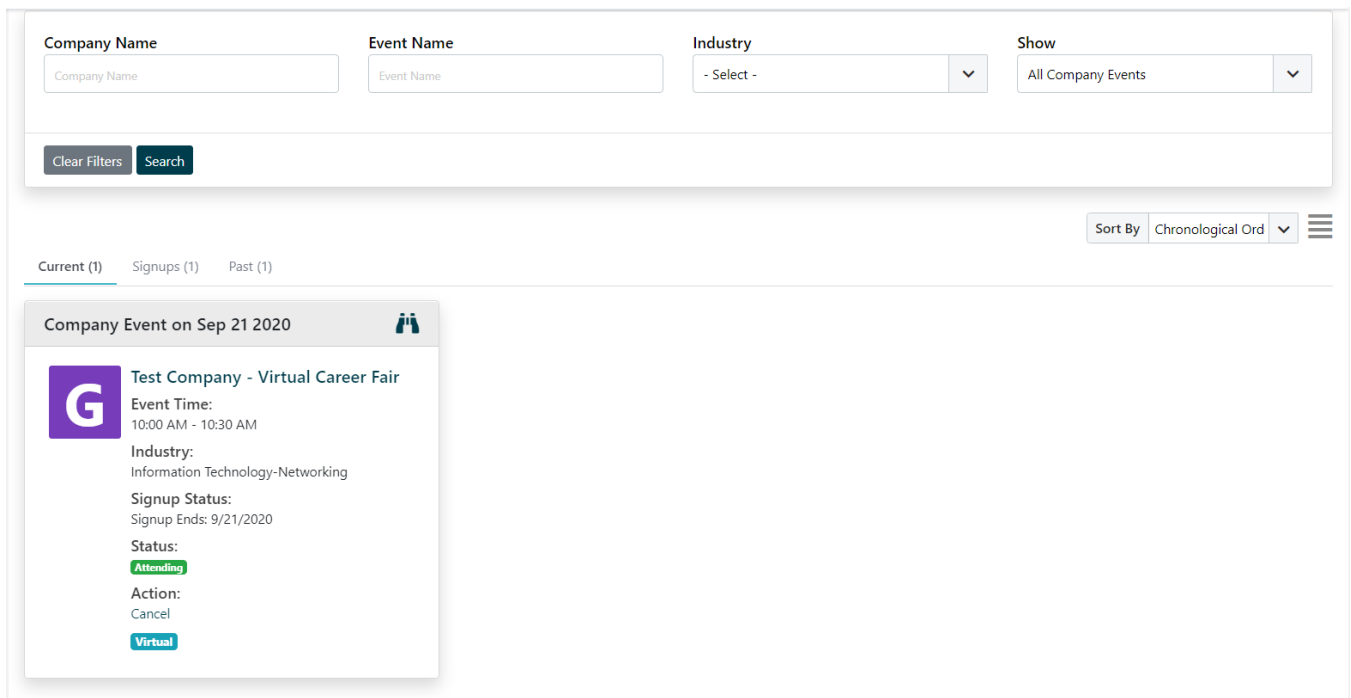
## Limitations

Career Fair 1.0 takes advantage of existing functionality in the GradLeaders Career Center application and as such has certain limitation. Recruiters must use fixed schedules for their timeslots and each company’s “booth” is presented as a separate event in the list of events shown to candidates. There is no concept of a virtual lobby and Career Services must present themselves as a separate company if they want to maintain a booth at the fair.

## Student View

Below are screenshots and instructions for students attending the virtual career fair.

- Each Company attending the virtual event will have their own individual events/booths with timeslots set to meet with students
- Students can view all individual Company events/booths, and decide which one(s) to sign up to meet with (*Note: The events/booths will be marked as "Virtual"*)



The screenshot displays a search interface for virtual career fair events. At the top, there are four filter fields: 'Company Name' (text input), 'Event Name' (text input), 'Industry' (dropdown menu with '- Select -'), and 'Show' (dropdown menu with 'All Company Events'). Below these are 'Clear Filters' and 'Search' buttons. A 'Sort By' dropdown is set to 'Chronological Ord'. The main content area shows a list of events under the heading 'Company Event on Sep 21 2020'. The first event is 'Test Company - Virtual Career Fair', which includes details such as 'Event Time: 10:00 AM - 10:30 AM', 'Industry: Information Technology-Networking', and 'Signup Status: Signup Ends: 9/21/2020'. The event's status is 'Attending' (indicated by a green pill) and it has an 'Action: Cancel' link. A 'Virtual' badge is also present at the bottom of the event card.

- When viewing an individual Company’s event/booth, students can choose a timeslot to meet with the recruiter by clicking “Signup” next to the slot:

Pick Time				
Schedule Schedule #1	Room Virtual	Time 10:00 AM - 10:30 AM EST	Organization GradLeaders Test	<a href="#">Drop</a>
Signup Status <b>Signed Up</b>	Event Status Attending			
Schedule Schedule #1	Room Virtual	Time 10:30 AM - 11:00 AM EST	Organization GradLeaders Test	<a href="#">Signup</a>
Signup Status	Event Status Available			
Schedule Schedule #1	Room Virtual	Time 11:00 AM - 11:30 AM EST	Organization GradLeaders Test	<a href="#">Signup</a>
Signup Status	Event Status			

- When the student’s timeslot draws near, they’re able to click “Start Video Call” to join the room. A new tab will open housing the meeting room: *(Note: JCCC can determine how many minutes before a timeslot starts, that a student/recruiter can join – default is 15 minutes) (Note: Per Employer step #5 below, if the event/booth is using an external URL for the meeting room, students will still click the “Start Video Call” button, but the new tab will direct them to the external URL instead of the embedded video room)*

[← Back](#)

 Start Video Call
 
 Print
 

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## Test Company - Virtual Career Fair

Sep 21 2020 [Start Video Call](#)

**GradLeaders Test**

Please see below for Event details and available timeslots

Show Unavailable  No

Pick Time				
Schedule Schedule #1	Room Virtual	Time 10:00 AM - 10:30 AM EST	Organization GradLeaders Test	<a href="#">Drop</a>
Signup Status <b>Signed Up</b>	Event Status Attending			
Schedule Schedule #1	Room Virtual	Time 10:30 AM - 11:00 AM EST	Organization GradLeaders Test	<a href="#">Signup</a>
Signup Status	Event Status Available			
Schedule Schedule #1	Room Virtual	Time 11:00 AM - 11:30 AM EST	Organization GradLeaders Test	<a href="#">Signup</a>
Signup Status	Event Status			

- Students will bounce between the different Company events/booths and repeat step #4 to join each room according to the timeslots that they've signed up for.

## Career Fair 2.0

### Overview

Career Fair 2.0 is the latest solution from GradLeaders for partners that want a comprehensive and integrated Virtual Career Fair solution. CF 2.0 offers all the advantages of GradLeaders Connect, including full integration into the GradLeaders Career Center application, audio / video, screen share, chat, and SMS/MMS messaging.

CF 2.0 takes all these advantages to the next level, giving career center administration, recruiters, and candidates the ultimate flexibility in delivering a fully virtual Career Fair solution. It includes such features as

#### **For the Career Center:**

- Customized lobby area with branding for the event
- Ability to specify approved queue and schedule templates for the event
- Chat to interact with and support participants
- A Career Center booth with event information and a queue for student help / support
- Real time views of student and company engagement during the event
- Ability to broadcast announcements to all participants

#### **For Companies and Recruiters:**

- Customized company-branded booth with logo, company information and documentation
- Ability to post open opportunities for the Career Fair
- Selection from fixed timeslots or open queuing for visitors to their booth
- Monitoring their open queue
- Reviewing a candidate resume and documents before admitting the candidate to the booth, and capturing notes or hot listing a candidate at any time during the Career Fair
- Resume Book generation following the event that includes dropped resumes, scheduled timeslots, and / or queued booth visitors

**Student capabilities:**

- Reviewing company information and open opportunities prior to the event, hot listing company booths that they wish to visit during the event, and resume drops
- Ability to queue for multiple booths at once to maximize efficiency during the event, with dynamic updates to queue position and notifications when they reach the top of a queue
- Signups for fixed timeslots with multiple companies in advance of the Career Fair, or grabbing available timeslots during the event
- Ability to email with recruiters without queuing for the booth

## Preparing for an Event

In this section you will find information on navigating to an event and all the steps you can take to prepare for that event in advance.

