Career Services User Manual

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.

Usage Based Billing

For standard meetings each client is billed based on the number of minutes they use or the number of SMS messages they send you only pay for what you use. Please contact your Customer Relations Manager or support@gradleaders.com for more information on pricing and estimated annual cost for your individual organization.

Career Fair 2.0 will require additional licensing as well as usage based charges. Please contact your Customer Relations Manager or support@gradleaders.com for more information on pricing and estimated annual cost for your individual organization.

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.
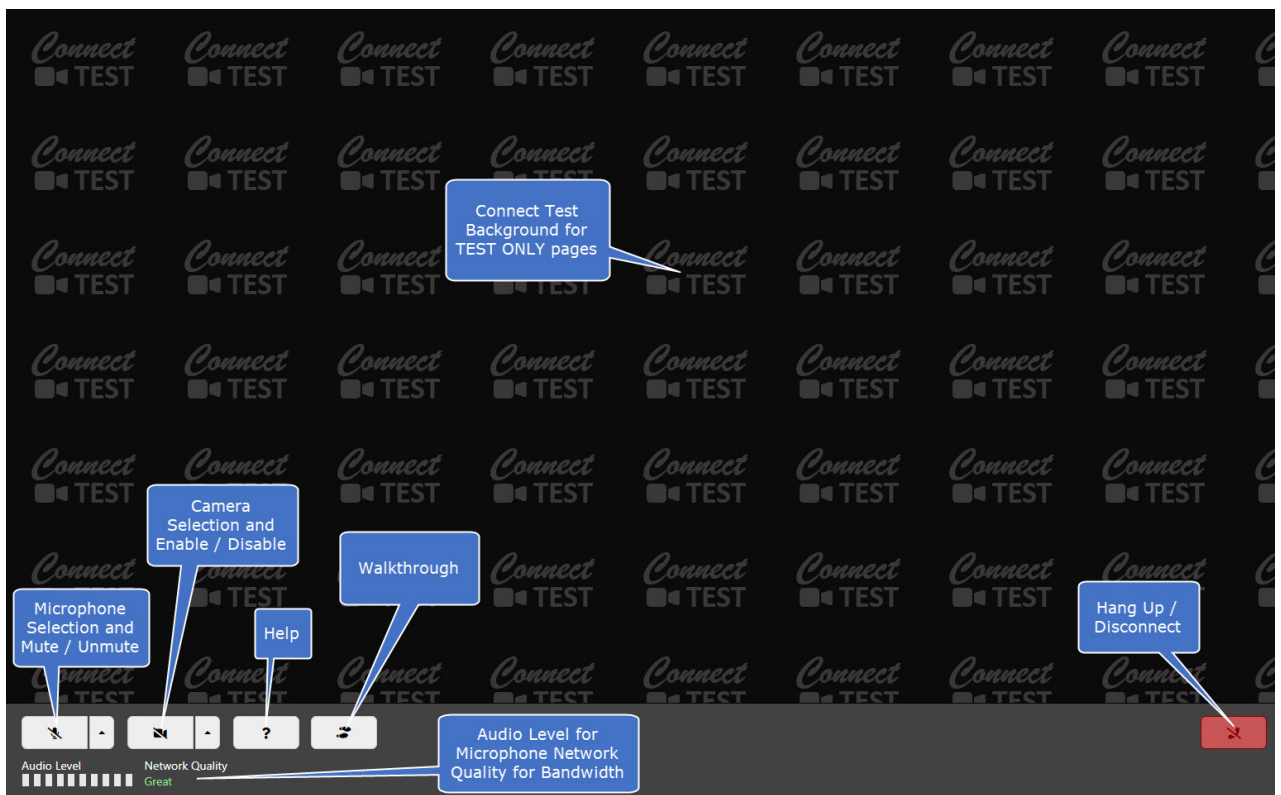
Audio & Video Meetings

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:
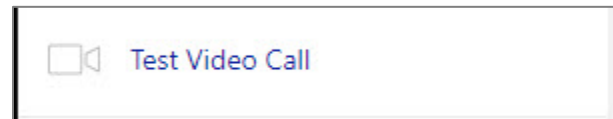
Career Services Administrative Buttons
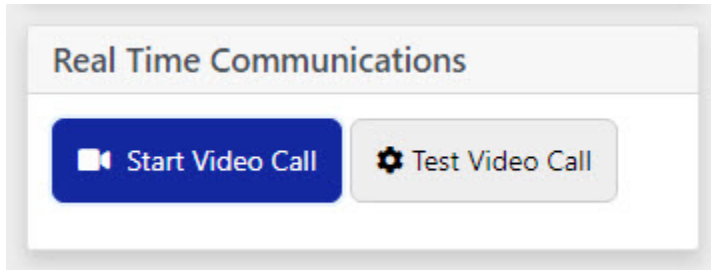
Recruiter / Candidate Test Button
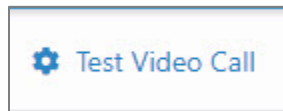

Recruiter / Candidate Test from Menu

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.
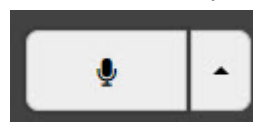

STEP 3 – Unmute your microphone or select your audio input source. If you only have one audio input source / microphone on your device, simply click the Microphone mute / unmute button to test your audio levels.
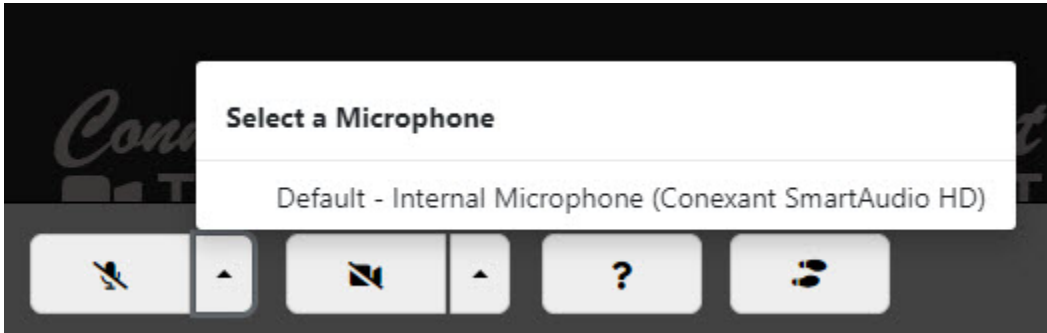
Muted Microphone
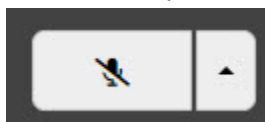

Unmuted Microphone

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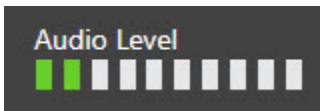
STEP 5 – Enable your camera or select your video input source. If you only have one video input source / camera on your device, simply click the Video enable / disable button to test your camera.
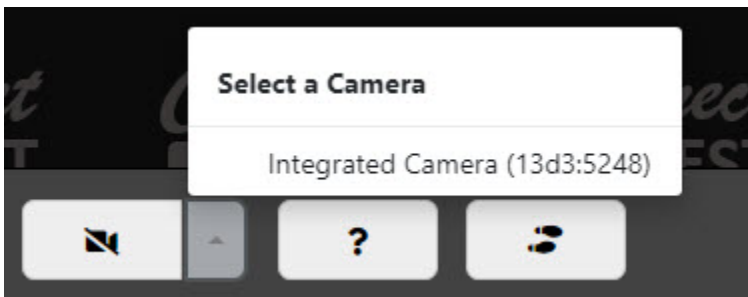
*Video Disabled*   *Video Enabled*

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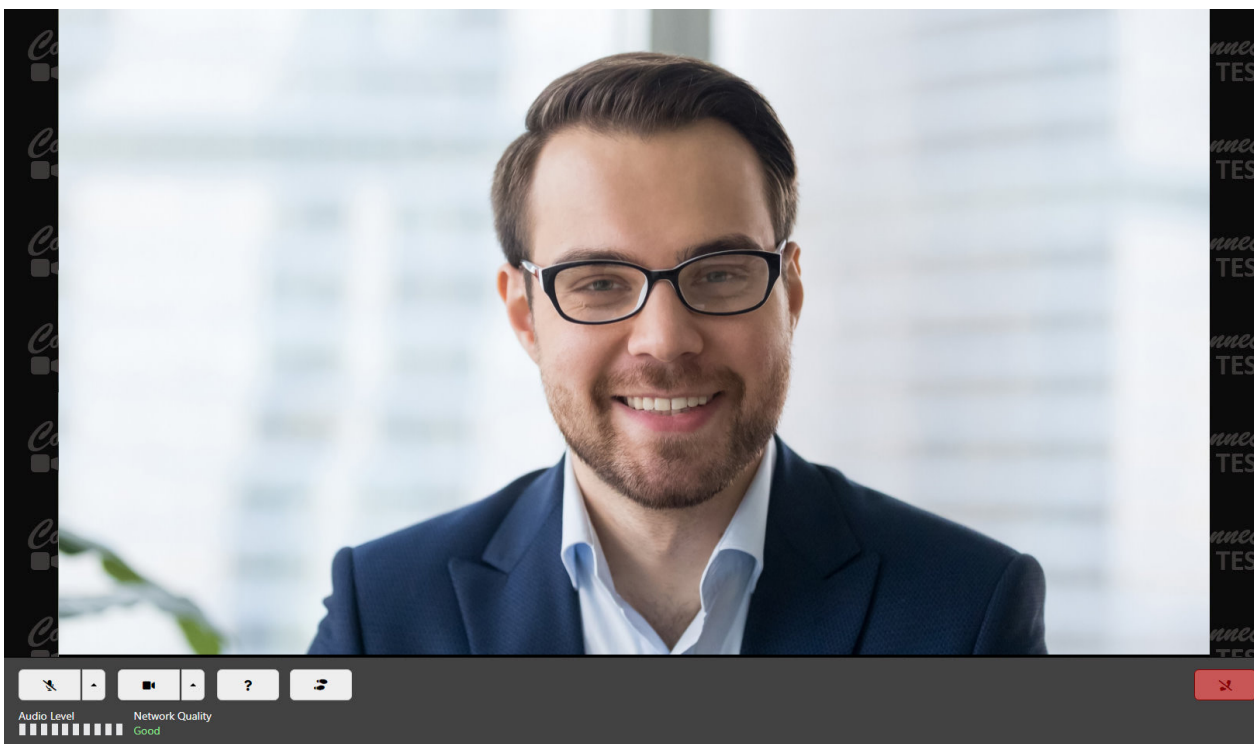
STEP 7 – Check your network bandwidth. With your microphone and camera enabled, review the Network Quality meter to ensure you have enough network bandwidth to continue with the video meeting.
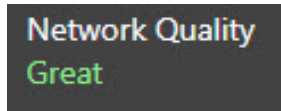
Network Quality is indicated by the following levels:

- 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.
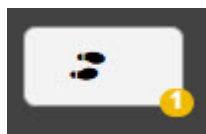

When the Walkthrough button has a yellow circle with a number in it, you have new walkthroughs available that you have not previously viewed.

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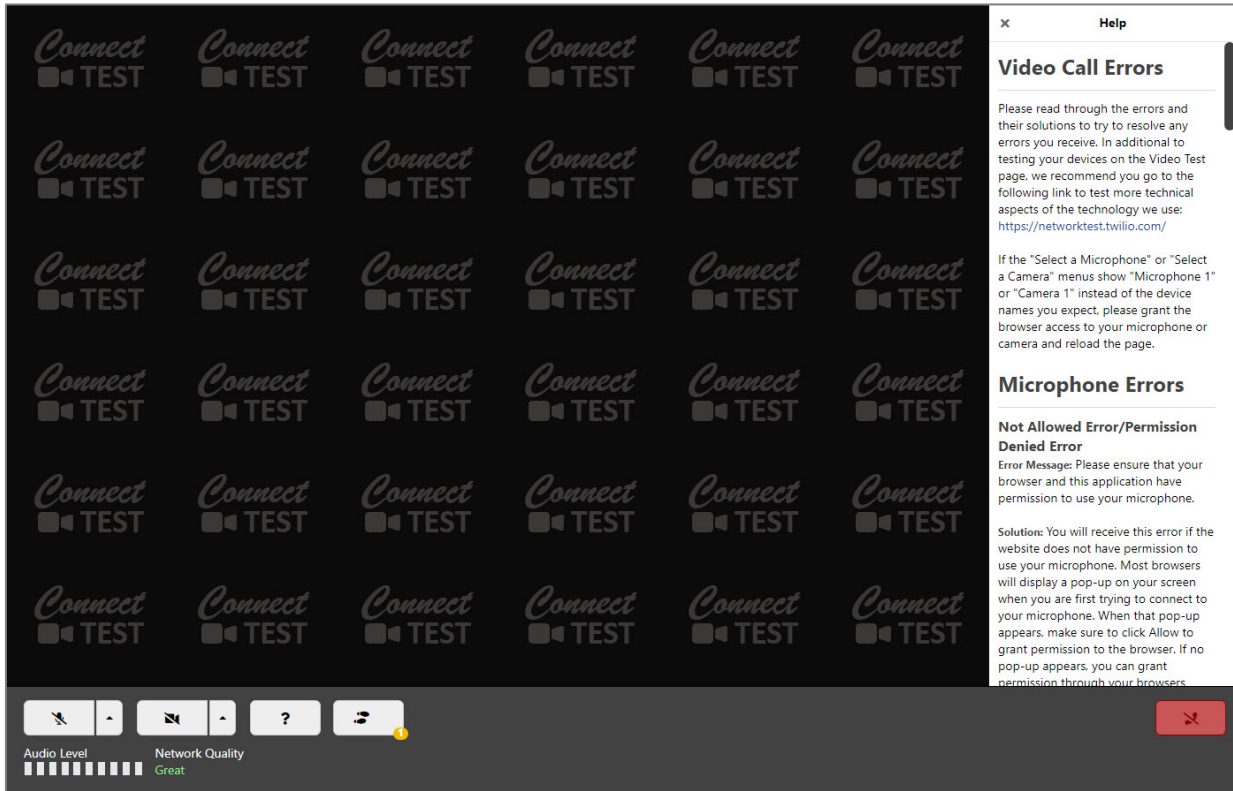
Test Page time limit. The test page has a time limit of 5 minutes before you are automatically disconnected. This time limit exists to avoid incurring additional charges should you leave the test window open. Users can launch multiple test calls if they are disconnected by this limit.