**Navigate to the event**

- There are several ways to access an event. Many of our partner schools have widgets on the dashboard that show upcoming events and you can click on the event name to access a specific event. You can also access a list of all current and past events from the main menu. Once you have accessed the list of upcoming events you can click on the event to see the details of the event.



- You can also access all the upcoming events from the Activity Calendar.

**Activity Calendar**  
View upcoming events and appointments on your calendar.

Company Events

Today ← JANUARY 2021 →

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21 8:00 AM Virtual Job Fa	22 8:00 AM Career Fair -	23
24	25 8:00 AM Career Fair (E)	26	27	28	29 8:00 AM Virtual Caree	30

- Below is an example of a company event detail page. Each partner school can customize the information displayed on this page. Your event detail page may look slightly different.

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[Go To Lobby](#)
[Export](#)
[Print](#)


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## Virtual Job Fair

Jan 21 2021

Use the "Go To Lobby" button below to see all of the details for this event, as well as the Organization list attending.

[Go To Lobby](#)

**Company Event Information** ▼

<b>Event Name</b> Virtual Job Fair	<b>Event Date</b> 1/21/2021	<b>Start Time</b> 8:00 AM
<b>End Time</b> 6:00 PM	<b>Room</b> Virtual: Embedded	<b>Zoom/Skype URL</b>
<b>Signup Start</b> 1/19/2021 12:00 AM	<b>Signup End</b> 1/21/2021 8:00 PM	

**Description**

Each year, our Virtual Job Fair helps thousands of job-seeking students and alumni find their next career move. Past employers have included ACME, AB InBev, Amazon, Chewy, Disney, Google, Johnson Johnson, and Nationwide plus hundreds of other great employers have hired students for both full-time jobs and internships across a swathe of industries ranging from accounting, to IT, to HR, to sales. On average, more than 7 meaningful connections can be made per hour during this event and historically there are over 120 offers extended per event.

This Virtual Job Fair takes place on our GradLeaders platform, the same tool used to search/post jobs and host other recruiting events for our school.

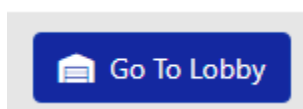
Students can:

- Favorite companies and apply to opportunities prior to the event
- Queue for multiple booths at once or signup for fixed timeslots
- View dynamic "wait times" to see where they are in the queue

- You can export the list of companies attending or print the information about the event from the page action menu at the top of the page.

[« Back](#)
[Go To Lobby](#)
[Export](#)
[Print](#)

- You can also access the event lobby from the page action menu or by clicking on the "Go to Lobby" button in the middle of the page.



### Accessing the Lobby

Upon entering the lobby, you can view additional information about the career fair, test and set up your video and SMS settings, and review the companies and opportunities at the event. This section will step you through each of those options.

### Lobby - Page Action Menu

Below is an example of the actions you can take from the menu bar

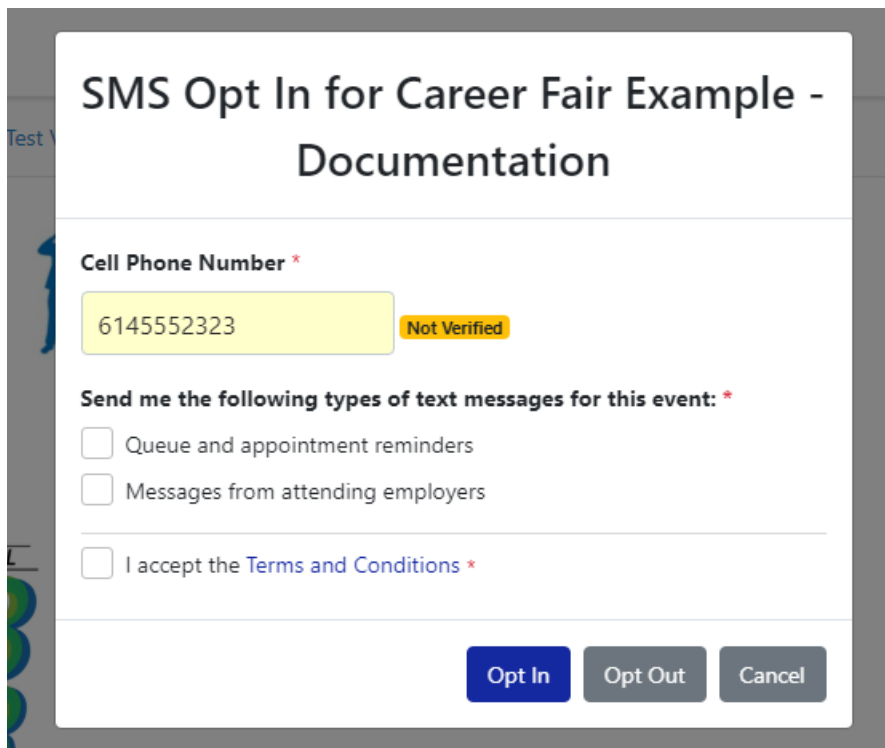


### Test Video Call

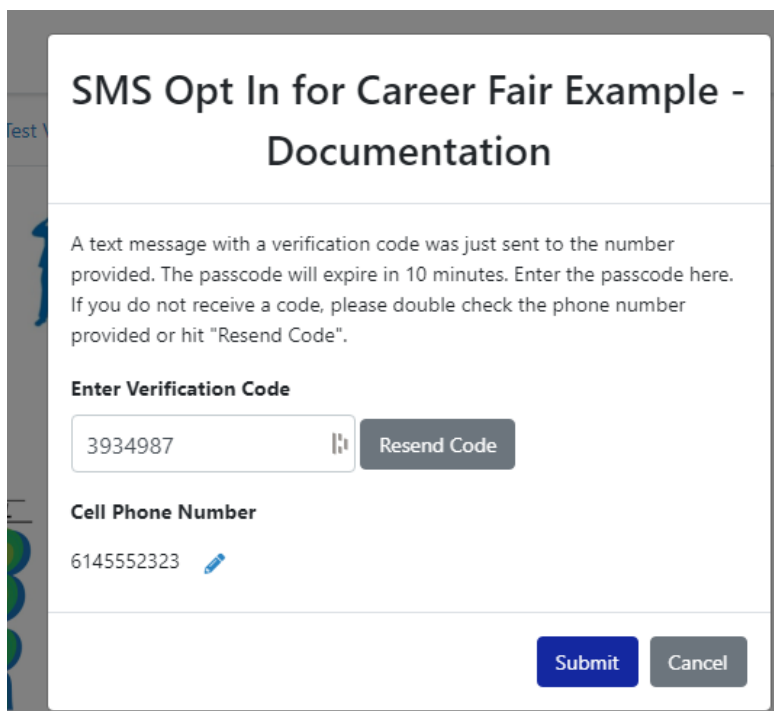
- You should do this before every event. Please refer to the earlier section in this document under [Audio and Video meetings](#) for instructions to test your audio and video setup, and ensure successful meetings during the event.

### Manage SMS Settings

- This will allow you to opt-in or opt-out from receiving SMS text messages to your phone during the event. These messages can include reminders about appointments, alerts when you reach the top of a queue, alerts when an employer invites you to a video meeting room, and messages from employers during the event. It is highly recommended that you opt in to these messages to receive information about the event if you step away from the computer. It is important to understand that opting into these messages applies only to messages for this specific career event.



- If you have a cell phone number saved in your profile it will be prefilled. Otherwise, you can type in the cell phone number you would like to use.
- Click the checkboxes for the types of messages you wish to receive
- If you are opting in to receive messages, you must accept the terms and conditions by clicking that checkbox
- If you change your mind, you can return to this screen by clicking the Manage SMS Settings page action button
- If you have never used the entered cell phone number for an event, you must verify the number by entering a code sent to you via an SMS message



**Print**

- This button allows you to print the event information, as well as the list of companies attending.

**Report**

- This will allow you to download a file shows each company that you met with, including contact information and the start and end time of the meeting. The file is comma delimited, and can be easily opened in Excel

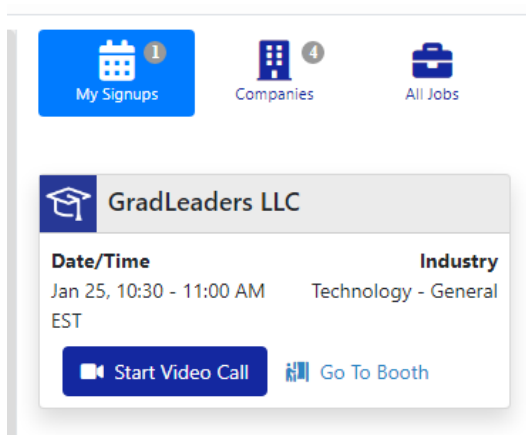
**Lobby - Side Bar**

On the right-hand side of the page you have a side bar that allows you to see any appointments you have signed up for, review the companies that are attending the event, and view all opportunities the companies have posted for the event.



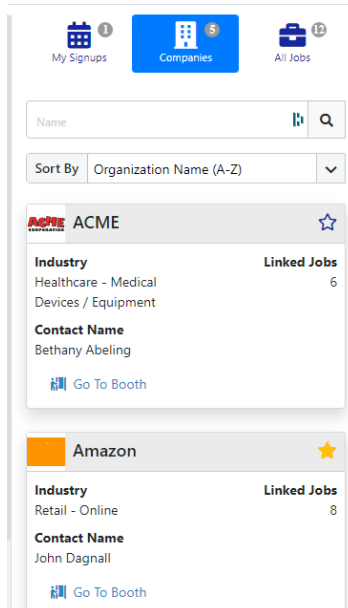
### My Signups

- This tab shows all company appointments you signed up for prior to the event. These appointments have a fixed start and end time. Some companies will use this “fixed” timeslot schedule to better manage their day. Other companies will use a first come, first served queue that’s available only during the event. In the example below, John has signed up for a specific timeslot with GradLeaders starting at 10:30. On the day of the event, John can go to this tab at 10:30 and join the video call meeting



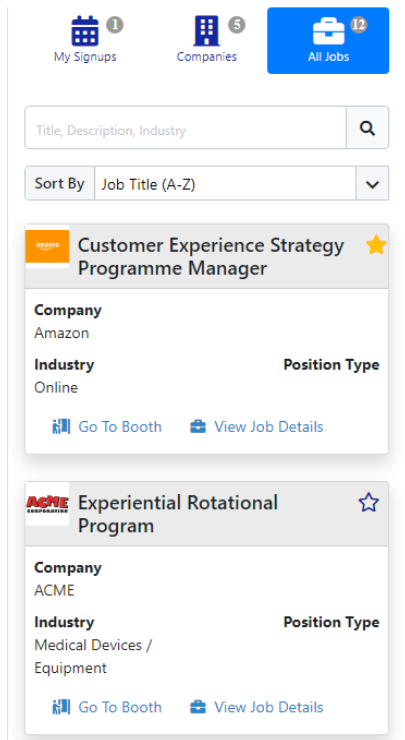
### Companies tab

- On this tab you can view the list of companies attending the event. You can search the company list by company name, sort the company list by name, favorites, queue length, or number of opportunities
- From each card in the company list you can favorite the company by clicking the star, see the number of linked jobs, and go to the company’s booth by clicking on the Go to Booth link. The company booth includes options to sign up for fixed appointments prior to the event, or join the queue on the day of the event



### All Jobs

- This tab shows you a list of all the opportunities that attending companies have linked to this event. You can search by job title, description, and industry as well as sort by job title and favorites
- On each card, you can favorite the opportunity by clicking the star, go to the company booth for the opportunity, and go to the job details page where you can learn about and apply to the job, where applicable



### Accessing the Company Booth

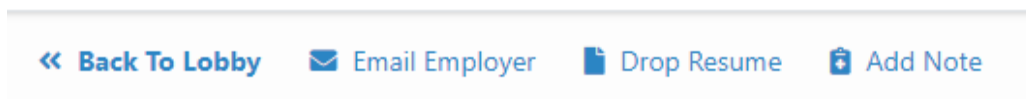
Upon entering a company’s booth, you can view additional information about the company, contact the recruiter, drop a resume, and review the available timeslots, opportunities, and company documents for the event. This section will step you through each of those options.

### Company Booth - Main Content Section

- In the company booth content section, you can view any first come, first served timeslots the company will be holding during the event, as well as research more information about the company

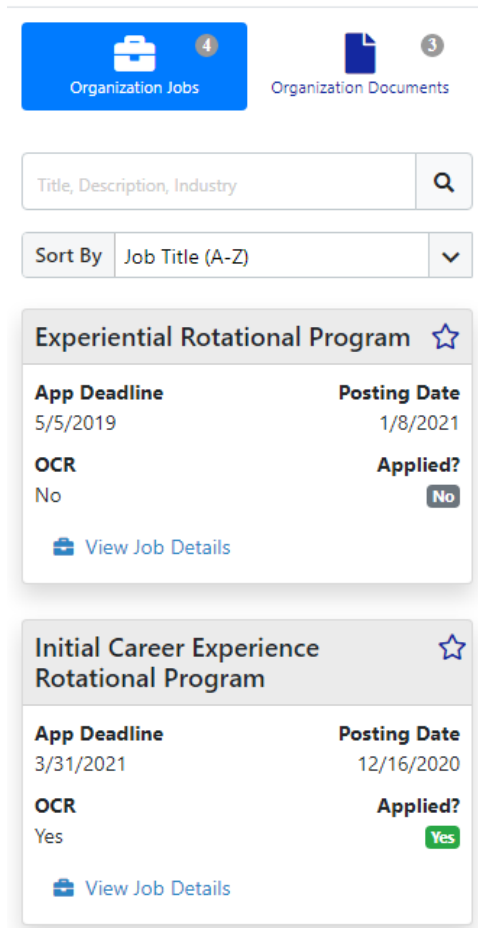
### Company Booth – Page Action Menu

- From the page action menu, you can return to the lobby, email the recruiter contact for the company, drop your resume for the company, and take notes on the company



### Company Booth – Side Bar

- From the side bar on the company booth, you can view the company’s opportunities and the company documents.
- Just like in the lobby you can search the opportunities, sort them, favorite them, and navigate to the job detail page to apply to them.



### Queue (first come / first serve) events


This section outlines the steps students take to enter booths, queue for meetings, and accept invitations to join video meetings. This section assumes you have reviewed the Student Instructions Prior to an Event and are familiar with the screens and navigation for the event.



**IMPORTANT - Make sure to remain on pages in the event to receive in-app invitations.**

- **You must remain on the Lobby page or any company booth page to receive in-app invitations to video meetings.**

**Join a queue to meet with a recruiter**

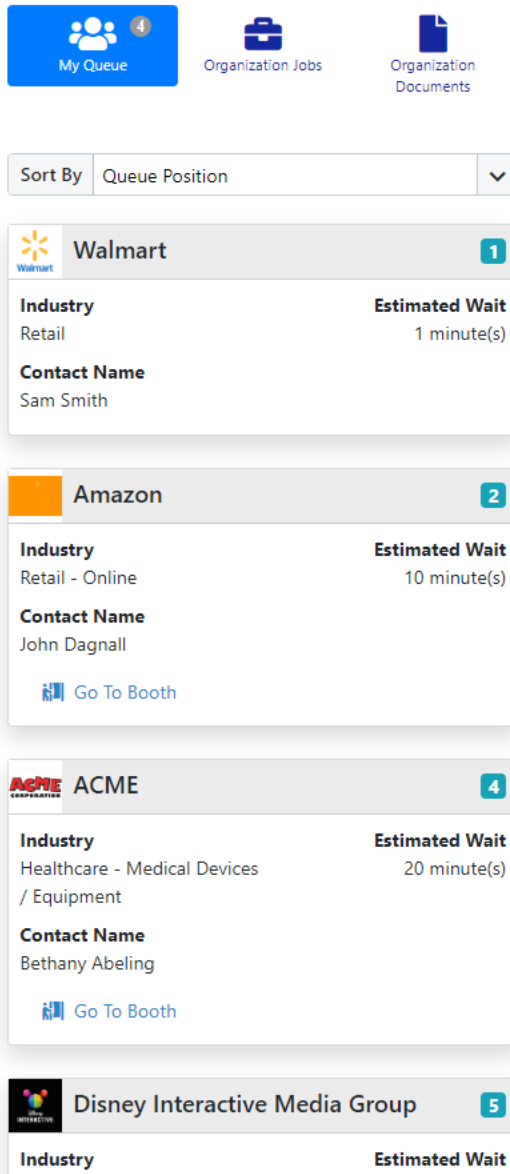
- To join a queue and meet with a recruiter, you must navigate from the lobby to a company booth. Once in the booth, you will see a list of the company’s queues. This section shows past queues, currently available queues, and upcoming queues for later in the event. It also shows the number of students already in line for a queue, and the average wait time if you join the queue.