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.
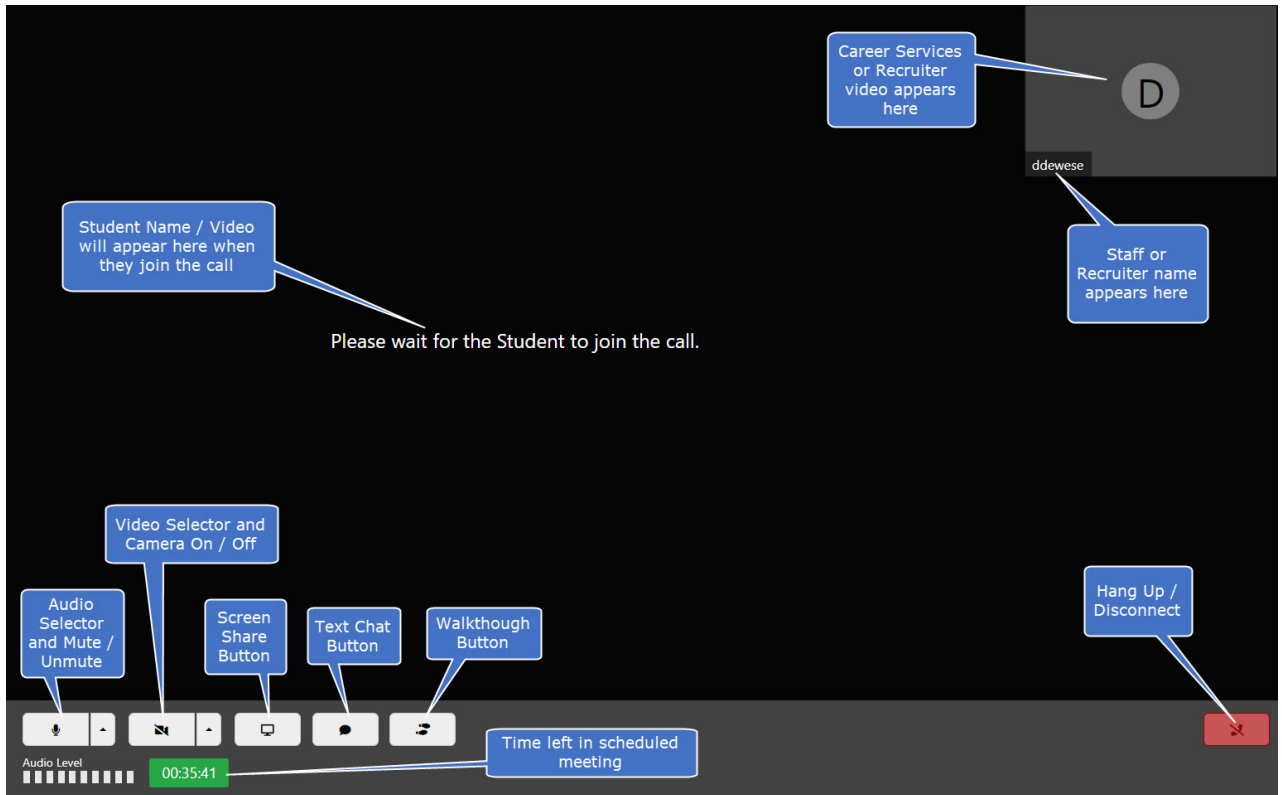

Live Video Section

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.
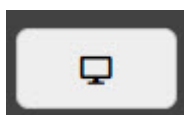
Screen Share button. The Screen Share button enables you to share any of your screens or windows with the other participants in the meeting. Screen sharing functionality is dependent on the web browser used and may vary between different types of web browsers. To start or stop screen sharing, click the Screen Share button.
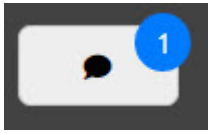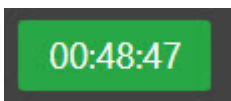
Text Chat button. The Text Chat button enables the participants in the meeting to communicate through text messages that will display on the right-hand side of the screen. If you have not enabled the text chat and have unread messages, the button will display a blue circle with the number of unread chat 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.

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.
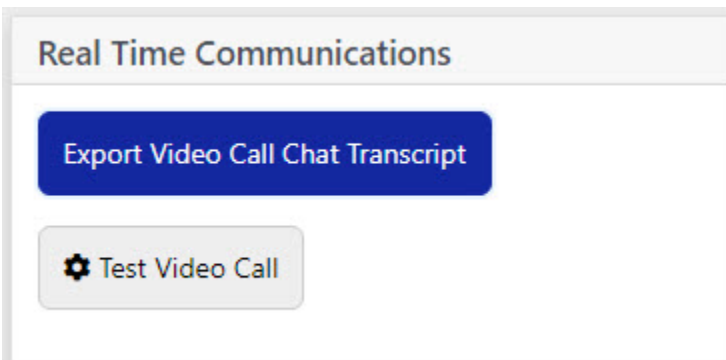
Text Chat Transcript

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 / Recruiter Transcript

> ⬇ Export Video Call Chat Transcript
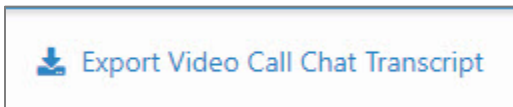
Career Services Transcript

Real Time Communications

> **Export Video Call Chat Transcript**

> ⚙ Test Video Call

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 you 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. **You are limited to 250 messages per day**. If you need to send more messages than that per day, please contact your GradLeaders representative.

MMS capability will be available in the coming months.

Location

For career service staff, you can find this functionality both on the grid for appointments and interviews, as well as on the detail page for each meeting.

Grid Icon

Detail Page
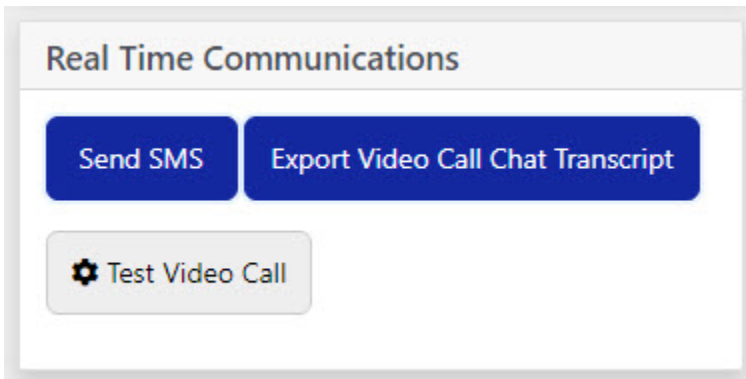
SMS Message Box

Upon clicking the SMS button or icon from the grid, a pop-up displays that enables you to enter and send your message. The pop-up displays the recipient's name and phone number as well as a text box to enter the message. As you are entering the message, a counter displays the number of characters entered and how many SMS messages would be necessary to send the entire message. When you have finished entering the text, simply click on the Send button.

You can see delivery status of text messages and text message history in the Student Activity Log.

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.

Best Practices

Below are steps for partners to take when implementing Career Fair 1.0 as their career fair solution.

STEP 1 - Create your Multi-Company Event/Career Fair as normal

- Employer can request to attend the event, and pay for their fees if applicable
- Admin can manually add Employers to the event, if needed
- The event should be visible to Students, but "Signup Required" should be "No". This allows Students to view the event and see the Employer attendee list grow as they register but does not let them take action to sign up as they will be signing up for each Employer's individual event/booth.

STEP 2 - Update Email Templates
- There is a new "DeepLink" email variable that can be added to the template(s), which will provide Students with a direct link to the event/booth
- These are the email templates associated:

Email ID	Email Name	Trigger
254	Company Event Office Hour Add to Signup	Sends when a Student signs up for the event/booth, or if an Admin manually adds a Student to the event/booth.
146	Company Event Reminder for Office Hours	Sends "x" amount of days prior to the event, based on a backend setting.

STEP 3 - Prior to the Event date (~1-2 weeks)

- GradLeaders will run a database script that will automatically convert all confirmed Employer registrations into their own separate event/booth
- GradLeaders needs the following parameters to run the script efficiently:
- Source Career Fair event
- Desired naming for each Employer's individual event/booth *(e.g. Fall Career Expo – {Company Name})*
- Default Number of Schedules *(If you are collecting the number of Recruiters during the Employer's registration process, we can reference that data to create a matching number of schedules)*
- Default Schedule Template *(This determines the start time, end time and timeslot length and can be created through this menu path: On-Campus Recruiting > OCR Setup > Schedule Templates)*
- Default Number of Students per Timeslot *(This determines how many Students can meet with the Employer during each timeslot)*
- Default value for allowing a Student to submit a resume upon signing up for an Employer's individual event/booth *(Yes/No)*
- Once the script is run, the Multi-Company Event/Career Fair should have the visibility to Students disabled, as they will now be able to view/signup for each Employer's individual event/booth
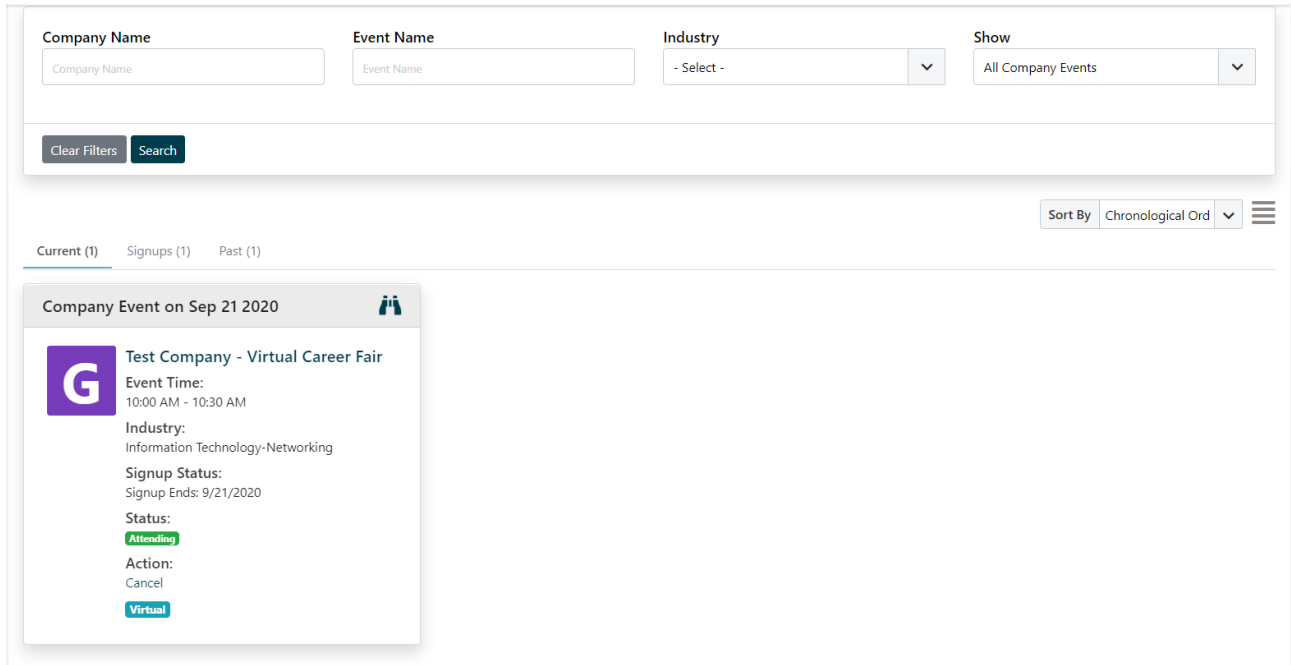
STEP 4 - Leading up to the Event date

- Now that the script has been run, each Employer now has their own individual event/booth
- Students can now view, and signup for a timeslot to meet with their Employers of interest
- To allow Students to sign up for a timeslot during the event, the Signup End Date for the event(s) should be updated to reflect a date/time that is past the last timeslot. This allows Students to sign up for a future unfilled timeslot, throughout the event. *(simulating walking up to an Employer's booth during a live event)*

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")*

- 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:

- 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)

- 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.
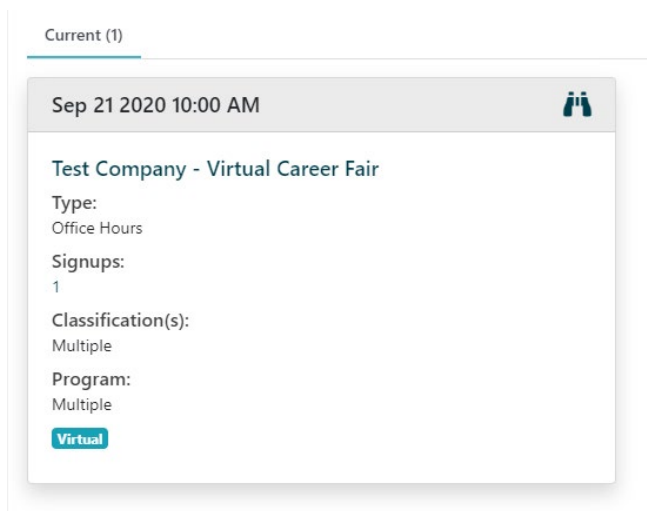
Recruiter View

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

- Recruiter will log into the site and navigate to the "Confirmed Events" menu to find their individual event/booth:
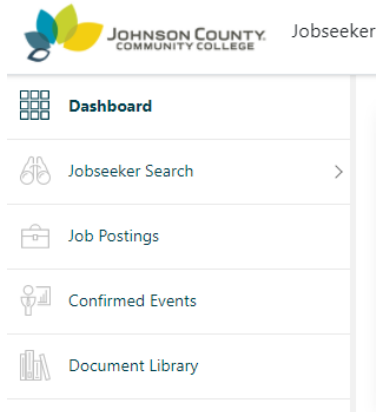
- Recruiter will also see the "Virtual" tag on their event/booth:

- Ability to see event/booth details, total signups and the full schedule, on different tabs:
  (Note: Take note of the different tabs in each screenshot, they have a blue highlighted line underneath the tab name)

- If the recruiter is using the embedded video technology, they can click the "Video" icon to join the room: *(Note: The video room will open in a new tab)*

- If the recruiter prefers to use an external link to host their meeting, they can insert a URL, per timeslot. Clicking the "Video" icon in this scenario, will open a new tab directing to the link that was placed for the specific timeslot:

- Recruiters will close out of the meeting room *(either embedded or external) and* repeat step #4 for the next timeslot.

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 queueing for the booth

Career Service Office – Configuration for virtual career fairs

In this section you will find information for setting up messages and templates for career fairs in Grad Leaders Connect. If you have any questions or need additional training, please contact your CRM or CSM to be added to the schedule.

Review your screen messages

- Below is a list of messages you should review prior to any career fair event. Make sure the messaging is directed towards its audience and includes clear and concise instructions on how to proceed.

  ADMIN -

  - Admin Career Fair Candidate Interest
  - Admin Career Fair No Resume Drops
  - Admin Career Fair No Signups
  - Admin Career Fair Queue Available During Event
  - Admin Career Fair Queue Empty

  EMPLOYER -

  - EmployerCompanyEventCareerFairSchedules
  - EmployerCompanyEventCareerFairCandidateContent
  - EmployerCompanyEventCareerFairLinkedJobs
  - EmployerCompanyEventCareerFairLinkedDocuments
  - Video Chat Employer Career Fair Not Available
  - Employer Career Fair Create Resume Book
  - Employer Career Fair Queue Before Event
  - Employer Career Fair Queue During Event
  - Employer Career Fair Queue After Event
  - Employer Career Fair Queue Not Active
  - Employer Career Fair Queue Empty
  - Employer Career Fair Queue No Participants
  - Employer Career Fair End Queue

CANDIDATE -

- CandidateCompanyEventCareerFairDetails
- CandidateCompanyEventCareerFairHasNotExpressedInterest
- CandidateCompanyEventCareerFairHasExpressedInterest
- CandidateCareerFairQueueAvailableDuringEvent
- CandidateCareerFairQueueEmpty
- CandidateCareerFairNoSignups
- Video Chat Candidate Career Fair Not Available
- Candidate Career Fair Join Queue Confirmation
- Candidate Career Fair Queue Invitation
- Candidate Career Fair Queue Invitation Expired
- Candidate Career Fair Removed From Queue
- Candidate Career Fair Queue Ended

Set up your schedule template(s)

- Every partner's menu is slightly different, but you should look for the schedule template setup in a submenu under the main Events menu as seen below.

-
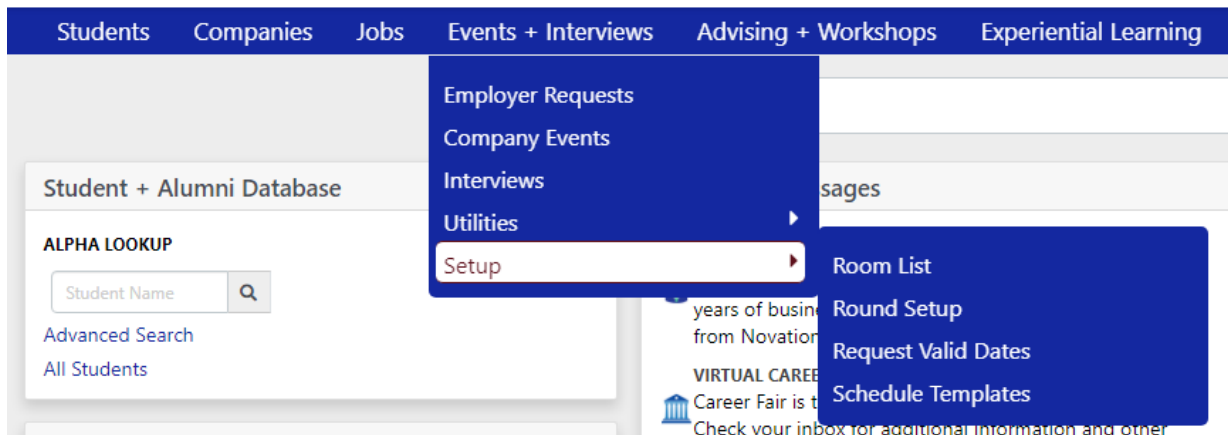
- To add new schedule templates for the event, select Add Template from the Next Actions drop down.

- Enter your template name. Be specific, as this is the name that the recruiters will see when selecting their template for schedules.

- Select your template type. For Career Fairs you should select either Career Fair Queue - first come, first serve or Career Fair Signup - fixed timeslot appointments with recruiters. Only templates of these types will appear when setting up a career fair.

- Enter the # of time slots and the timeslot duration. For Career Fair Queue templates, the number of timeslots should be small and the duration large to allow as many candidates as possible to queue for timeslots and be seen by recruiters. For Career Fair Signup – fixed timeslots, the # of timeslots should be large and the duration small to accommodate as many individual meetings as possible.

- Select whether employers may select this template when they are making their request to attend the event.

- Select whether the template is active and will appear in the drop-down list when setting up an event. Select No to deactivate old templates that should no longer appear in the selection on the event.

- You can alter the start times of each slot in the schedule. This allows you to build in breaks throughout the day.

- Below is an example of a schedule template for a Career Fair Queue with breaks in the morning and afternoon plus a lunch break.

- Below is another example of a Career Fair Signup template with 15 minute slots throughout the day.

Career Service Office – Creating a Virtual Career Fair Event

In this section you will find information on creating a virtual career fair in Grad Leaders Connect. If you have any questions or need additional training, please contact your CRM or CSM to be added to the schedule.

Add your Event

- Create the event from the Next Actions drop down on the Company Events grid. Make sure to select the "Career Fair" link under "ADD"

- Fill out the information on the survey.   This guide will not attempt to explain every field on the Company Event survey, but it will highlight fields that are necessary for a career fair event in the new Career Fair 2.0 solution.

- Make sure to select the default schedule template from the drop down. This is the template that all recruiters will have applied to their schedules. You do have the option of allowing recruiters to select their own schedule template either during the request process or after you have confirmed the request, but prior to the day of the event. See the recruiter's section for more information on this process.

DEFAULT SCHEDULE TEMPLATE

Career Fair - All Day Queue Template with Breaks

- If your event will allow for fixed timeslot appointments, make sure to check the Signup Start and Signup End dates and times to allow candidates to sign up. For Career Fair Events, the Signup End date/time should be the end of the event so that candidates can sign up during the event.

SIGNUP START

1/18/2021   12:00 AM

SIGNUP END

1/18/2021   7:00 PM

- You have the option of making the event visible to recruiters and visible to candidates from this edit screen. You can also make the event visible to candidates and recruiters from the event grid. Many partners like to enter the event ahead of time, but not make it visible to recruiters until they are ready to start taking requests, and not visible to the candidates until companies have signed up.

Current (16)	Past (253)	Matched (0)							Event Name		Next Actions ▶

Date / Time▲	Title	Company	Type	Fee	Time Zone	Class Year	Program	Visible to Employer	Visible to Student	Students(#)	Waitlist(#)	Orgs(#)
1/18/2021 8:00 AM	Career Fair Example - Documentation		Career Fair		(UTC-05:00) Eastern Time (US & Canada)	Multiple ⓘ	Multiple ⓘ	☑	☑	0	0	0
1/29/2021 8:00 AM	Virtual Career Fair 2.0		Career Fair		(UTC-08:00) Baja California	Multiple ⓘ	Multiple ⓘ	☑	☑	0	0	1

- You should upload an event logo and banner. This will display in the virtual lobby for both the candidates and recruiters. You can also enter additional content that will appear in the lobby. This content can be different before, during, and after the event.

▼ Virtual Event Lobby Content

EVENT LOGO

Choose File | No file chosen

☑ Lobby Logo.png


EVENT BANNER

Choose File | No file chosen

☑ Lobby Banner.png

CONTENT BEFORE EVENT

Sample Lobby Content that will display BEFORE the event happens

Chars: 54   Words: 10

CONTENT DURING EVENT

Sample Lobby Content that will display DURING the event. All of this content can be *Formatted with HTLM* and include links : Click here for a link

Chars: 119   Words: 27

CONTENT AFTER EVENT

Sample Lobby Content that will display AFTER the event happens

GRADLEADERS
Connect

Confirm your requests from Recruiters

- As recruiters submit their requests to attend your event, you can track these requests from the Employer Requests Grid. This can be found under the Events Main Menu. The Outstanding Tab shows requests that have not yet been confirmed or declined.

Employer Requests

EMPLOYER REQUESTS LIST:
- Use this table to determine dates for scheduling each organization for each event.
- Edit or review details and to confirm an organization's request
- Sort by Date and Time Submitted or Organization or in View pick lists in sidebar by Type or Status.
- Review Most Requested Dates for each type of even, using sidebar link

OCR EVENT TYPE	CLASS YEAR	SUBMITTED DATE		
- All -	- All -	FROM / THROUGH	Search	Clear

	Outstanding (43)	Confirmed (155)	Declined (34)	Incomplete (2)	Selected (0)	Company	Next Actions ▸

	Submitted▼	Company	OCR Type	Assigned Date
☐	1/18/2021 10:11 AM	Disney Interactive Media Group	Career Fair	
☐	1/18/2021 9:59 AM	Amazon	Career Fair	

- Click on the name of the company making the request from the grid to navigate to the Request detail page. From here you can confirm or decline the request using the links in Action box on the right of the screen.

Request Details

| Company | < 2 of 43 > | « BACK |

Career Fair
Amazon — Outstanding

<< Screen message text is empty >>
REQUESTED EVENT:
Virtual Career Fair 2.0 1/29/2021

▼ Contact

INTERVIEWS EVENT TYPE	COMPANY NAME	INDUSTRY	COMPANY URL
Career Fair	Amazon	Retail - Online	www.amazon.com

PRIMARY CONTACT

Action
- ✏ Edit Request
- ▦ Room Availability
- ✉ Email
- 👍 Confirm
- ⊖ Decline
- 🗓 Event Calendar
- 🗑 Delete

Valid Dates ✏ edit

Type	Valid Date
2nd Year MBA	1/1/2012 - 12/31/2012

- When confirming a request, you will be asked to select the career fair you are confirming the request for. This is helpful if you have multiple career fairs entered and need to select which event to allow the recruiter to attend.

Assign Event ✕

EVENT

Virtual Career Fair 2.0 - 1/29/2021 ▼

Assign

-
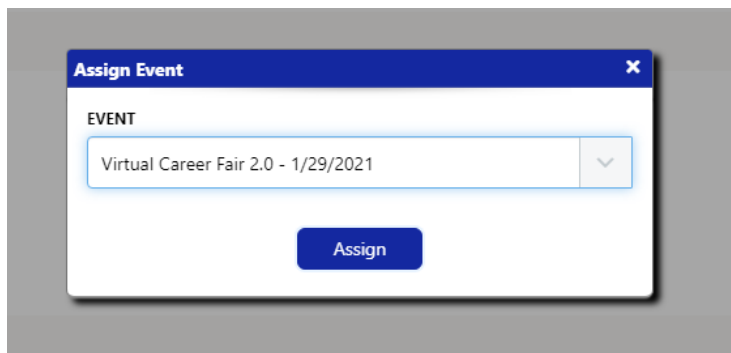
- Send an email to the recruiter to let them know you have confirmed their request.

- Once you have confirmed the request that company will be added to the list of companies attending the event.

Monitor your event signups

- From the company event details page you can see students that have signed up for fixed timeslot appointments, companies that have signed up to attend, monitor the students that have expressed interest in attending, and review the schedules for each company under the Panels tab.

Company Event Main Tab - Actions

- On the company event details page Main Tab, the Action box at the right provides many functions.   This document will not detail every action from the menu but cover the actions specific to Career Fair 2.0 in this section.
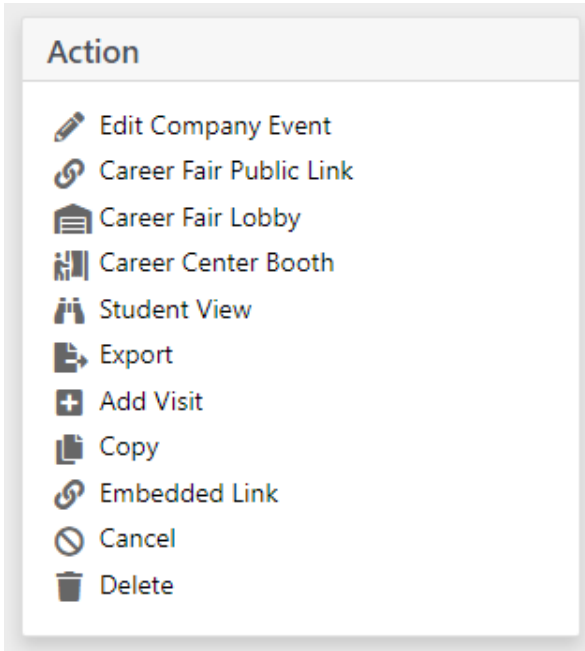
Display a public link to the event

- This link displays the content from the Lobby Main page on a public page that does not need authentication to view. This public link is designed to be sent out through emails or published on a website to draw attention to your event and encourage companies to request attendance.
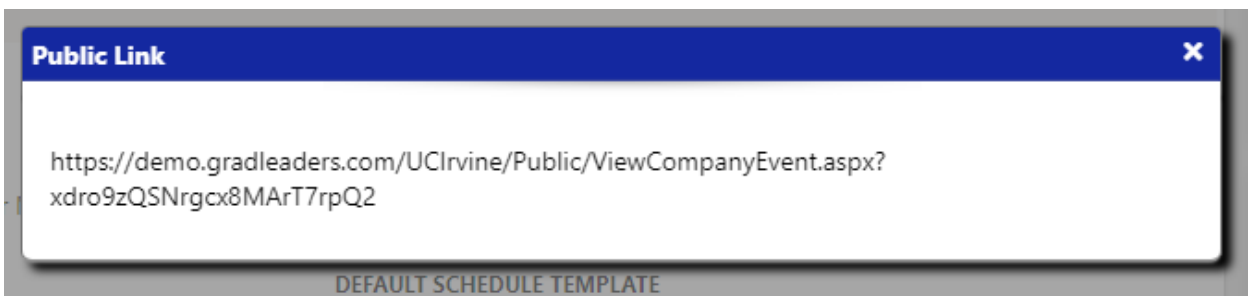
Career Service Office – Setup the Lobby /Career Services Booth

In this section you will find information setting up your own Career Service Office Booth for the event.

Review the Event Lobby

- The lobby page will be covered in detail in the section titled Career Services – Monitoring the event. At any time, you can click on the lobby link to review the content and view how this will be displayed to both recruiters and candidates.

Career Services Office Booth

- This link will take you to the booth for Career Services. Prior to the event you will want to set up the booth content. Navigate to the booth and click on Edit Career Fair Booth to enter this information. You can review the content of your booth and how it will appear to recruiters and candidates under the "Booth Content" tab at the top right of the booth.
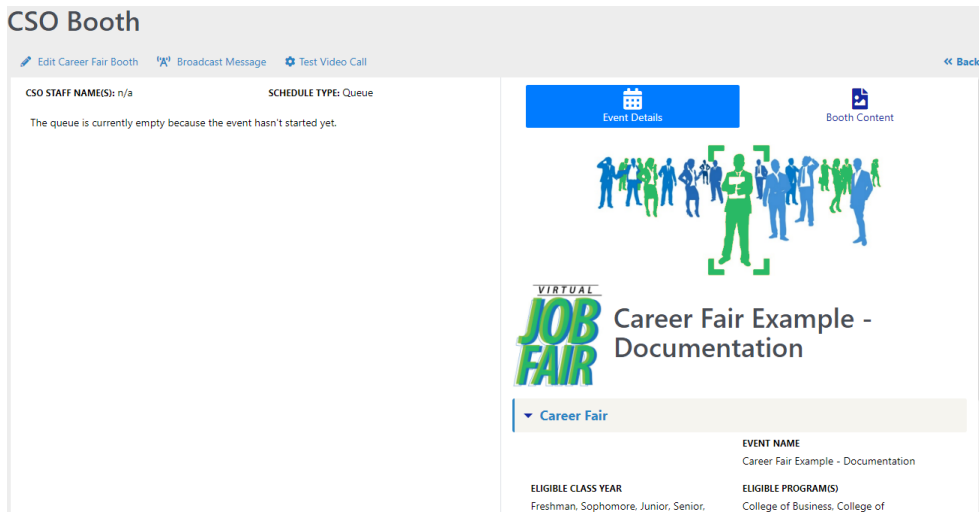
- On the Career Fair Booth Edit screen you can upload a logo and banner specific to your booth as well as enter content that will appear before, during, and after the event.
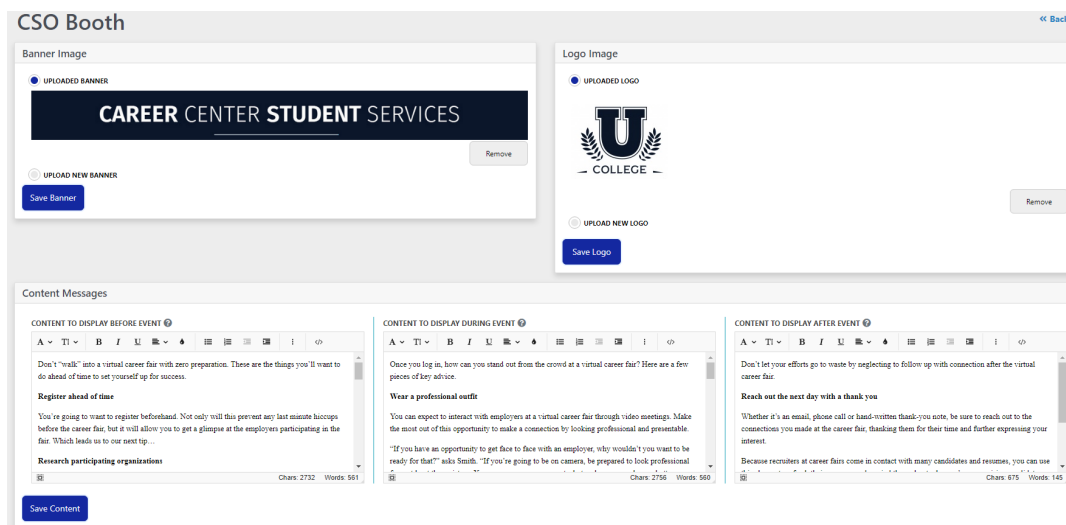
Career Service Office – Monitoring Event Lobby

In this section you will find information for monitoring a career fair through GradLeaders Connect on the day of the event. This section will focus on the Career Fair Lobby and your ability to observe how the event is proceeding.