**Queue(s)** 

<b>Start/End Time</b> 8:00 AM - 10:00 AM	<b>Contact Name</b> Bethany Abeling			
<hr/>				
<b>Start/End Time</b> 8:00 AM - 10:00 AM	<b>Contact Name</b> Frank Smith			
<hr/>				
<b>Start/End Time</b> 10:30 AM - 12:30 PM	<b>Contact Name</b> Bethany Abeling	<b># In Queue</b> 3	<b>Estimated Wait</b> 20 minute(s)	
<hr/>				
<b>Start/End Time</b> 10:30 AM - 12:30 PM	<b>Contact Name</b> Frank Smith	<b># In Queue</b> 1	<b>Estimated Wait</b> 10 minute(s)	
<hr/>				
<b>Start/End Time</b> 1:30 PM - 3:30 PM	<b>Contact Name</b> Bethany Abeling	<b># In Queue</b> n/a	<b>Estimated Wait</b> n/a	

### Follow the progress of your queues

- In the sidebar on the right-hand side of the screen you can follow the progress of each queue you have joined. A company card displays for each of your queues, sorted by your position in the line. The number at the top right of the card indicates your position. The card also shows the estimated wait time. This queue list displays when you are in the lobby and when you are in a company booth



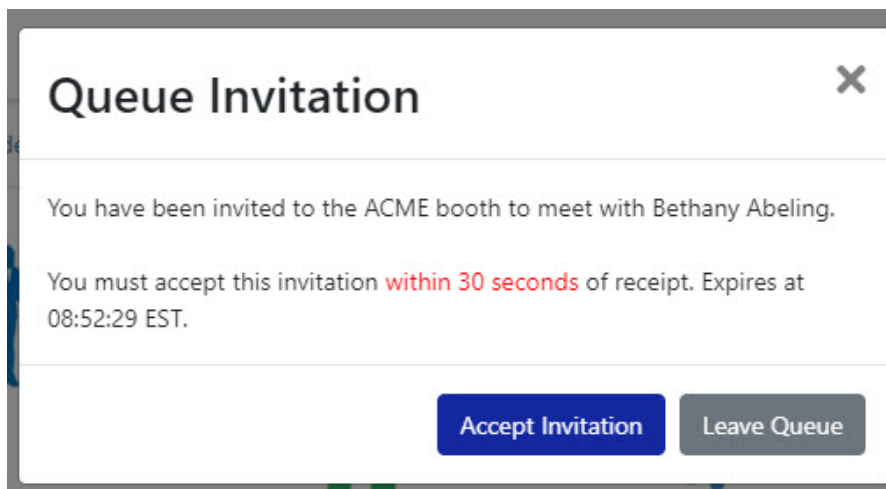
The screenshot shows a navigation bar with three items: 'My Queue' (highlighted in blue with a '4' badge), 'Organization Jobs', and 'Organization Documents'. Below the navigation bar is a 'Sort By' dropdown menu set to 'Queue Position'. The main content area displays a list of company cards:

- Walmart** (Position 1): Industry: Retail; Estimated Wait: 1 minute(s); Contact Name: Sam Smith.
- Amazon** (Position 2): Industry: Retail - Online; Estimated Wait: 10 minute(s); Contact Name: John Dagnall; Includes a 'Go To Booth' button.
- ACME** (Position 4): Industry: Healthcare - Medical Devices / Equipment; Estimated Wait: 20 minute(s); Contact Name: Bethany Abeling; Includes a 'Go To Booth' button.
- Disney Interactive Media Group** (Position 5): Industry: [Not fully visible]; Estimated Wait: [Not fully visible].

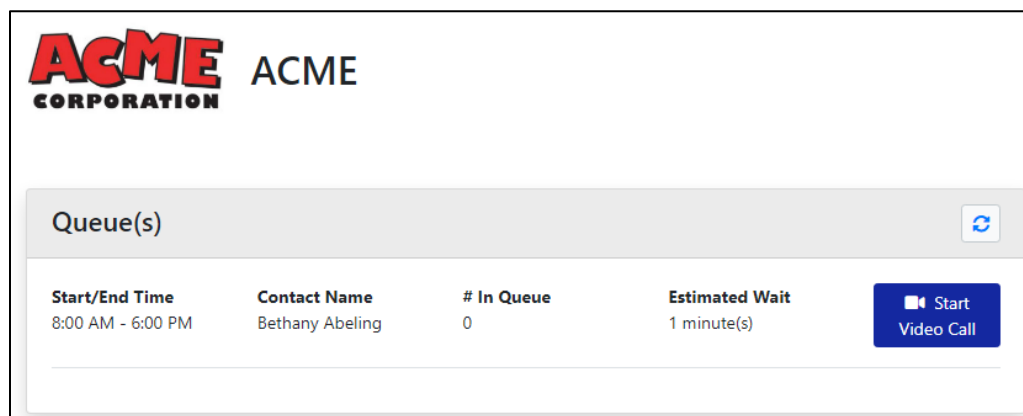
- If you have opted in to SMS messages for Queue and Appointment Reminders, you will receive a text message when you reach the top of the queue and are next in line to meet with a recruiter

### Receiving an Invite to a video meeting

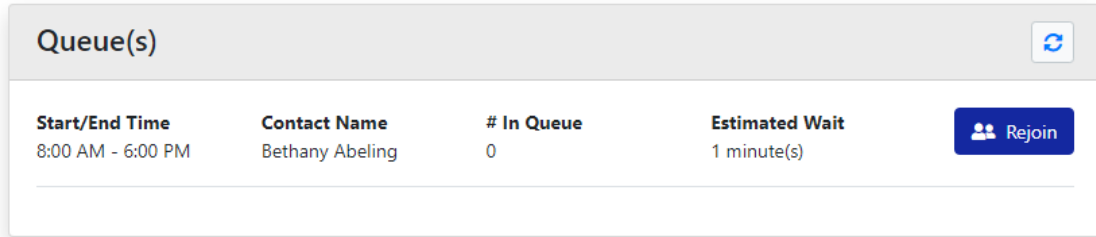
- If you have opted in to SMS messages for Queue and Appointment Reminders, you will receive a text message when the recruiter invites you to join a video meeting. You will receive an in-app message that you have been invited to join a video meeting. These in-app message only display on pages for the career fair – like the lobby or the company booths. It will not appear on other pages in the system, or on pages from other websites. You need to keep the career fair pages open when you are close to the top of a queue!
- Simply click on the Accept Invitation button to begin your video meeting. If you do not wish to join the video meeting, you have the option to “Leave Queue” to remove yourself from the queue and ignore the invitation



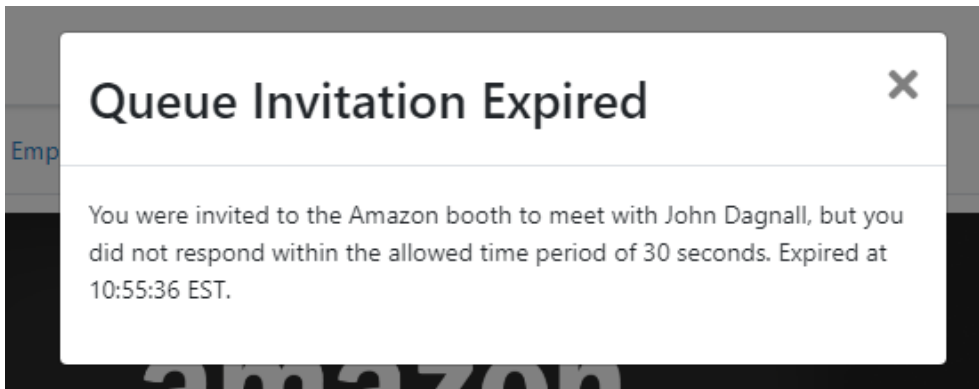
- Don't worry about missing other invitations while in a video meeting. The system knows you are in a meeting and will not allow you to be invited to another meeting until you exit the current video meeting. You will not lose your place in line in the other queues. You are simply skipped in those queues until you become available again for the next invitation
- If you have trouble joining a video call, or the video window does not launch (because of a popup blocker), you can join the meeting by clicking on the Start Video Call button back in the queue