Navigate to Event Lobby

- Click on the Career Fair Lobby link from the Main tab of the Event Detail Page.
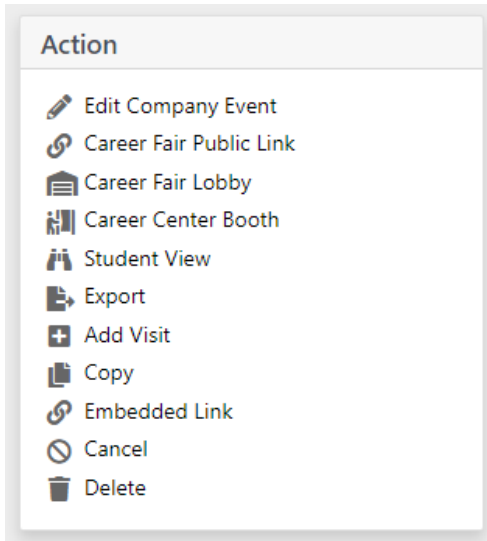
Monitor Student Activity

- From the Career Fair Lobby, you can monitor the student activity in the right-hand side bar. You can search for a specific student by name and you can sort the list based on the most or least amount of activity by students.
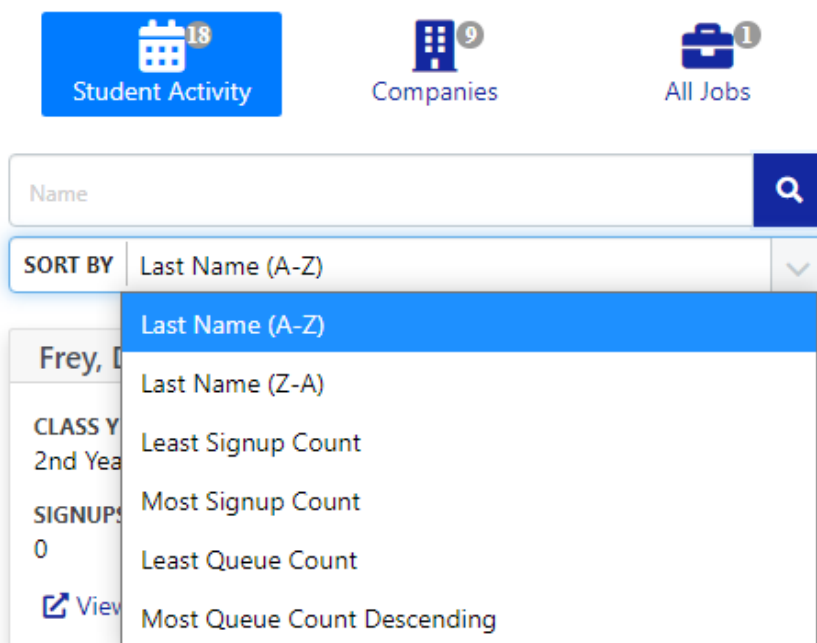
- The student card shows how many appointment signups, queues, and resume drops the student has made.

- You can see details about a specific student's activity by clicking on the View Student Activity link on the bottom of each card. This will take you to a page where you can view the queues the student is in and the status of each queue. You can also view appointment signups and the resumes that have been dropped.

- You can remove a student from a queue or appointment by clicking the Delete link in the queue or appointment card.

- From this screen you can also send email and text messages to the student, and take notes on the student. These actions appear as links in the Action card at the right.

- Finally, you can Sign-In As a student by clicking the link at the top of the page if you need to get into the candidate module and view what the student is seeing.

Monitor Company Activity

- From the Career Fair Lobby, you can monitor company activity under the Companies tab in the right-hand sidebar.   You can search for a company by name or sort the company list based on name, favorites, queue length, and linked jobs.
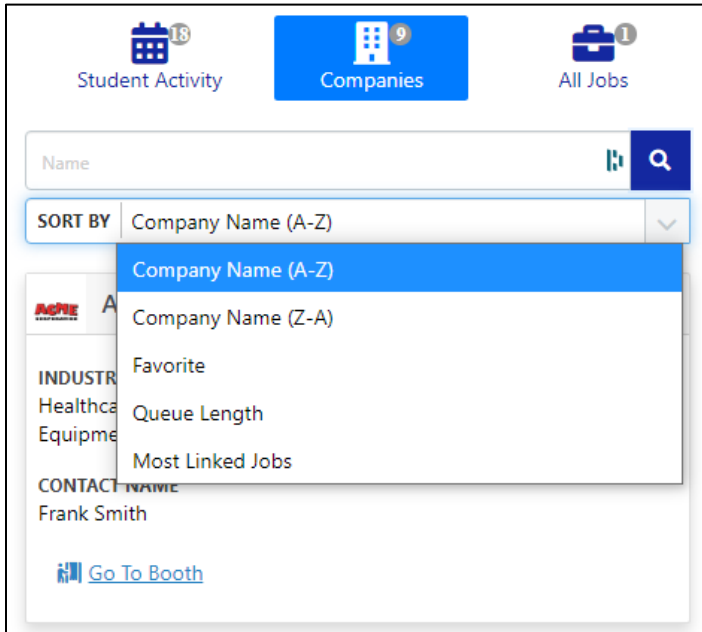
- On the company cards you can see the number of linked jobs, and the number of students in a queue or signed up for an appointment.
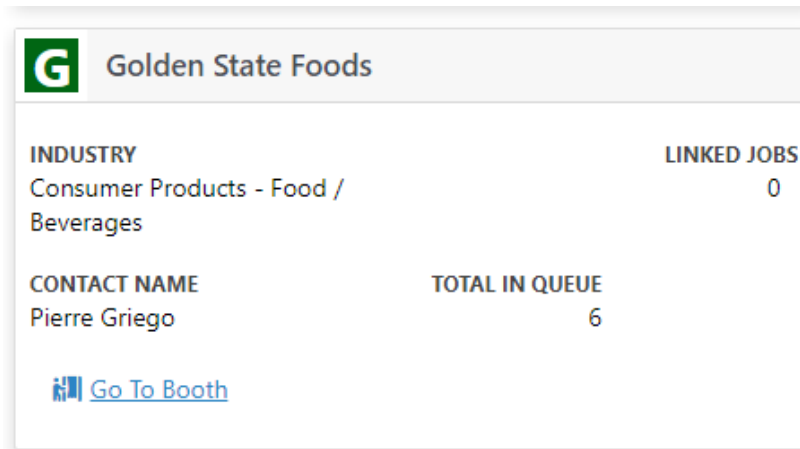
- From the company card you can enter the company booth by clicking on Go to Booth at the bottom of the card.

Monitor Company Booth

- From the Company Booth page, you can select a schedule and view all the students for that schedule whether that be a queued schedule or a fixed appointment schedule. You can see each student's status and their estimated wait time.

- You can review the student's profile and take notes from their student card.

- You can review the booth content, linked jobs, and documents for the company.

- You can edit the booth content from this screen by clicking on Edit Booth in the upper left-hand corner of the page.

- The Edit booth page allows you to upload new logos, banners, and enter content on behalf of the company. This page functionality is the same as setting up your own CSO Booth, as detailed in the previous section.

Requesting to Join Recruiter Video Call

- From the Company Booth page, you can request to meet with a recruiter by joining their video call.
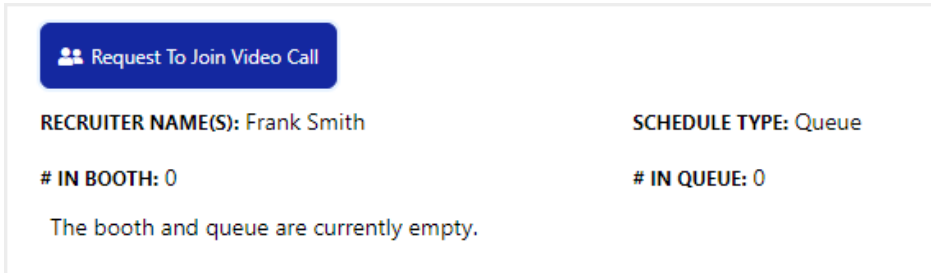
- Once you have requested to join you will see a message and wait for the recruiter to accept the request.
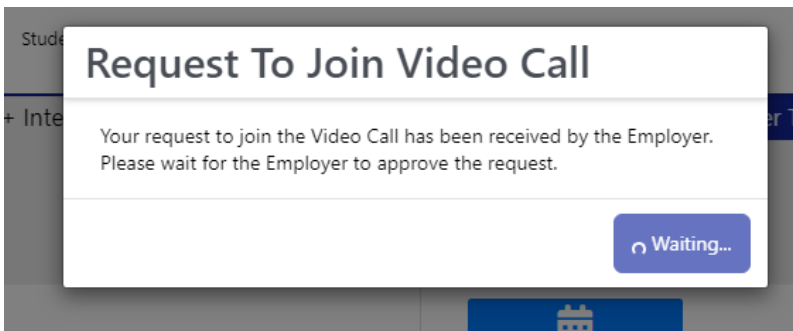
- The recruiter will see this message at the top of their video window.
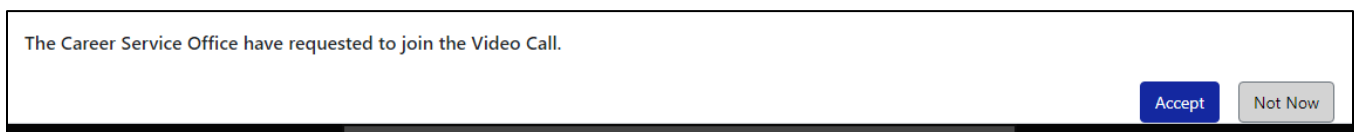
- Once the recruiter has accepted your request, you will have a button that allows you to join the video call.
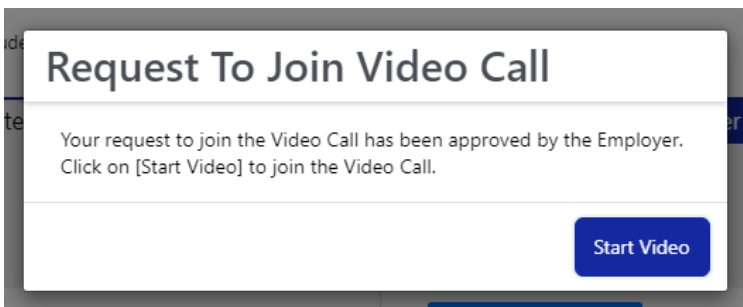
- You will join the recruiter's video window along with anyone else meeting with the recruiter at that time. If the recruiter still has students in the video meeting you will see them as well

Career Service Office – Monitoring CSO Booth

This section will focus on the CSO Booth and the ability to observe how the event is proceeding, as well as reaching out to recruiters and candidates during the event.

Navigate to CSO Booth

- You can navigate to the CSO Booth by clicking on the link in the Action Box from the Main event tab, or you can access the CSO Booth by clicking on the CSO Booth link in the lobby.
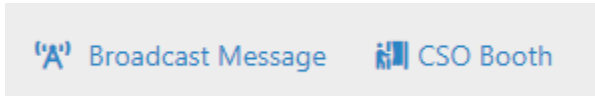
Meet with students – manage the queue

- In this booth you can see the students that have queued to meet with the career service staff. From the student cards you can view current status, wait time, link to the profile, and take notes.

- To start the video call, click on the Start Video Call button.
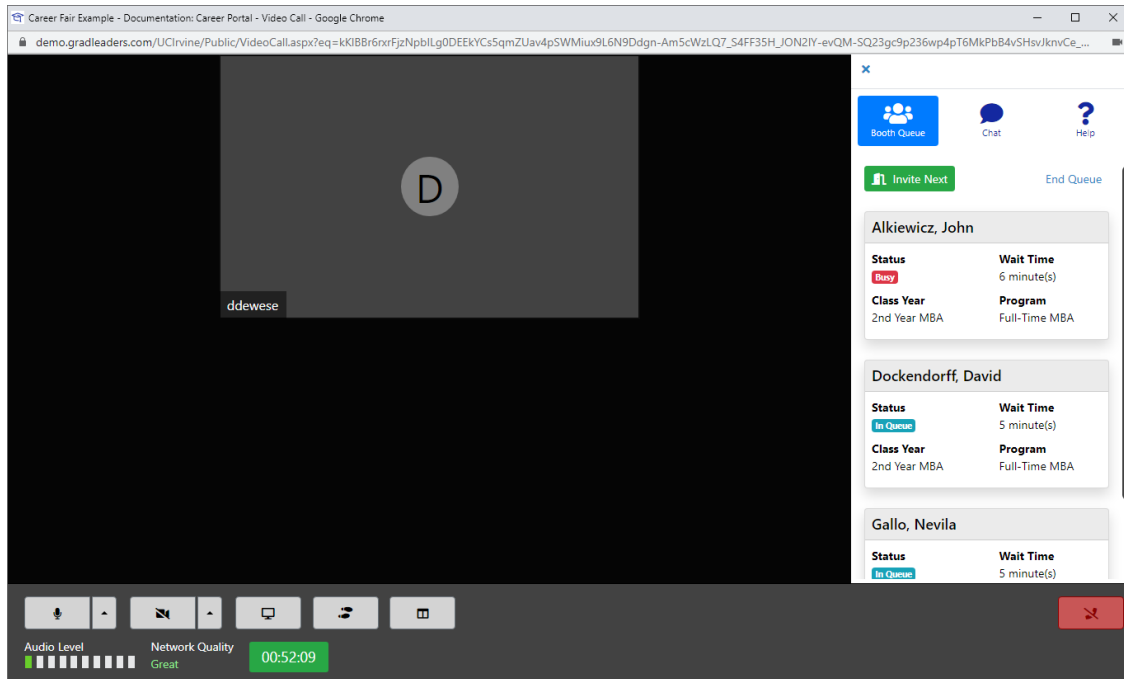
- The video call window is exactly like the recruiter's video call window when managing a queue. To meet with the next available student, click on "Invite Next" in the right-hand sidebar.

- Similar to the recruiter's experience, the system will send an invitation to the first available student. If the student is busy with another meeting, it will skip that student. Each student has 30 seconds to accept the invitation and join the meeting.

- If a student does not accept the invitation within the 30 second time period, the system will inform them that they've missed the invitation, and invite the next available student in the queue. The student that missed the invitation maintain their queue position until they miss 3 invitations in a row, at which point they will be removed from the queue.

- From the video window you can share your screen and chat with the participants from the right-hand sidebar. **NOTE**: All chat messages are only visible by current participants in the meeting room. When a student joins the video meeting room, they will not be able to view previous chat messages sent to or from other students. Only the career service staff operating the video window will continue to see all the chat messages.

  HELPFUL HINT: If you want to meet with more than one student at a time simply click on "Invite Next" each time you want to invite another participant. You can continue this process up to the maximum number of participants in the room, currently set at 50.

  HELPFUL HINT: If you want more career service staff to monitor and talk to queued students you can add additional queues to the career service booth from the event detail "Panels" tab.