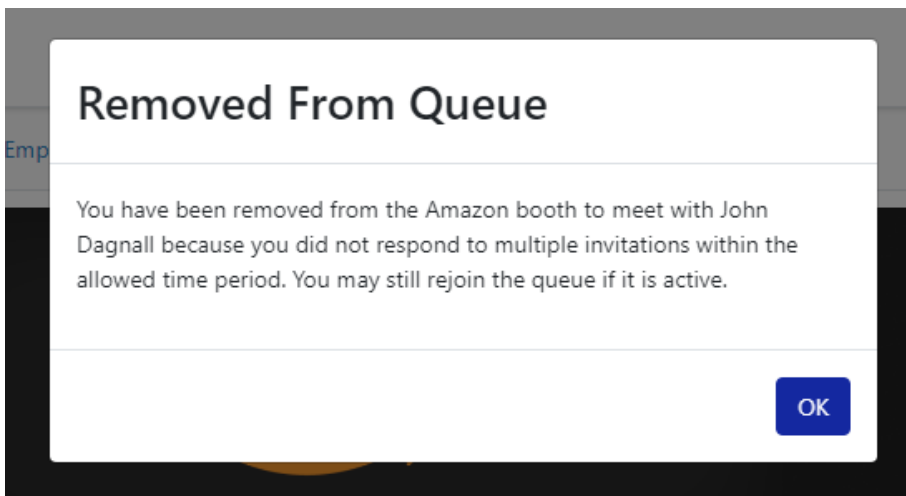
- If you successfully join the video call but get disconnected, close the window prematurely, or have internet problems, you can rejoin the call up to 15 minutes after you initially accepted the invitation



- You have 30 seconds to accept an invitation. If you do not accept the invitation in 30 seconds, you will receive a message informing you that you missed the invitation. You do not lose your place in the queue, and the next time the recruiter issues an invitation you will be invited again



- You get 3 chances to accept an invitation to a meeting. If you miss all 3 invitations, you will receive a message that you are being removed from the queue



- You can rejoin a queue after being removed, but you will join at the back of the line

Queue(s) 🔄

Start/End Time	Contact Name	# In Queue	Estimated Wait	
8:00 AM - 6:00 PM	John Dagnall	0	1 minute(s)	<span>👤 Join</span>

You were removed from this queue because you did not respond to multiple invitations within the allowed time period.

- **REMEMBER - you must disable pop-up blockers and stay within the Lobby and company booth pages to accept an invitation and launch the video meeting window launch.**

## Fixed Appointment Timeslots

This section outlines the steps students take when they have signed up for specific appointment times to meet with recruiters during the event.

### Schedule additional fixed timeslot appointments

- If your school allows you to schedule appointments the day of the event, you can sign up for a company’s available timeslots from their booth

👤 My Queue 📁 Organization Jobs 📅 Organization Timeslots 📄 Organization Documents

Show All

Jan 26, 11:00 - 11:30 AM EST

Panel	Status
Schedule 1	

Sign Up

Jan 26, 11:30 - 12:00 PM EST

Panel	Status
Schedule 1	<span>Filled</span>

Jan 26, 1:00 - 1:30 PM EST

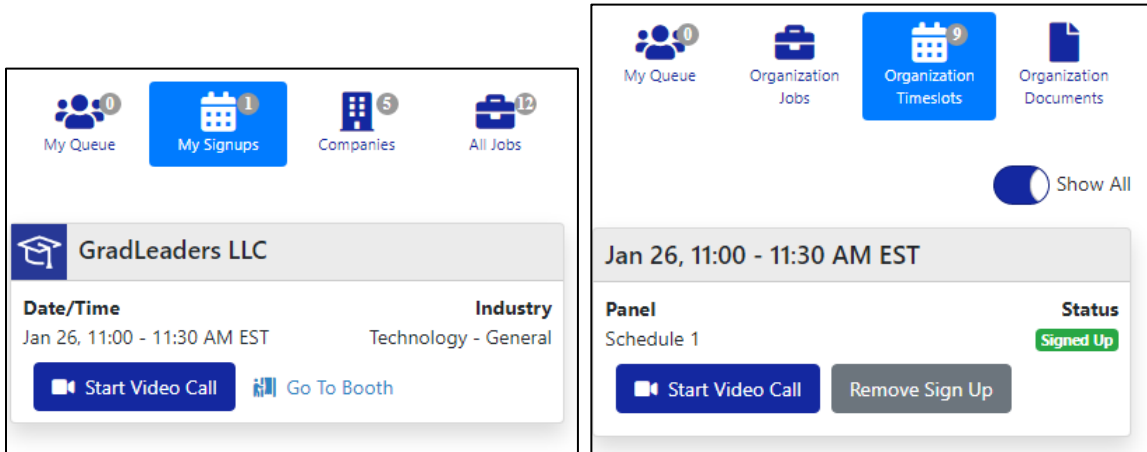
Panel	Status
Schedule 1	

Sign Up



### Access you fixed timeslot appointments

- You can view your fixed appointment signups by clicking on the My Signups tab from the Lobby. You can also view individual signups from the Company Booth under Organization Signups



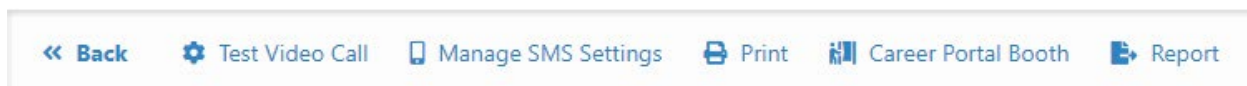
- To start or join the video meeting click on the Start Video Call in either location

## Accessing the Career Portal Booth

This section outlines the steps a student takes to meet with staff in the Career Portal Booth during an event

### Access the Career Portal Booth

- You can access the Career Portal Booth run by the career service office from both the Lobby or from any company booth. Simply click on Career Portal Booth in the page action menu at the top.



- In this booth you can read content provide by career services. You can also join a queue if you want to talk to a career services staff member. Joining the queue and being invited to the video meeting will function just like an employer booth as described above.

## CAREER CENTER STUDENT SERVICES



### Career Portal Booth

**Queue(s)** ↻

Start/End Time	Contact Name	# In Queue	Estimated Wait	
8:00 AM - 10:00 AM	Career Portal Administrator			
10:30 AM - 12:30 PM	Career Portal Administrator	0	1 minute(s)	<a href="#" style="background-color: #1a2b4d; color: white; padding: 5px 10px; border-radius: 3px;">Join</a>

## Instructions - After an Event

This section provides instructions on how to access information after an event has ended.

### Navigate to the past Company Event

- You can access past events from the Company Event list page. Use the Signups tab if you participated in the event, or use the Past tab to see all past events

Sort By Reverse Chronolog ⌵ ☰

Current (19)
Signups (20)
Past (191)

Company Event on Jan 26 2021 👤

**VIRTUAL JOB FAIR** Career Fair Example - Documentation

Event Time: 8:00 AM - 6:00 PM

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Attended

Action: [View](#)

[Virtual](#)

Company Event on Jan 26 2021 👤

**VIRTUAL JOB FAIR** Virtual Career Fair - Small Group #3

Event Time: 8:00 AM - 6:00 PM

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: No Show

Action: [View](#)

[Virtual](#)

Company Event on Jan 22 2021 👤

**VIRTUAL JOB FAIR** Career Fair - Sprint Demo

Event Time: 8:00 AM - 6:00 PM

Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Attended

Action: [View](#)

[Virtual](#)

GradLeaders Proprietary

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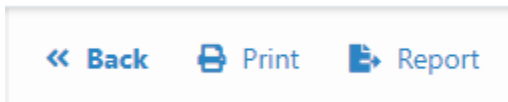
v4.2 ©2021 GradLeaders USA

- Click on the name of the company event to navigate to the Event detail page
- On the company event detail page, you can Export the list of companies that attended



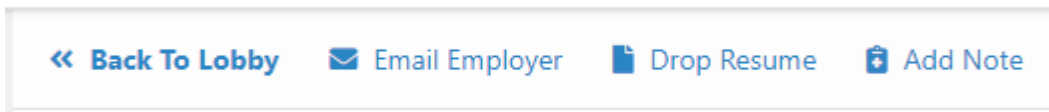
### Navigate to the past Company Event Lobby

- Click on Go to Lobby from the Event detail page
- From the Lobby you can print a report that downloads a comma delimited file with a list of all the companies you met with, including recruiter contact information and the start and end time of your meetings



### Navigate to the past Company Booth

- Click on Go to Booth on any company card in the company list on the Event Lobby
- You can email the contact, drop your resume until midnight of the event date, or review your notes from the company booth



**HELPFUL HINT:** The content and instructions displayed for the event in the lobby, the company booths, and in the career portal booth can change after the event has passed. You should review this content for further instruction on how to proceed or reach out to companies once the event is over.

# In Application Text Chat – COMING SOON

## Overview

### In Application Text Chat

*Coming Soon!* This will enable you and other users of the GradLeaders Career Center application to send messages back and forth, viewing and responding to these messages from within the application.

### Channels

Career Service Staff can set up “channels,” which are simply a collection of users that can join a specific text chat group. Each user is eligible for up to 1,000 channels, with each channel allowing up to 1,000 total users.

### Location

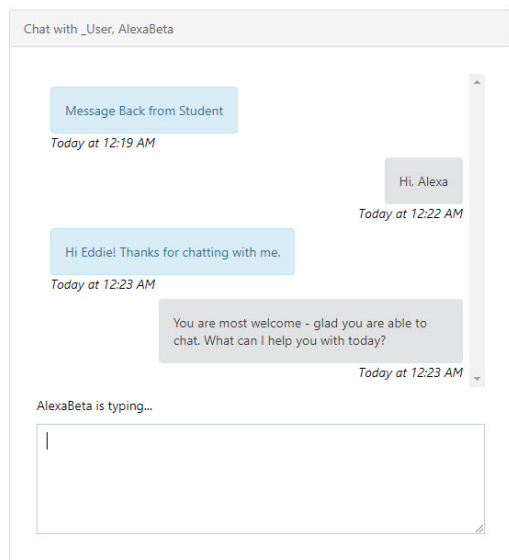
How the text chat channels are accessed has yet to be defined, but you can see from the example below that it could be as simple as clicking on an icon in the grid to start a text chat.



### The text chat screen

Below is an example of a text chat screen in the application. Notice that we maintain all message history, and date-and-timestamp each message. You can also see when another user is typing a message into the text chat box.

To enter a message simply type in the text box and press the Enter key.



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## Frequently Asked Questions

### Do I have to download an application to use GradLeaders Connect?

**No.** GradLeaders Connect uses the WebRTC standards to allow for virtual meetings directly through your most popular web browser applications.

### What browsers support GradLeaders Connect?

GradLeaders Connect supports all major browsers and their most recent releases including:

- Google Chrome (recommended)
- Mozilla Firefox
- Safari
- Microsoft Edge (latest version based on Chromium)

### Can I use GradLeaders Connect from my phone or tablet?

**Yes.** GradLeaders Connect is fully integrated into the GradLeaders Career Center Application and the student and recruiter modules throughout the application are mobile ready and can be viewed on any mobile or tablet device.

### Do I need specific equipment to meet using GradLeaders Connect?

In order to participate in virtual meetings, you will need a device that has a microphone at minimum and ideally a camera as well. These can be built in devices on your laptop, tablet or phone, or they can be external devices that you connect to your laptop

### What security is built into GradLeaders Connect?

GradLeaders Connect has multiple built-in security features. First, it is built on the FERPA and HIPAA compliant Twilio architecture. All communication is fully encrypted.

Next, to access any meeting in GradLeaders Connect you must authenticate into the GradLeaders Career Center, taking advantage of all the built-in security measures provided either by our application login screen or either by your single-sign-on solution.

Finally, every video or audio meeting in GradLeaders Connect takes place in its own private room. Rooms are never shared and the concept of a "personal meeting room" does not exist in GradLeaders Connect. This prevents the potentially embarrassing situation of participants for the next meeting trying to join an existing meeting in progress. It also prevents unauthorized users from "bombing" a meeting in progress.

### Can users that don't use GradLeaders Career Center access meetings?

**No.** Currently GradLeaders Connect only accommodates participants that have authenticated into the GradLeaders Career Center. This is part of our security measures.

### Can I upload a background image for the video meetings?

**Not yet.** This is one of the features we have on our product roadmap for future enhancements to the video meetings in GradLeaders Connect.

**How many participants can be in a meeting at one time?**

This depends on the type of meeting. For one-to-one meetings like advising appointments only two participants can be in the meeting room at one time. However, for all other types of video meetings in GradLeaders Connect, a maximum of 50 participants can join a single video meeting room. As Twilio expands their backend offerings we expect this maximum to be increased to accommodate even larger meetings.

**Can a participant join a meeting early?**

**Yes.** Participants can join meetings early and wait on the other participants to arrive. How early participants can join is a setting that can be modified. This setting applies to all virtual meetings in the GradLeaders Connect platform. Currently the default is 15 minutes. If you need to change this setting please contact our support team.

**Is there a time limit for meetings?**

The maximum amount of time for a single virtual meeting is 4 hours.

**Can I record a meeting in GradLeaders Connect?**

**Not yet.** This is functionality we have our on our product roadmap for enhancements to GradLeaders Connect.

**How will I receive support during a GradLeaders Connect Meeting?****Can I use my own external video solution with GradLeaders Connect?**

**Yes.** With each type of meeting in GradLeaders Connect, the user can mark the meeting as virtual or not. If the meeting is marked as virtual the user is presented with an additional option to use the fully integrated GradLeaders Connect solution or an external provider. If the user selects an external provider, they will be prompted for the external link to the provider. This can be a single link for a meeting or individual links for each timeslot in a meeting.

**Can I send MMS messages through GradLeaders Connect?**

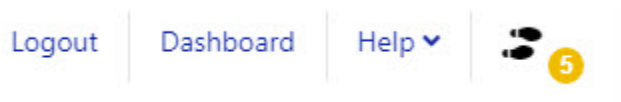
**Not yet.** This is functionality we have on our product roadmap for enhancements to GradLeaders Connect.

**When will Chat Channels be available for GradLeaders Connect?**

Along with the other enhancements to functionality mentioned in this document, Text Chat Channels are the highest priority on our roadmap. Development is expected to begin early in 2021 with delivery sometime in the spring of 2021.

**Are there videos or tutorials and training for the Gradleaders Connect functionality?**

**Yes.** Gradleaders is committed to making sure every user gains the benefits of GradLeaders Connect. Research has shown the best way to teach new functionality is a hands-on approach. Therefore, with every new release in GradLeaders connect we have created built in tutorials that will step you through the process of setting up and using the GradLeaders Connection functionality. Many of these tutorials pop-up when your first load a page in GradLeaders Connect. You can always access all the online tutorials by looking for the "footsteps" icon in the top bar of the GradLeaders Connect application. If the "footsteps" have a number in yellow beside them that means you have tutorials that you have not yet viewed.



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# Troubleshooting

## Video Window Not loading

- You might need to disable pop-up blockers for the GradLeaders domain prior to receiving any invitations to join a video meeting. Invitations in CareerFair 2.0 will come in the form of an in-app message with a button on the message to join the meeting. If you have not disabled your pop-up blocker, the pop-up of the video window may be blocked. Disabling pop-up blockers varies with different browsers. Refer to your browsers settings section if you have issues disabling your pop-up blocker for the domain.

## Microphone Errors

### Not Allowed Error/Permission Denied Error

*Error Message:* Please ensure that your browser and this application have permission to use your microphone.

*Solution:* You will receive this error if the website does not have permission to use your microphone. Most browsers will display a pop-up on your screen when you first try to connect to your microphone. When that pop-up displays, make sure to click Allow to grant permission to the browser. If no pop-up displays, you can grant permission through your browser's settings page.

- Chrome: Go to the menu and click Settings. On the sidebar menu, click Privacy and Security. Click on Site Settings. Scroll down to the Permissions section and click on Microphone. Click on "https://gradleaders.com", find the Microphone option under Permissions, and change the dropdown to Allow.
- Firefox: Go to the menu and click Options. Search for Permissions in the search bar. Click the Settings button next to Microphone. Find "https://gradleaders.com" and change the Status to Allow.
- Safari: Click Safari in the top menu and select Settings for this Website. Find the Microphone permission and change it to Allow.
- Edge - Chromium: Go to the menu and click Settings. On the sidebar menu, click Site permissions. Click Microphone, then find "https://gradleaders.com" and change the value to Allow.

### Devices Not Found Error

*Error Message:* Please ensure that you have connected and enabled the microphone on your device.