- You can also view the event details and the booth content from the right-hand side of the Career Center Booth
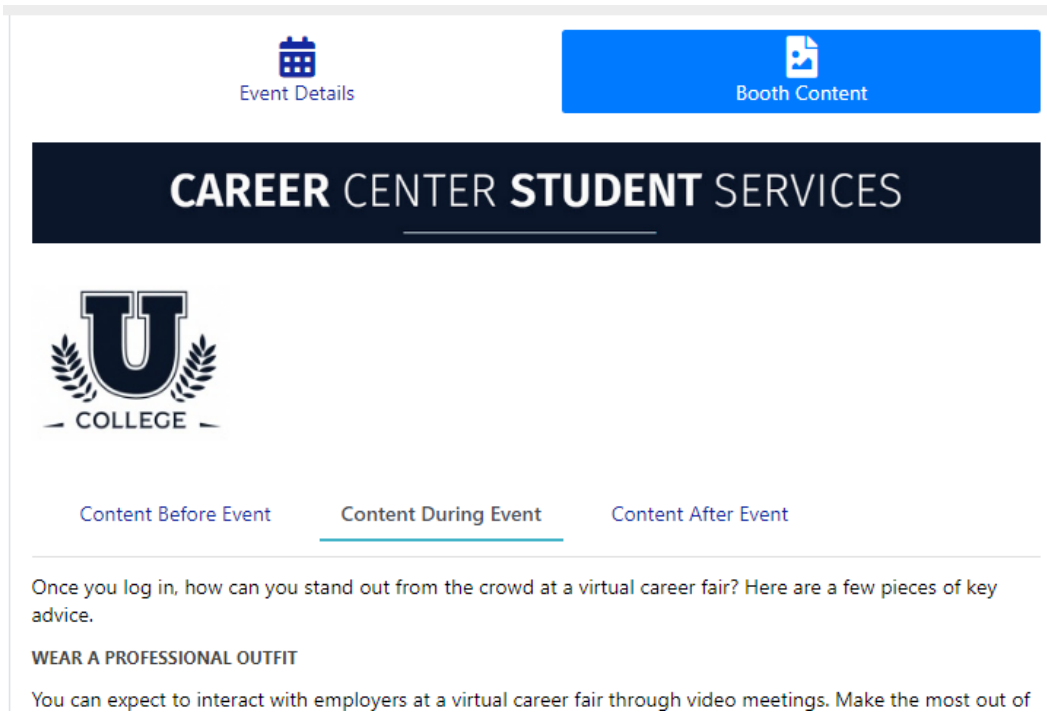
Broadcast Message

- From the page action menu in either the Lobby or the Career Center Booth you can broadcast a message to all participants in the career fair.
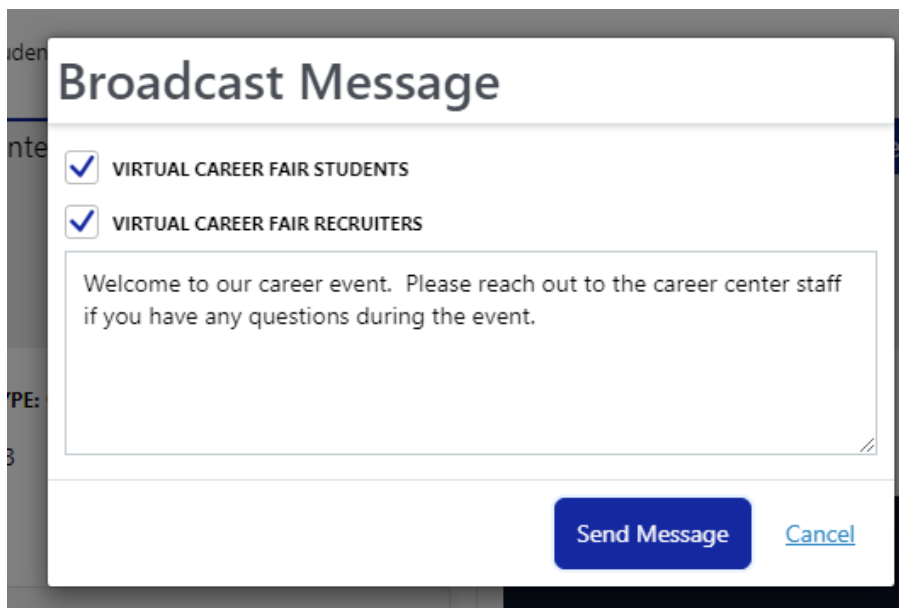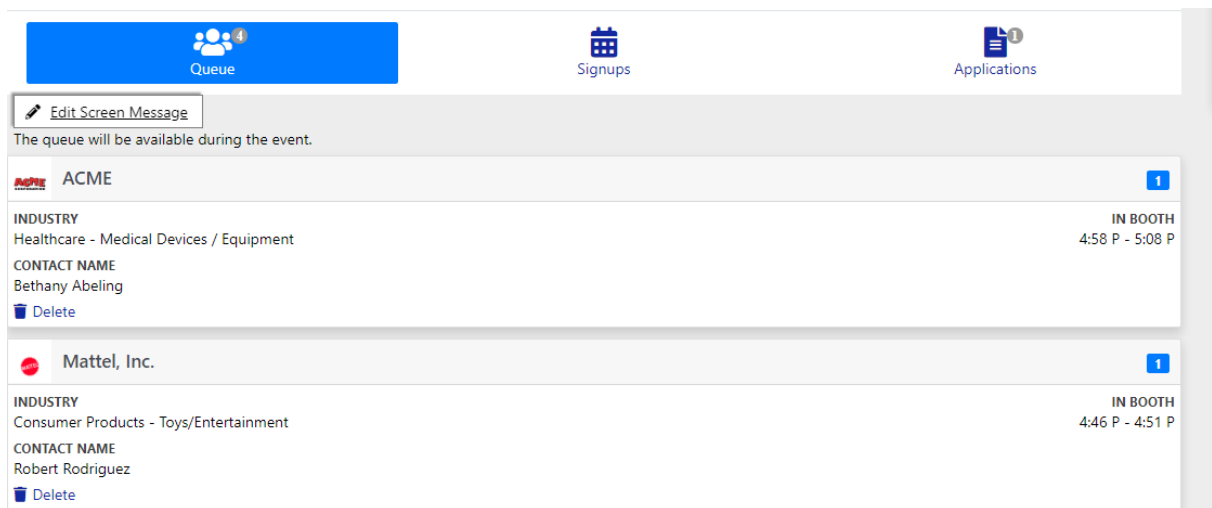
- You can select to send the message to only students, only recruiters, or both.

- This message will pop up in the browser window for all students and recruiters that are attending the event and have their browser open to the lobby or a company booth. The message will not pop up in the video window to avoid distractions during a video meeting.

- To avoid unexpected usage charges based on the total count of event participants, this message will not be delivered via SMS; it will only be delivered through the application itself.

Career Service Office – After the Event

In this section you will find details on what you can review after an event has completed. As we continue to add functionality to this module, more reports will become available and this section will be updated to reflect those reports.

- From the Career Fair Lobby, you can click on the Student Activity Tab and click on the View Student Activity from any student card.

- In the Student Activity page, you can review the companies that a student met with including the start and end time of the meeting.

- From the Career Fair Lobby, you can click on the Companies Tab and go to a Company Booth.

- In the company booth you can review which students the company met with and when each student entered and exited the booth.

Frey, Deirdre	
ENTERED BOOTH 4:58 PM	**EXIT BOOTH** 5:08 PM
CLASS YEAR 2nd Year MBA	**PROGRAM** Full-Time MBA
🗗 Profile 📋 Notes	

Frick, John	
ENTERED BOOTH 4:49 PM	**EXIT BOOTH** 4:57 PM
CLASS YEAR 2nd Year MBA	**PROGRAM** Part-Time MBA
🗗 Profile 📋 Notes	

- You can view the same information for students that visited the Career Service Booth by opening that booth.

- Additional reporting around the student and company activity during the event will be available, as well as usage reporting as detailed in the Reporting section of this document.

Recruiter Instructions – Requesting Access to an event

In this section you will find information for requesting access to a career fair in GradLeaders Connect.

Submit your request to attend an event

- You can navigate to the request page from the main menu.
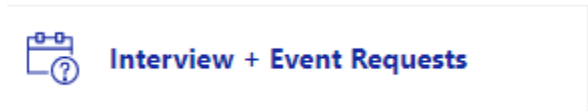
- Select Add Request from the top page action bar. You will get a dialogue box with an event type drop down. Select the Virtual Career Fair option.
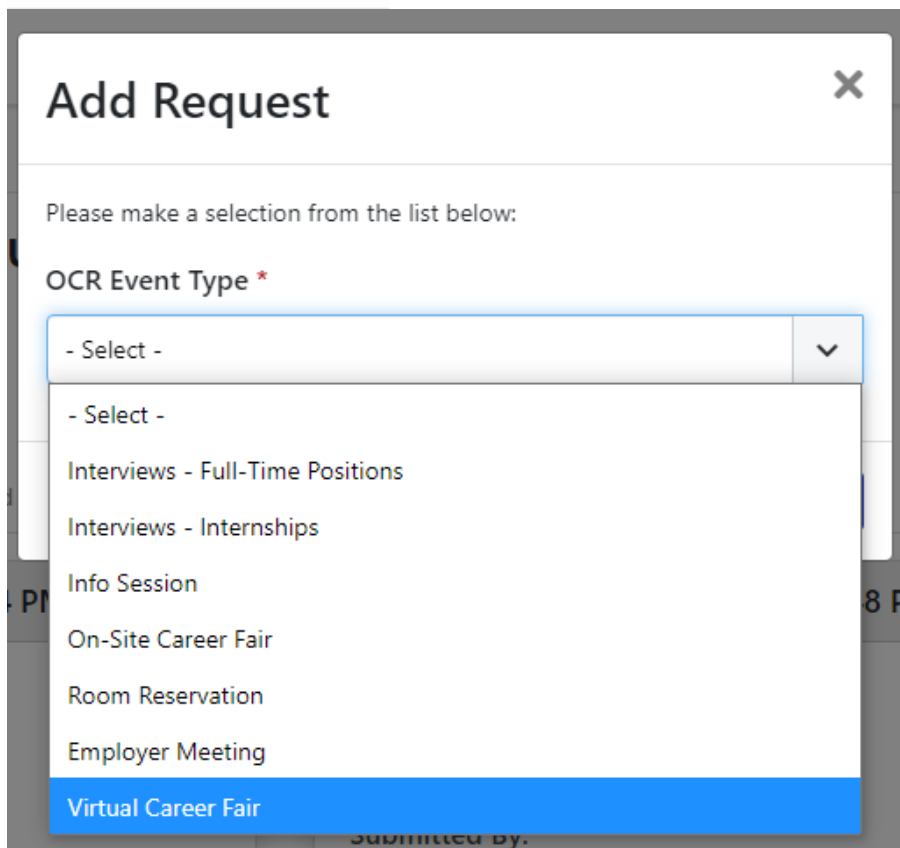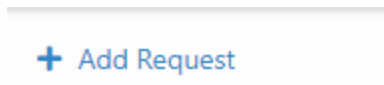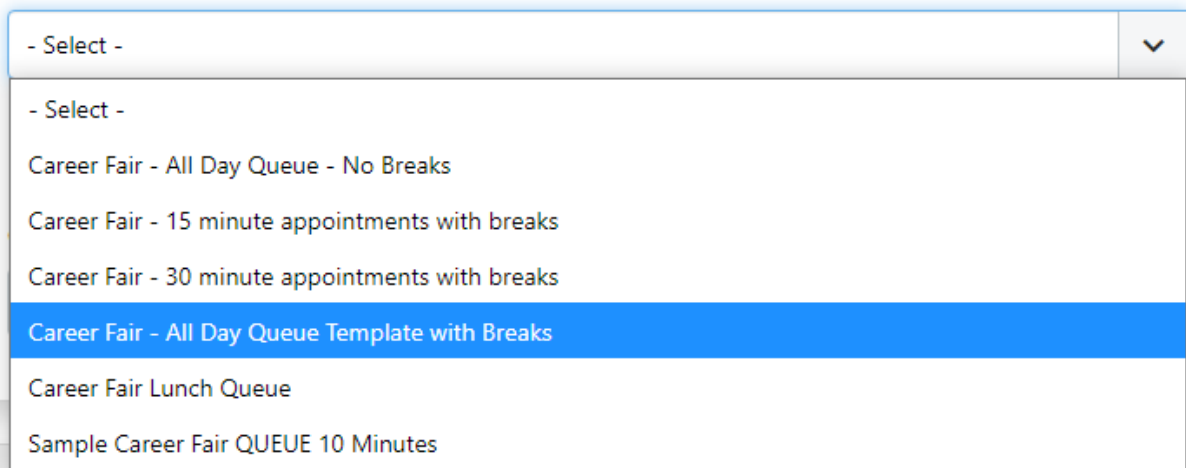
- The fields presented on the Add Request page can vary between partner schools. This document will focus on the fields that specifically impact Career Fair 2.0.

- Select the event on your preferred date to attend. All future events of the event type you selected will be shown here.

Preferred Event

○ 1/25/2021 8:00 AM - Career Fair Example - Documentation   📖 Details

○ 1/29/2021 8:00 AM - Virtual Career Fair 2.0   📖 Details   ○ 1/31/2021 8:00 AM - Career Fair - Future Event   📖 Details

- Select your preferred schedule template / timeslot length from the drop down. When the event is confirmed, your schedules will be set up with this template. You can alter those schedules after the event is confirmed, if necessary.

Timeslot Length *

- Select -	⌄

- Select -

Career Fair - All Day Queue - No Breaks

Career Fair - 15 minute appointments with breaks

Career Fair - 30 minute appointments with breaks

Career Fair - All Day Queue Template with Breaks

Career Fair Lunch Queue

Sample Career Fair QUEUE 10 Minutes

- if you have a fixed timeslot appointment schedule, enter the number of students per timeslot. This setting only applies to fixed timeslots and allows the specified number of candidates to sign up for each timeslot on the schedule. Queue schedules will allow you to add as many candidates as you wish up to the maximum of 50. If you are only using queue schedules, you can leave the default setting at 1.

Number of Students Per Timeslot *

Input the maximum number of students you want to meet with at the same time for schedule timeslots.

1	

- Enter the number of schedules. You should enter the number of schedules for the number of recruiters you are bringing to the event. Each recruiter will manage their own list of candidates on their own schedules.

Number of Schedules *

Generally you want 1 schedule for each recruiter that will be meeting with students

1	⌄

- The rest of the fields on the survey are informational for the career service office and have no direct effect on functionality of the system. Each partner school will decide which fields are required and which fields are optional when accepting requests from recruiters to attend an event.

- Click the Submit button at the bottom of the survey after you have completed all required fields. When the career service office acts upon the request you will receive an email informing you as to whether your request has been confirmed or declined for the event.

Recruiter Instructions – Setup prior to an Event

In this section you will find information for setting up schedules and content for a career fair in GradLeaders Connect. You will also have access to candidate signups and be able to print dropped resumes prior to an event.

Navigate to your event once your request has been confirmed

- There are several different ways to get to the event main page. You can reach it from Confirmed Events Tab by clicking on "View Company Event" link.

Outstanding (0)   **Confirmed (4)**   Declined (0)   Incomplete (0)

Submitted Date on Jan 19 2021 12:10 PM	Submitted Date on Jan 19 2021 7:39 AM	Submitted Date on Jan 19 2021 7:37 AM
Virtual Career Fair	**Virtual Career Fair**	**Virtual Career Fair**
Title:	Title:	Title:
Career Fair - Sprint Demo	Career Fair - Future Event	Virtual Job Fair
Submitted By:	Submitted By:	Submitted By:
John Dagnall	John Dagnall	John Dagnall
📅 View Company Event	📅 View Company Event	📅 View Company Event
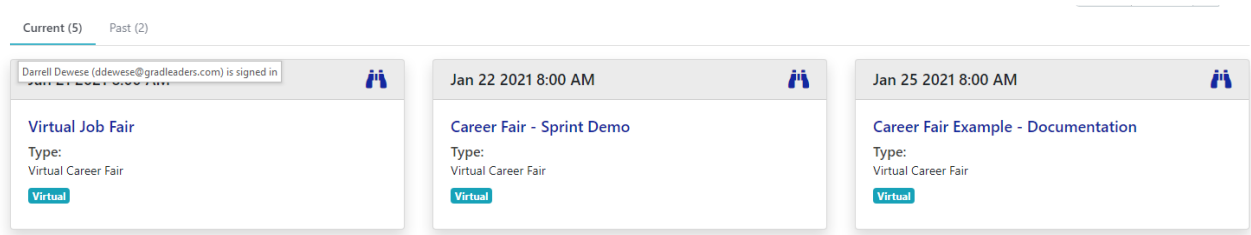
- You view your list of upcoming company events by clicking on the Events main menu link. Clicking on the name of an event in the grid.

Events

Current (5)   Past (2)

Darrell Dewese (ddewese@gradleaders.com) is signed in	Jan 22 2021 8:00 AM	Jan 25 2021 8:00 AM
Virtual Job Fair	**Career Fair - Sprint Demo**	**Career Fair Example - Documentation**
Type:	Type:	Type:
Virtual Career Fair	Virtual Career Fair	Virtual Career Fair
Virtual	Virtual	Virtual

- Or, if the partner hosting the event has the Event Calendar widget turned on for the dashboard, you can click on the event link from there:

Current (5)   Past (2)

| Darrell Dewese (ddewese@gradleaders.com) is signed in | Jan 22 2021 8:00 AM | Jan 25 2021 8:00 AM |

Virtual Job Fair
Type:
Virtual Career Fair
`Virtual`

Career Fair - Sprint Demo
Type:
Virtual Career Fair
`Virtual`

Career Fair Example - Documentation
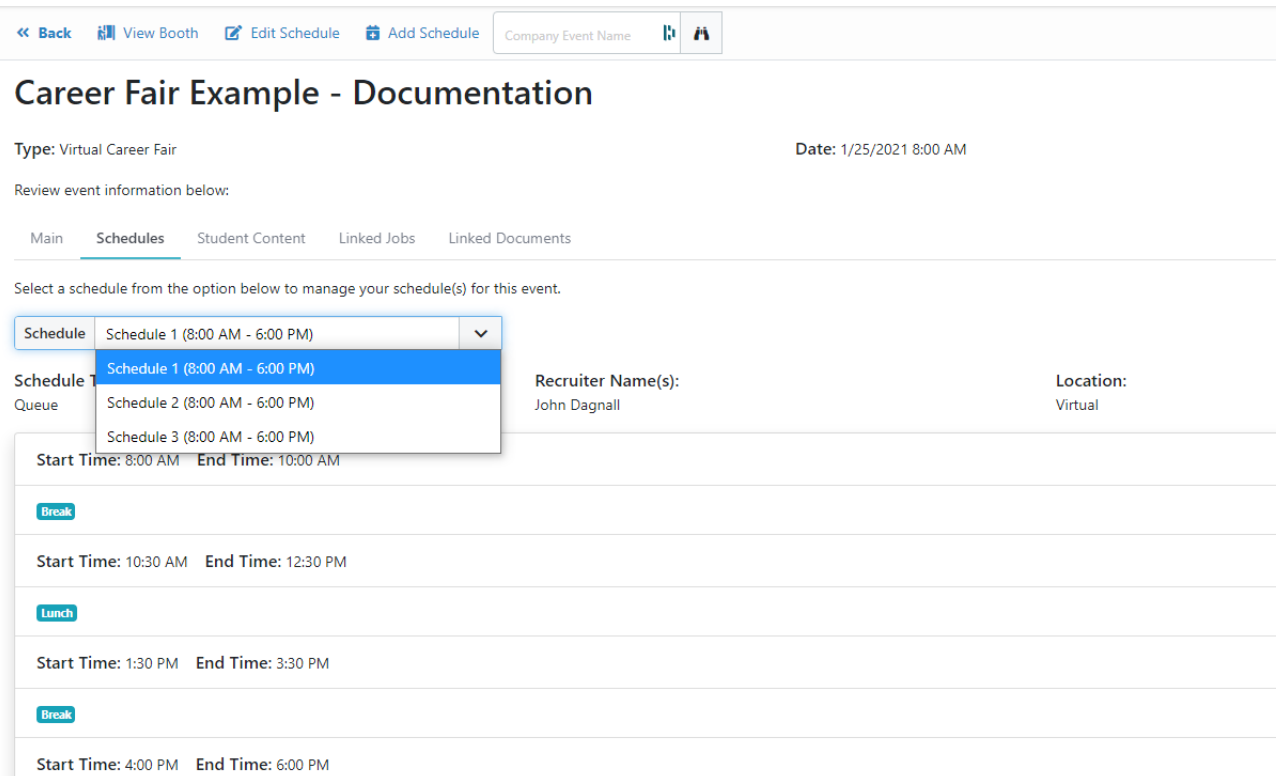Type:
Virtual Career Fair
`Virtual`

- ***HELPFUL HINT:*** *If you have recruiters / staff attending the event that are not familiar with navigation in the GradLeaders Career Center module, you can always navigate to the event yourself and copy the URL link from the browser and then email it to those recruiters and staff.   They can click on that link to access the event. They will still have to login with a username and password – or create an account if they don't have one – but after logging in, they will be taken directly to the event page.*

← → C 🔒 https://employer-demo.gradleaders.com/demo/Employers/Authenticated/OCR/ViewCompanyEvent.aspx?rbpdID=1990&ceID=11028&cerst=All&single=1&bud=%7b"155"%3a"603"%7d

Review your schedule

- Navigate to the Schedules Tab from the Main event page and review the schedules you have set up for the event. In the example below, this company has 3 all day queue schedules set up with breaks and lunch. This would imply that they will have 3 recruiters attending the event, and each recruiter will maintain their own queue of candidates joining the booth.

« Back   📱 View Booth   📝 Edit Schedule   📅 Add Schedule | Company Event Name | 📊 🔍

Career Fair Example - Documentation

Type: Virtual Career Fair   **Date:** 1/25/2021 8:00 AM
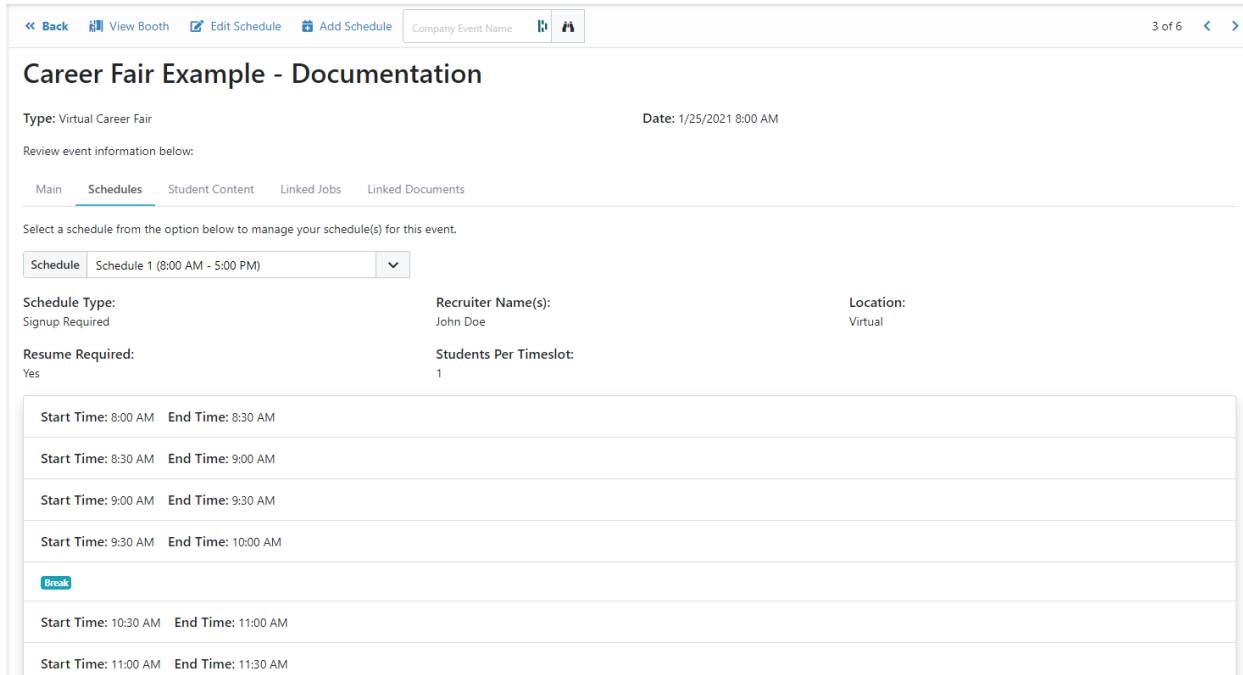
Review event information below:

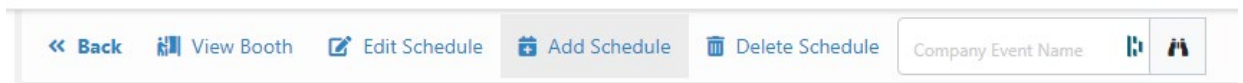Main   **Schedules**   Student Content   Linked Jobs   Linked Documents

Select a schedule from the option below to manage your schedule(s) for this event.

| Schedule | Schedule 1 (8:00 AM - 6:00 PM) | ▼ |

Schedule 1 (8:00 AM - 6:00 PM)
Schedule 2 (8:00 AM - 6:00 PM)
Schedule 3 (8:00 AM - 6:00 PM)

Schedule T...   **Recruiter Name(s):**   **Location:**
Queue   John Dagnall   Virtual

Start Time: 8:00 AM   **End Time:** 10:00 AM

`Break`

Start Time: 10:30 AM   **End Time:** 12:30 PM

`Lunch`

Start Time: 1:30 PM   **End Time:** 3:30 PM

`Break`

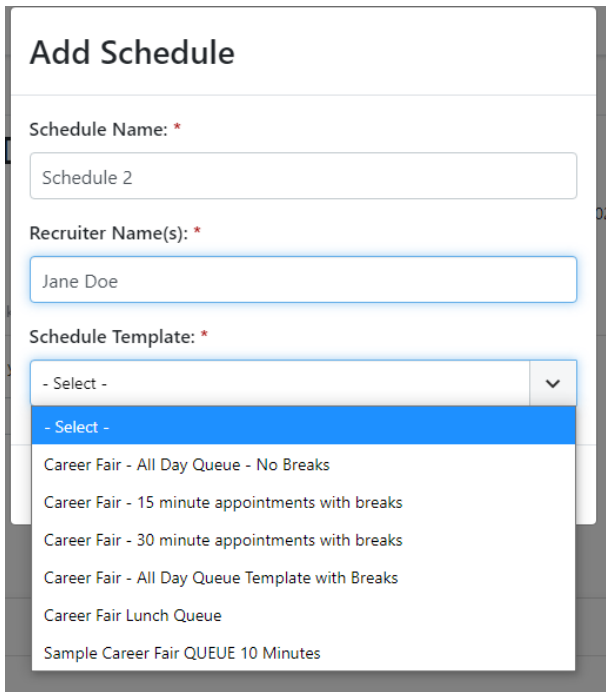**Start Time:** 4:00 PM   **End Time:** 6:00 PM

- You can also have fixed timeslot schedules where students sign up for a specific time to meet with a recruiter. The example below shows an all-day schedule with 30 minutes slots for each candidate.
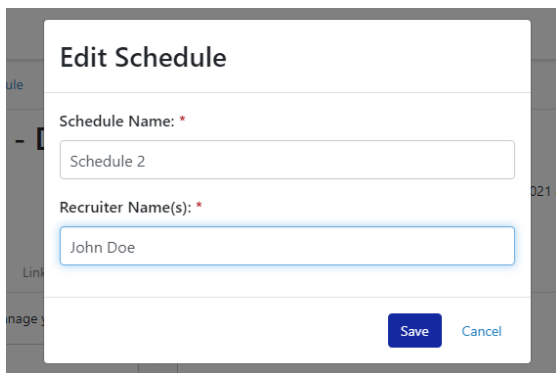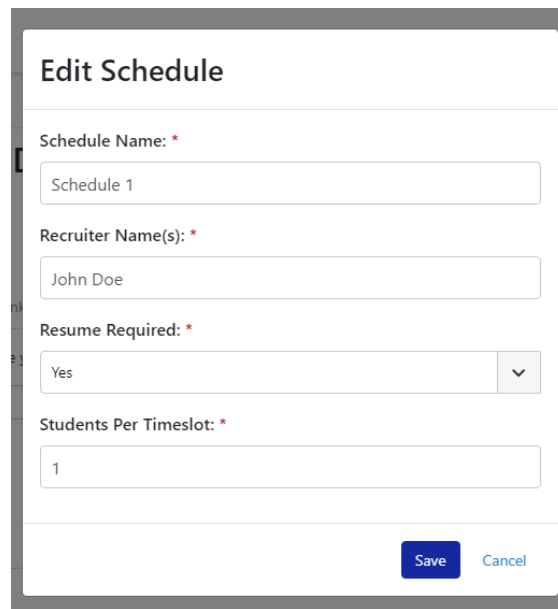

- If you have additional recruiters attending the event and you need more schedules, you can add them prior to the day of the event by clicking Add Schedule in the top page action bar.

- When adding a schedule, you will be prompted for several things:

  o A schedule name

  o A recruiter name for the schedule, which will be displayed to the candidates when signing up

  o A schedule template from the list the partner school provides. This schedule template list can include queue schedules and fixed timeslot schedules.

- You can also select to edit a schedule from the page action bar at the top of the screen. When editing a queue schedule, you can only change the schedule name and the recruiter name for the schedule. When editing a fixed timeslot schedule, you can also select whether a resume is required and the number of students per timeslot.

- You cannot alter the times or template for a schedule. If you need to alter the schedule template or time for a schedule you need to delete the schedule and add a new schedule, which will allow you to select a new schedule template. NOTE: You must always have one active schedule for the event. That is why the Delete Schedule button may not appear when viewing the schedule.

Input your booth content

- Navigate to the Student Content Tab from the event detail page.

- You can elect to use your existing company logo and banner image, as shown on this page, or you can click the radio button to upload a new banner or logo for this specific career event. When uploading a logo, select a square image. The application will alter the size to fit the screen. For the banner, use a rectangular image with a 16 x 9 proportion. When uploading a new logo or banner, you can click the checkbox to make the new image your company default.

- Make sure to click "Save" after selecting a new banner or logo to upload.

- For the content of your booth, you can use your current company description by selecting the top radio button, or you can elect to enter content for your booth by selecting "Use Custom Content".   This content can be different for before the event, during the event, and after the event. When entering this content, you can use HTLM formatting and include links and embedded images or video to enhance the appearance to the students viewing your booth.
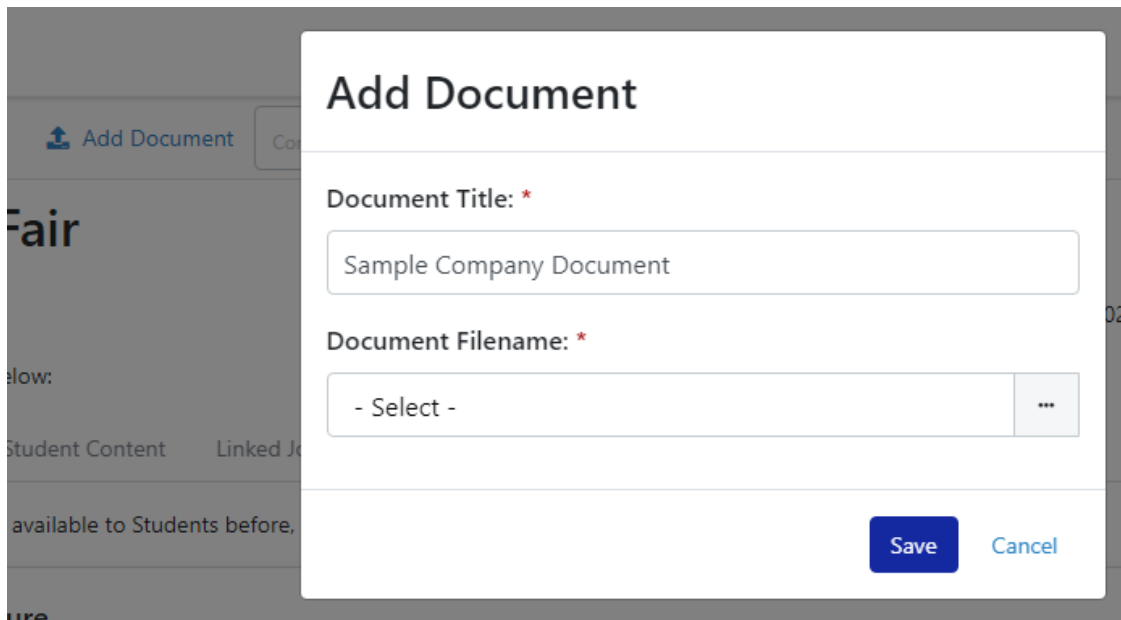
Link your jobs / opportunities

- From the event detail page, select the Linked Jobs tab to select the job opportunities that you wish to associate with this event. You will be presented with a list of current job opportunities in the system. You will only be shown job opportunities that are active and do not expire prior to the date of the event.   To link these opportunities, click the checkbox beside each opportunity you want to link.