*Solution:* If your device does not have a built-in microphone, you will need to connect an external microphone to participate in video calls. Once the microphone is connected, close the browser window, and reopen it to ensure the error has gone away.



### **Not Readable Error / Track Start Error**

*Error Message:* Please ensure that your microphone is not currently in use by another application or browser tab on your device.

*Solution:* Your device can only use your microphone in one application at a time. Make sure none of the other applications currently running on your device are using your microphone. The best way to do this is to close other applications you do not need while participating in the video call. Once you have closed the other programs, close the browser window, and reopen it to ensure the error has gone away.

### **Constraint Not Satisfied Error**

*Error Message:* Your microphone does not meet the specifications required to use this application.

*Solution:* Most modern devices should not encounter this error. Web applications rely on specific features of audio devices to properly capture and transmit sound. If you receive this error, your device does not have the features necessary to participate in the video calls. You will need to connect another microphone and select it as your audio source. Once the new device is connected, close the browser window, and reopen it to ensure the error has gone away.

### **Other**

If other participants on your video call are unable to hear you but you do not receive any of the errors listed above, please try the following:

- Make sure you have not muted the microphone on your device or turned off the microphone itself. The Audio Level indicator on the Video Test page will show you output levels from your microphone.
- If you have multiple devices available to choose from, try switching to a different one. You can do this using the arrow icon on the Audio button.

## **Camera Errors**

### **Not Allowed Error/Permission Denied Error**

*Error Message:* Please ensure that your browser and this application have permission to use your camera.

*Solution:* You will receive this error if the website does not have permission to use your camera. Most browsers will display a pop-up on your screen when you first try to connect to your camera. When that pop-up displays, make sure to click Allow to grant permission to the browser. If no pop-up displays, you can grant permission through your browser's settings page.

- Chrome: Go to the menu and click Settings. On the sidebar menu, click Privacy and Security. Click on Site Settings. Scroll down to the Permissions section and click on Camera. Click on "https://gradleaders.com", find the Camera option under Permissions, and change the dropdown to Allow.
- Firefox: Go to the menu and click Options. Search for Permissions in the search bar. Click the Settings button next to Camera. Find "https://gradleaders.com" and change the Status to Allow.

- Safari: Click Safari in the top menu and select Settings for this Website. Find the Camera permission and change it to Allow.
- Edge - Chromium: Go to the menu and click Settings. On the sidebar menu, click Site permissions. Click Camera, then find "https://gradleaders.com" and change the value to Allow.

## Devices Not Found Error

*Error Message:* Please ensure that you have connected and enabled your camera.

*Solution:* If your device does not have a built-in camera, you will need to connect an external device to share a face cam in video calls. Once the device is connected, close the browser window, and reopen it to ensure the error has gone away.

## Not Readable Error / Track Start Error

*Error Message:* Please ensure that your camera is not currently in use by another application or browser tab on your device.

*Solution:* Your device can only use your camera in one application at a time. Make sure none of the other applications currently running on your device are using the camera. The best way to do this is to close other applications you do not need while participating in the video call. Once you have closed the other programs, close the browser window, and reopen it to ensure the error has gone away. If you are using Firefox, you may need to close the entire browser instead of just the video window to fix this error.

## Constraint Not Satisfied Error

*Error Message:* Your camera does not meet the specifications required to use this application.

*Solution:* Most modern devices should not encounter this error. Web applications rely on specific features of video devices to properly capture and transmit videos. If you receive this error, your device does not have the features necessary to share a face cam in the video calls. You will need to connect another camera and select it as your video source. Once the new device is connected, close the browser window, and reopen it to ensure the error has gone away.

## Other

If other participants on your video call are unable to see your video but you do not receive any of the errors listed above, please try the following:

- Make sure you have not disabled the camera on your device.
- If you have multiple devices available to choose from, try switching to a different one. You can do this using the arrow icon on the Video button.
- If you can see your video but other participants cannot, you may be experiencing firewall issues that are preventing the transmission of your video to other users. Please go to the following page and allow the tests to run: <https://networktest.twilio.com/>. If any of the connectivity tests on that page fail, the IP address and host names on the following pages may need to be whitelisted by your internal network:
  - <https://www.twilio.com/docs/video/ip-addresses#media-servers>
  - <https://www.twilio.com/docs/video/ip-addresses#signaling-communication>
  - <https://www.twilio.com/docs/video/ip-addresses#additional-connectivity-requirements>

## Resources

### GradLeaders Support Portal

Find additional information on all aspects of the GradLeaders Career Center application featuring GradLeaders Connect: <https://www.gradleaders.com/partner-support>

### Known Issues Page

If you have access to the Administrative Portal in GradLeaders Career Center, you can visit this page to check for any known issues and potential resolutions:  
<https://gradleaders.com/partner-support/admin-resources/known-issues>

### GradLeaders Knowledgebase

More information on set up and configuration of GradLeaders Connect can be found on our knowledgebase. This application enables you to search for specific questions and features included in the GradLeaders Career Center application, and can be found here:  
<https://kb.gradleaders.com/>

### Testing Access outside of GradLeaders

WebRTC Troubleshooter— <https://test.webrtc.org/>

Twilio Test Page— <https://networktest.twilio.com/>

### Microphone and Camera Browser Access

#### Microsoft Windows 10 Settings

How to set up your microphone and camera in Windows 10:

<https://www.youtube.com/watch?v=WSLEm7yb2vg>

<https://www.youtube.com/watch?v=EMh2vZ-R33E>

#### Chrome Browser Settings

How to check browser access to your microphone and camera in Chrome:

<https://www.youtube.com/watch?v=YkvesOrMKDE>

<https://www.youtube.com/watch?v=guv6kkVcxdU>

<https://www.youtube.com/watch?v=1EHUuvwmQTK>

#### Firefox Browser Settings

How to check browser access to your microphone and camera in Firefox:

<https://www.youtube.com/watch?v=comfs6FKOEM>

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## Glossary of Terms

**Access control:** A system to restrict the activities of users and processes based on the need to know.

**Chat:** Online texts between a specific group of users within GradLeaders Career Center

**Chat Channel:** A channel defines the group of users that will have access to the text chat within GradLeaders Career Center

**CSV File:** CSV stands for Comma Separated Values and is a text file with each field separated by commas. This type of file is easily opened and read by many text editors and Excel.

**External link:** The ability to override GLCC embedded video with a link that opens a third-party external video meeting tool (Zoom, Teams, etc.)

**Fixed Timeslots:** Schedules with specific timeslots and durations that candidates can sign up for ahead of a scheduled event.

**Large Group:** Video Meetings that include up to 50 participants (workshops, larger events like company presentations)

**MMS/Texting:** Multimedia Message Service – Send text and media to one or a group of users' phones

**Person to Person (P2P):** Video Meetings that include only two participants

**Queue Schedules:** Scheduled time slots that allow candidates to sign up on a first come first served basis for Career Fairs.

**Small Group:** Video Meetings that include up to 4 participants (small workshops, small events like office hours, advising, mock interviews)

**SMS/Texting:** Short Message Service – send short text only messages/alerts to a single user's phone

**SSO - Single Sign On:** A method of authentication enabling the user to enter their credentials one time and access multiple applications

**Twilio:** The technology tool that enables GradLeaders to fully integrate webRTC services into our products

**Video Meetings/Embedded video:** Virtual meetings scheduled and conducted within GLCC

**Video meeting text chat:** Online text chat between GLCC Video Meeting participants. Transcripts are available following the meeting

**WebRTC:** Web Real-Time Communication is an industry standard that enables video, voice, and text communications between users through a web browser

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## Appendix A – Training Videos

### Overview

In this section you will find links to training videos that will show you how to setup and manage events in Career Fair 2.0. Most of the videos have been broken down into segments that are 5 – 10 minutes long. This allows users to watch only the segments that apply to their specific event.