Content Messages

Use Organization Description

ACME is a global leader in providing technology-enabled solutions and services through three primary lines of business. These include Business Solutions and Services, the Managed Services Sector and the North American Public Sector. ACME's advanced capabilities include systems design and integration, information technology and business process outsourcing, applications software development, Web and application hosting, mission support and management consulting

Use Custom Content

Content to Display Before Event	Content to Display During Event	Content to Display After Event
Type something	Type something	Type something
Chars: 0 Words: 0	Chars: 0 Words: 0	Chars: 0 Words: 0

Save Content

Upload Linked Documents

- You can upload documents that will be presented to the candidates when they visit your booth at the event. To add a document, click Add Document from the page action bar at the top, name the document, and select the file for upload.

Add Document

Document Title: *

Sample Company Document

Document Filename: *

- Select -   ...

Save   Cancel

- You can also view the list of documents you have linked, and download, rename, or delete a document from the list.

View your booth

- You can view your booth prior to the event by clicking on the View Booth button on the page action menu at the top. This is the location you will navigate to during the event to conduct your video meetings and manage your queue or appointments. Prior to the event, you can review your booth content, event details, linked jobs, and linked documents in the same way the candidates will view them.

- If you have multiple schedules set up for the event you will see a drop down with the list of schedules. Prior to the event, queued schedules appear empty, but you can review signups for a fixed timeslot schedule. During the event, your queue for each schedule will appear here, as well as your fixed timeslot appointments.

Export, Print, Email Signups

- If you are using fixed timeslot appointments, you can export, print, and email the candidates that have signed up for appointments prior to the event. All of these actions are available from the top page action menu.

« Back   ⚙ Test Video Call   ⇨ Export Signups   🖨 Print Signup Sheet   ✉ Email Signups   📄 Resume Book

Print a resume book

- Prior to an event, you can print out a resume book of all candidates that have dropped a resume to your booth. If you are using fixed timeslots, you can also include resumes for candidates that have signed up for an appointment.

Create Resume Book   ✕

Use the option(s) below to generate a PDF Resume Book for this booth. For virtual events, Resumes become available for Students in the queue once the event has started.

☑ Include Resume Drops

☑ Include Signups

Create Resume Book
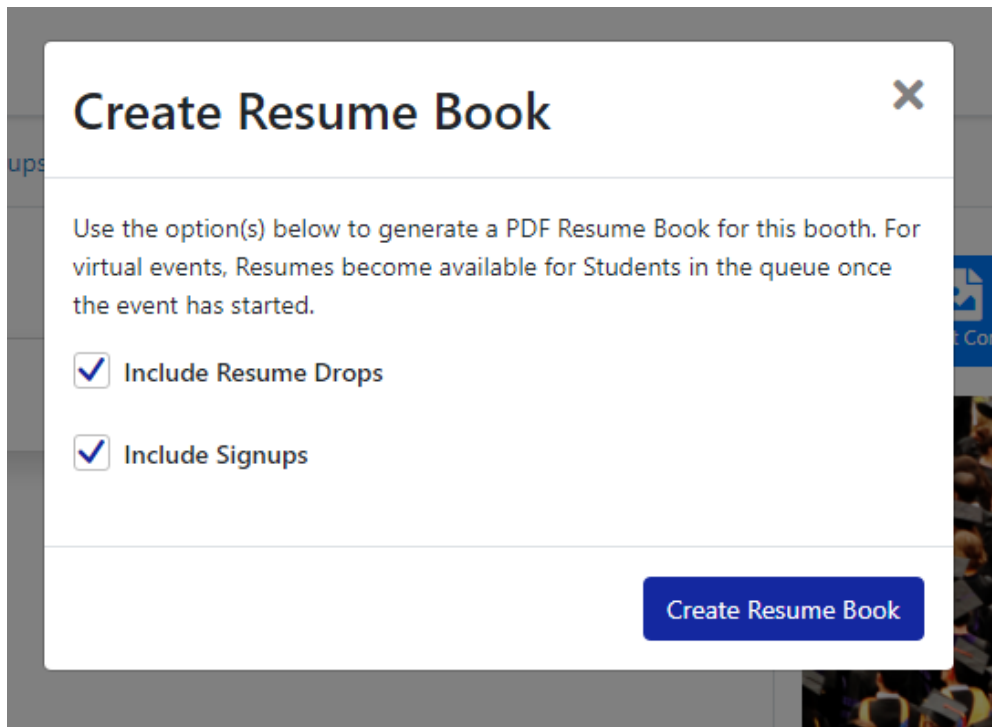
Test you video window

- You can access the Video Test Call button from the top page action menu when viewing your booth. Please refer to the Audio & Video Meetings section earlier in this document for detailed steps on how to test your video window prior to an event.

Recruiter Instructions – Managing your booth during an Event

Most of the activity during the event for a recruiter will revolve around accessing your booth, managing your queue or fixed appointments, and joining your video meetings. This section will cover that functionality in detail. This section assumes you have read the instructions for recruiters prior to the event and know how to navigate to the event page and to the company booth.
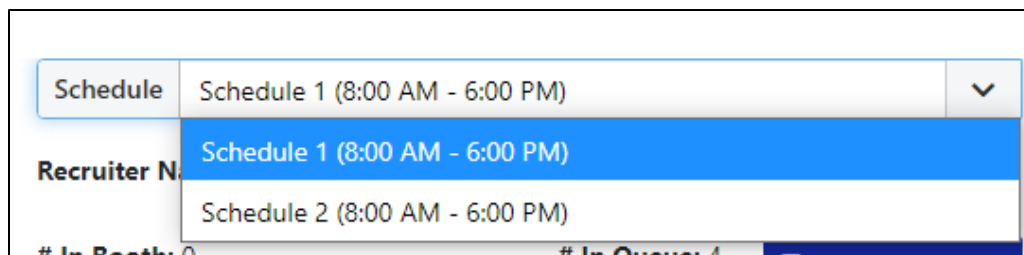
Recruiter Booth – Queue Schedules (first come, first served)

Now that the event is in progress, the left-hand side of the booth will show you the students that have joined your queue. From this screen you can:

- Switch to a different schedule

- See the count of students in your queue and start your video call window
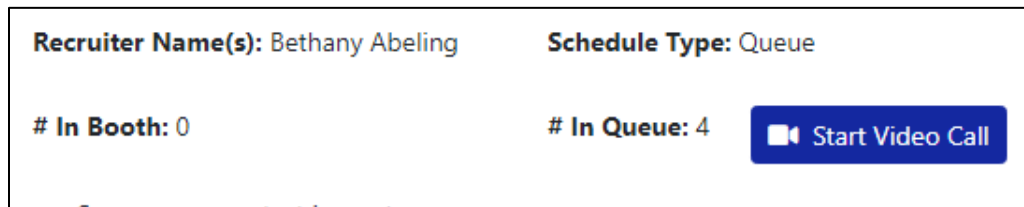
- View the profile, resume, or take notes on any student in your queue
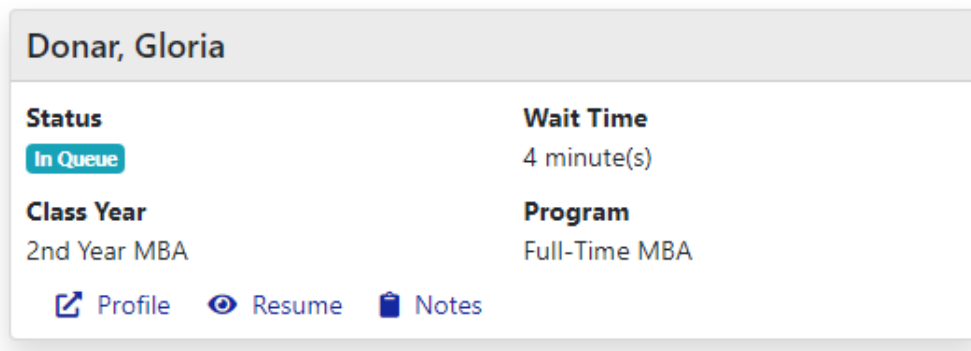
HELPFUL HINT: *This booth tab remains open and continues to update while you are meeting with students in your video window. You can always return to this tab to review a student's profile and resume before a meeting, and take notes on a student before, during, or after the meeting.*

Recruiter Video Window – Queue Schedules (first come, first served)

From this window you can manage your queue, invite students into the meeting, and end your queue without ever closing the video meeting window. You will see all of this under the Booth Queue tab on the right-hand side of the screen.
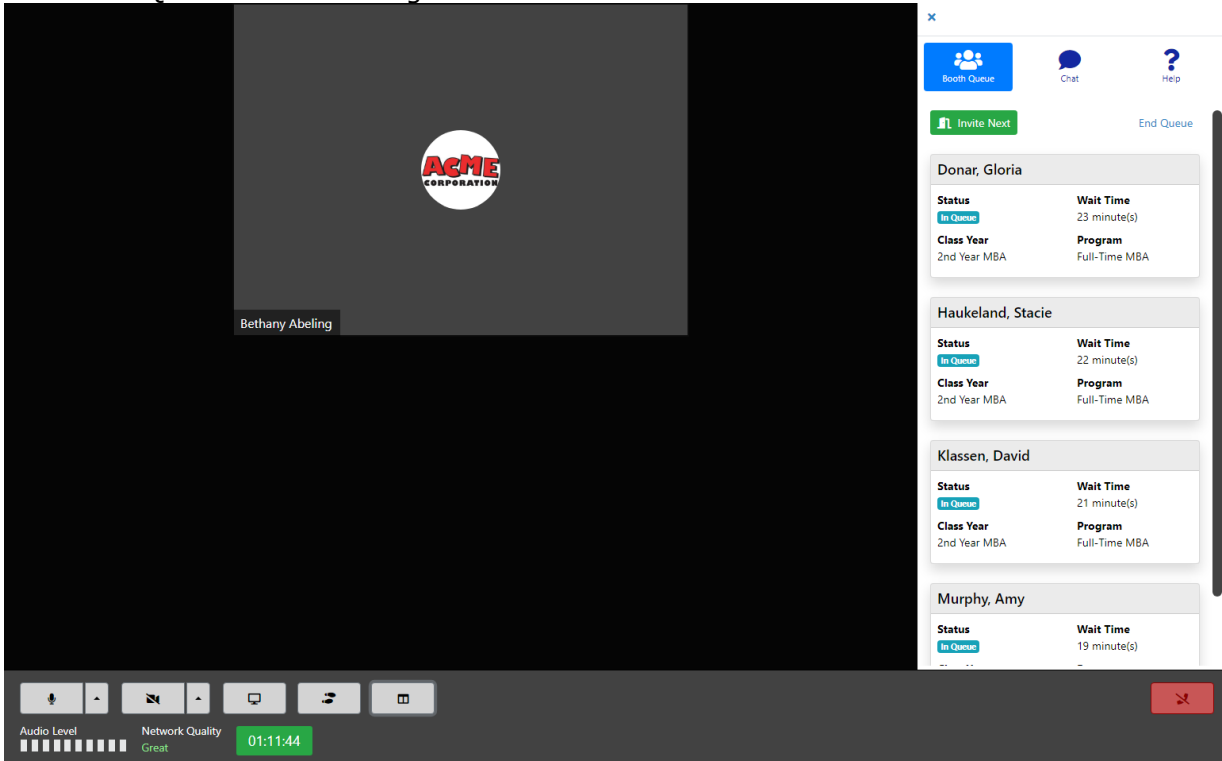
- To invite a student into the video meeting click on "Invite Next" in the Booth Queue. Once you have clicked the button you will see a message informing you that the system is awaiting a response from the next person in your queue
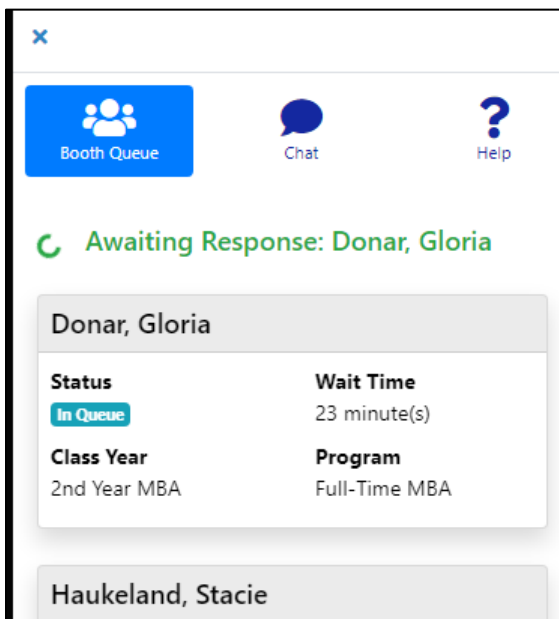
- The student will see an invitation message pop up in their browser. If they've opted in to receive SMS text messages, they'll also receive an SMS text message that you have invited them
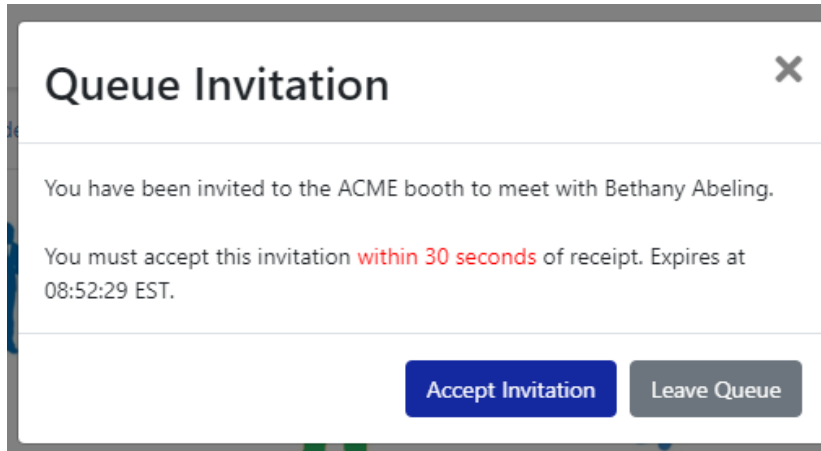
- Once the student has clicked to accept the invitation, they will join the video meeting and their status in the queue will update

- If the first student in your queue does not respond to their invitation within the time limit allowed, the system will automatically move to the second person in the queue and invite them – you will see this message in the Booth queue.

- If a student is unavailable because they are in another video meeting, the system will automatically skip that student and invite the next student in the queue. The unavailable student will not be penalized and will stay at the top of the queue until they become available.
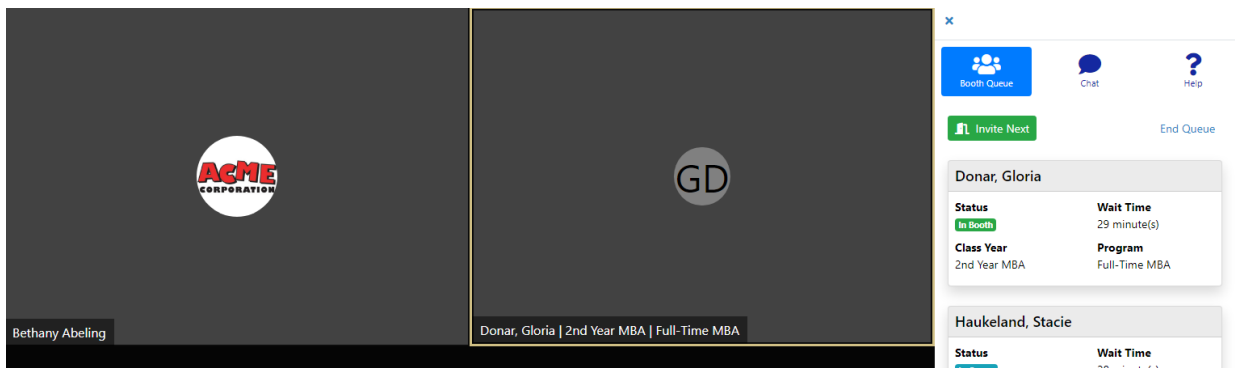
- An available student that does not accept the invitation for whatever reason, does not automatically get bumped from the queue - they will hold their position in the queue and receive the next invite. If they reach 3 invites without accepting, they will be removed from the queue, but can choose to rejoin at the back of the line.