### Recruiter Videos

1. Request to Attend Event: [https://youtu.be/jy\\_PsQ34ePM](https://youtu.be/jy_PsQ34ePM)
2. Set Up Schedules and Booth prior to event: <https://youtu.be/ZHYo1ZXwiUU>
3. Prepare for event: <https://youtu.be/I1PEurSmyzc>
4. Manage queues during event: <https://youtu.be/bMreKBuw80Y>
5. Manage Fixed Timeslots Appointments: [https://youtu.be/mmd\\_PK3W6gU](https://youtu.be/mmd_PK3W6gU)

### Student Videos

1. Prepare for event: <https://youtu.be/-8pkCPXaR-w>
2. Companies, Jobs, Signups prior to event: <https://youtu.be/xWF-CsP3qus>
3. Attending an event: <https://youtu.be/PIYnCWawhSY>

### Administrative Videos

1. Lobby during event: <https://youtu.be/X12urRmZVpM>
2. Career Service Booth during event: <https://youtu.be/GZUBqBpD4-8>

# Appendix B – Quick Reference

## Overview

In this section you will find screen shots with callouts to show you the most used functionality in Career Fair 2.0 - these screenshots are for quick reference only and should not be considered a replacement for the full documentation which details all of the functionality available along with helpful hints.

## Student Screen Shots

- Career Fair Lobby

The screenshot shows the Career Fair Lobby interface with several callouts:

- Test your microphone and camera with your browser**: Callout pointing to the top navigation bar.
- Print event information**: Callout pointing to the 'Print' button in the top navigation bar.
- Print a report after the event of who you met with**: Callout pointing to the 'Report' button in the top navigation bar.
- Guided walk through on how to use this page**: Callout pointing to the 'Guided Walkthrough' icon in the top right corner.
- Opt in or Opt out from receiving text messages during the event including reminders about appointments and queue updates**: Callout pointing to the 'Manage SMS Settings' button in the top navigation bar.
- Visit the career service booth where you can queue to meet with advisors**: Callout pointing to the 'Career Portal Booth' button in the top navigation bar.
- View the companies you have queued to meet, the appointments you signed up for, the companies booths, and the jobs for this event all from these tabs**: Callout pointing to the 'My Queue', 'My Signups', 'Companies', and 'All Jobs' tabs in the top right corner.
- Review basic information about the event**: Callout pointing to the 'Company Event Information' section.
- View your position in the queue for each company as well as the estimated wait time**: Callout pointing to the queue list on the right side of the screen.
- You can express your interest in attending the event and review additional content below**: Callout pointing to the 'Event Name' and 'Description' fields in the 'Company Event Information' section.

The interface includes a sidebar with navigation options: Dashboard, Profile, Companies, Jobs, CareerTracker, Alumni + Mentors, Company Events, Interviews, Calendar, Appointments, and Report Employment Outcomes. The main content area displays 'VIRTUAL JOB FAIR' and 'Webinar #2' information, including event name, description, time zone, and Zoom/Skype URL. The right sidebar shows a queue of companies with details like industry, contact name, and estimated wait time.



• Career Fair Company Booth with queues

**ACME CORPORATION**

Queue(s)

Start/End Time	Contact Name	# In Queue	Estimated Wait
8:00 AM - 6:00 PM	Jane Smith	4	5 minute(s)
8:00 AM - 6:00 PM	Jim James	2	15 minute(s)

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• Career Fair Company Booth with appointment timeslots

**GradLeaders LLC**

Feb 18, 9:00 AM - 9:30 AM EST

Panel Schedule 1 Status

Signup

Feb 18, 9:00 AM - 9:30 AM EST

Panel Schedule 2 Status

Signup

Feb 18, 9:30 AM - 10:00 AM EST

Panel Schedule 1 Status

Signup

Feb 18, 9:30 AM - 10:00 AM EST

Panel Schedule 2 Status

Signup



## • Career Services Booth

**Callouts:**

- Navigate back to Lobby
- Guided walk through on how to use this page
- Your current queue follows you into the booth so you can keep track of where you are with each company..
- View the available queues for career services including number in line and estimated wait time
- Join a queue to meet with career services
- Additional content from career services for before, during, and after the event is provided here

**Interface Elements:**

- Navigation: Dashboard, Profile, Companies, Jobs, CareerTracker, Alumni + Mentors, Company Events, Interviews, Calendar, Appointments, Reports, Resources, Test
- Header: STATE UNIVERSITY, Students, Back To Lobby, Show/Hide Sidebar
- Queue(s) Table:

Start/End Time	Contact Name	# In Queue	Estimated Wait	Join
8:00 AM - 6:00 PM	Career Portal Administrator	3	20 minute(s)	Join
8:00 AM - 6:00 PM	Career Portal Administrator	2	15 minute(s)	Join

**Company Queues:**

- Google** (3): Industry: Consulting - Information Services; Contact Name: Pugsley Adams; Estimated Wait: 15 minute(s)
- Amazon** (4): Industry: Retail - Online; Contact Name: Gomez Adams; Estimated Wait: 20 minute(s)
- GradLeaders LLC** (5): Industry: Technology - General; Contact Name: Recruiter #3; Estimated Wait: 25 minute(s)

**Additional Content:**

Once you log in, how can you stand out from the crowd at a virtual career fair? Here are a few pieces of key advice.

**Wear a professional outfit**

You can expect to interact with employers at a virtual career fair through video meetings. Make the most out of this opportunity to make a connection by looking professional and presentable.

"If you have an opportunity to get face to face with an employer, why wouldn't you want to be ready for that?" asks Smith. "If you're going to be on camera, be prepared to look professional from at least the waist up. You can wear your voov pants, but

## Appendix C – Firewall Settings

### Overview

Most users will find that they can access the video meeting window in GradLeaders Connect without any issues. However, if your school or company has strict IP denial rules on their firewall the following IP addresses and Ports may need to be enabled for traffic through your firewall to use GradLeaders Connect. If you are having problems connecting to the Audio / Video window in GradLeaders Connect, please check with your network administrator to make sure traffic is permitted for these IP addresses and ports.

### Media Servers

<https://www.twilio.com/docs/video/ip-addresses#media-servers>

Region ID	Location	Server IP Address Range
au1	Australia	13.210.2.128 - 13.210.2.159 54.252.254.64 - 54.252.254.127 <b>3.25.42.128 - 3.25.42.255</b>
br1	Brazil	18.231.105.32 - 18.231.105.63 177.71.206.192 - 177.71.206.255 <b>18.230.125.0 - 18.230.125.127</b>
de1	Germany	52.59.186.0 - 52.59.186.31 18.195.48.224 - 18.195.48.255 18.156.18.128 - 18.156.18.255
ie1	Ireland	52.215.253.0 - 52.215.253.63 54.171.127.192 - 54.171.127.255 52.215.127.0 - 52.215.127.255 <b>3.249.63.128 - 3.249.63.255</b>
in1	India	52.66.193.96 - 52.66.193.127 52.66.194.0 - 52.66.194.63 <b>3.7.35.128 - 3.7.35.255</b>
jp1	Japan	13.115.244.0 - 13.115.244.31 54.65.63.192 - 54.65.63.255 <b>18.180.220.128 - 18.180.220.255</b>
sg1	Singapore	13.229.255.0 - 13.229.255.31 54.169.127.128 - 54.169.127.191 <b>18.141.157.128 - 18.141.157.255</b>
us1	US East Coast (Virginia)	34.203.254.0 - 34.203.254.255 54.172.60.0 - 54.172.61.255 34.203.250.0 - 34.203.251.255 <b>3.235.111.128 - 3.235.111.255</b>
us2	US West Coast (Oregon)	34.216.110.128 - 34.216.110.159 54.244.51.0 - 54.244.51.255 <b>44.234.69.0 - 44.234.69.127</b>

## Signaling Communication

<https://www.twilio.com/docs/video/ip-addresses#signaling-communication>

Region ID	Location	Host Name	Port and Protocol
gll	Global Low Latency (default)	global.vss.twilio.com	443 WSS
au1	Australia	au1.vss.twilio.com	443 WSS
br1	Brazil	br1.vss.twilio.com	443 WSS
de1	Germany	de1.vss.twilio.com	443 WSS
ie1	Ireland	ie1.vss.twilio.com	443 WSS
in1	India	in1.vss.twilio.com	443 WSS
jp1	Japan	jp1.vss.twilio.com	443 WSS
sg1	Singapore	sg1.vss.twilio.com	443 WSS
us1	US East Coast (Virginia)	us1.vss.twilio.com	443 WSS
us2	US West Coast (Oregon)	us2.vss.twilio.com	443 WSS

## Additional Connectivity Requirements

<https://www.twilio.com/docs/video/ip-addresses#additional-connectivity-requirements>

sdkgw.us1.twilio.com (WSS/443)

sdkgw.us1.twilio.com (WSS/443)

ecs.us1.twilio.com (HTTPS/443)