  HELPFUL HINT: *You can have more than one student in your video meeting at a time. Simply click "Invite Next" while meeting with a student to add a second student to the meeting. Continue this process to add as many students as you want. You are limited to 50 participants per video meeting.*

GRADLEADERS
Connect
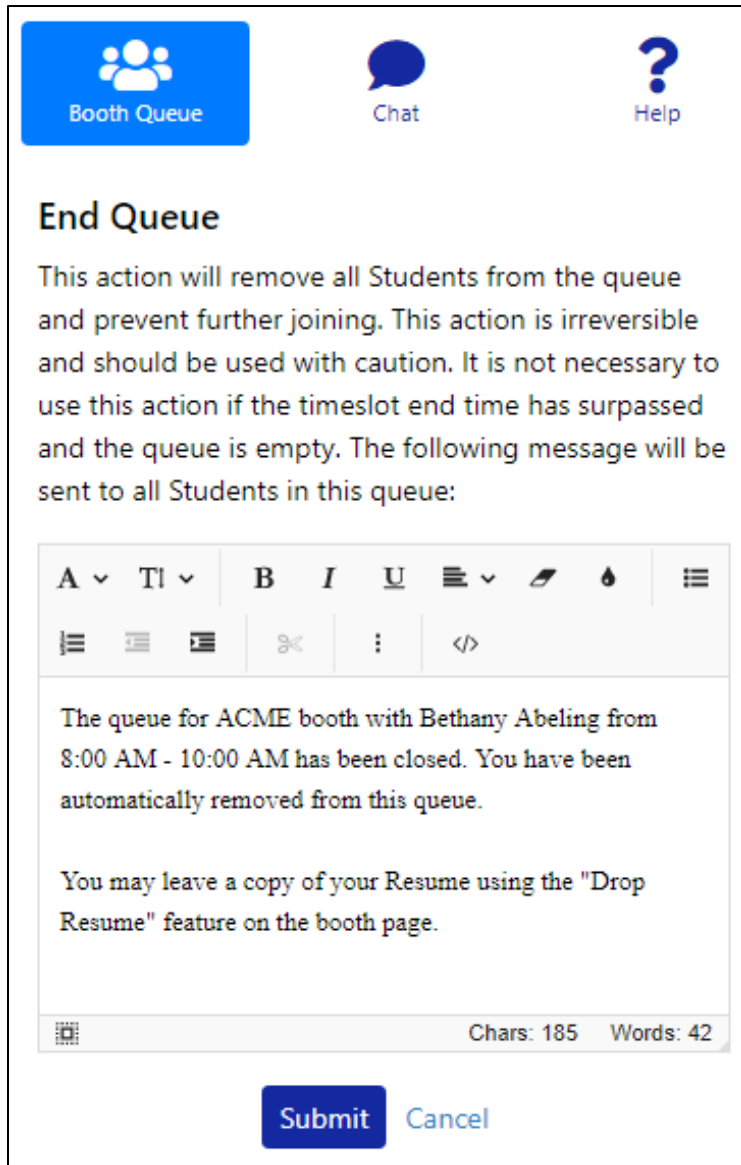
- The right-hand side bar can be hidden if you want more room in the video meeting window for video or sharing of screens. To hide the right-hand side bar, you can click the "X" in the upper left corner of the bar. To toggle the right-hand side bar on and off, simply click the toggle button at the bottom of the screen.
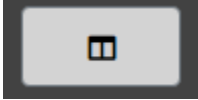
- You can also chat with the students in the video window by selecting the "Chat" tab in the right-hand side bar. **IMPORTANT: Any student joining the video meeting will only see chat messages sent after they have joined the meeting. They will not see any previously typed chat messages. You can rest assured that messages sent to students in prior meeting – while you can still see them – will not be visible to students joining the meeting.**
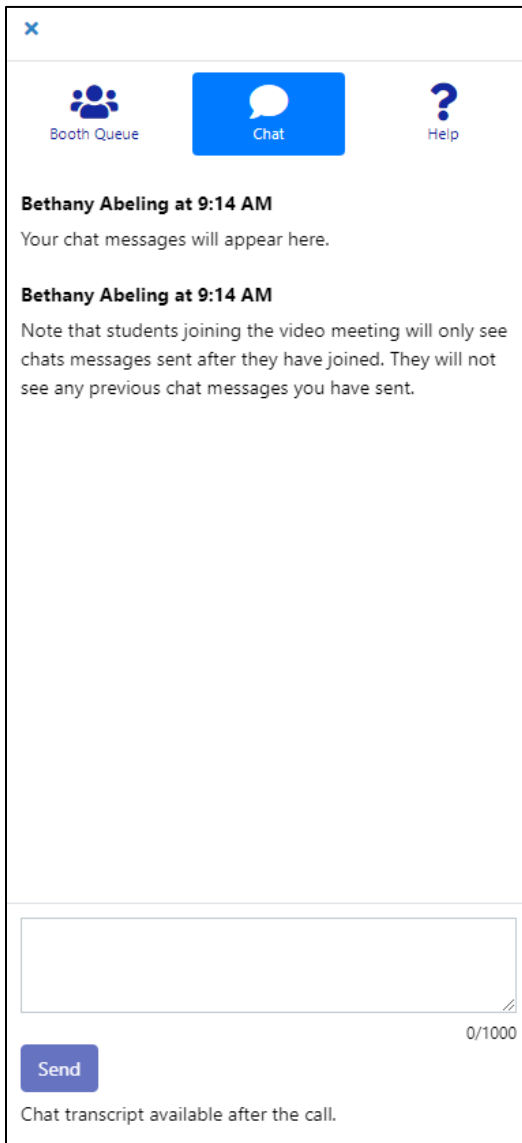
- When you have reached the end of the timeslot or end of the day you can "End Queue" by clicking on the link in the Booth Queue. This will serve two functions: first, it will prevent any new students from joining the queue. Second, it will allow you to broadcast a message to all remaining students in the queue. You can customize this message with instructions to students that did not get a chance to meet with you.

- You will receive a second message to confirm that you really wanted to end the queue before the system sends out the message and closes the queue.

Recruiter Booth – Fixed Timeslot Schedules (appointments)

- Now that the event is in progress, the left-hand side of the booth will show you the students that have signed up for appointments

- From this screen you can:
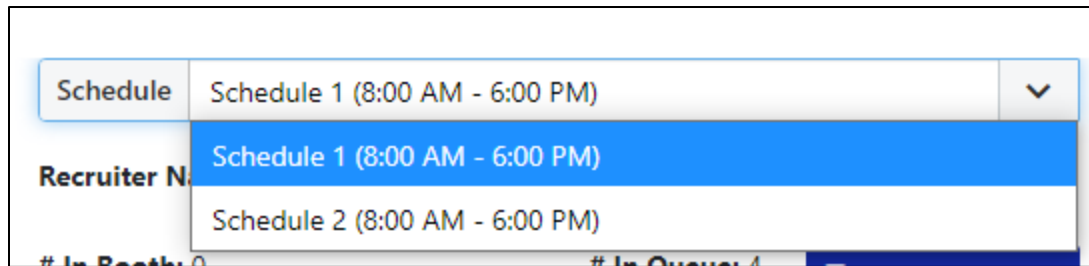
    o Switch to a different schedule

    o See the students that have signed up for appointments

    o View the student's profile and resume

    o Take notes or email the student

    o Start an individual video meeting for each appointment

- If the appointment time has passed, the Start Video Call button will be unavailable, but you can still view information about the student, take notes, or email from the appointment card

- The video window for these appointment meetings is similar to all other video meetings. For fixed timeslot schedules, the right-hand side bar will be closed by default.   If you want to chat with the students in the meeting, simply click the button below to open up the right-hand side bar. Please see the previous sections for more details about the video window.
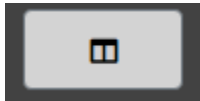
HELPFUL HINT: You can meet with more than one student at a time. To do so for fixed appointments, you need to specify that in the schedule prior to the start of the event. This will allow multiple students to sign up for the same timeslot prior to the event.

- Students can be allowed to sign up for fixed timeslots on the day of the event. This is controlled by the career service office. If you want to allow same day signups, make sure to let them know so they can set the signup deadline accordingly.

HELPFUL HINT: You can set up an event with both queue and fixed appointment schedules, provided the career service office allows for both. Simply add the schedule prior to the day of the event and select the correct template for queue or fixed timeslots.

Recruiter Booth – Career Services Request to join meeting

- Career Services staff have the option to request that they join you in a video meeting. From their interface, they will click a button to issue a request to join. In your video window at the top of the screen you will see a message informing you that they have requested to join the meeting.

> The Career Service Office have requested to join the Video Call.
>
> Accept   Not Now

- If you accept the request, they will join your current video meeting window regardless of who else may be in the meeting at the time. In most cases you will want to wait until you have finished meeting with a student before you accept the request.   The Career Services staff will simply receive a message that they are "Waiting" for your response.

- If you click the "Not Now" button the Career Services staff will receive a message that you are not able to meet with them at this time. They can request to meet with you at any time in the future as well.

Recruiter Instructions – Accessing information after an event

In this section you will find directions on how to access information from the career fair after the event has ended.

Navigate to the event and click on View Booth in the page action menu

- You can find past events under the "Past" tab on the Events list.
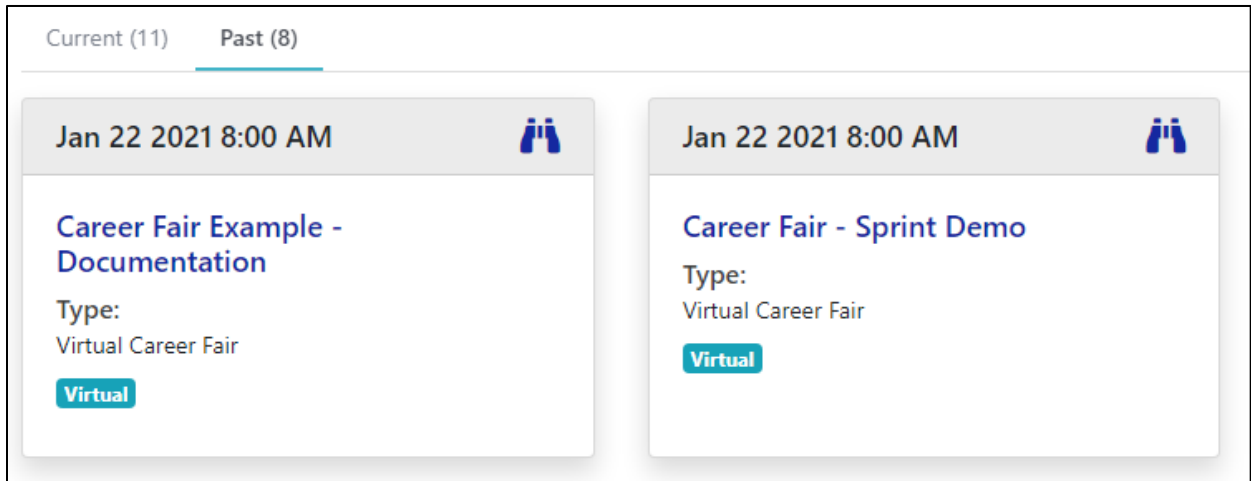
- Navigate to the booth by clicking on "View Booth" in the page action menu at the top.
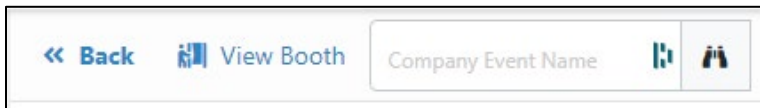
Recruiter Booth – Queue Schedules (first come, first served)

- On the left-hand side of the booth you will see a list of every student you met with in your booth. You can review their profile, resume, and the notes you took. You can also see when the student entered and exited the booth.
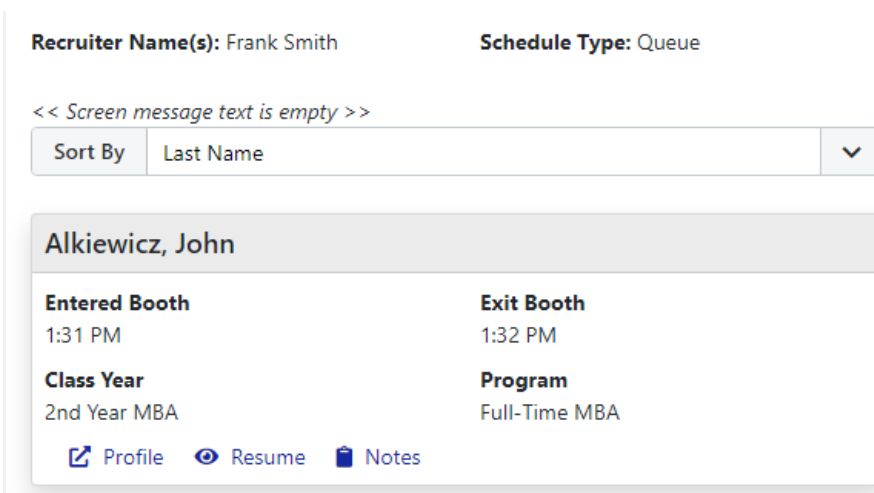
- From the page actions menu bar, you can print a Resume Book for all students that dropped resumes to your booth or queued for your booth.
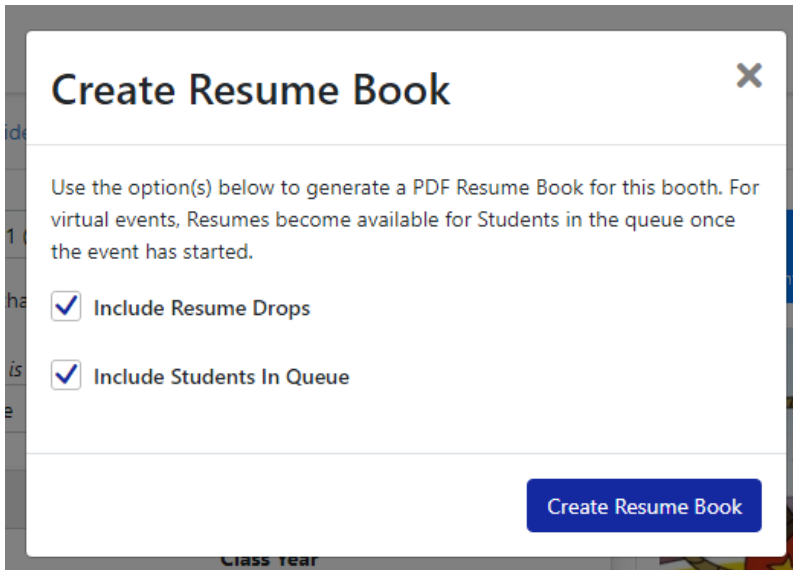
Recruiter Booth – Fixed Timeslot Schedules (appointments)

- On the left-hand side of the booth you will see a list of every student that scheduled an appointment. You can review their profile, resume, and the notes you took.

- From the page actions menu bar, you can export signups, print signups, email signups, or print a Resume Book for all students that dropped resumes to your booth or signed up for appointments.

« Back   **Test Video Call**   **Export Signups**   **Print Signup Sheet**   **Email Signups**   **Resume Book**
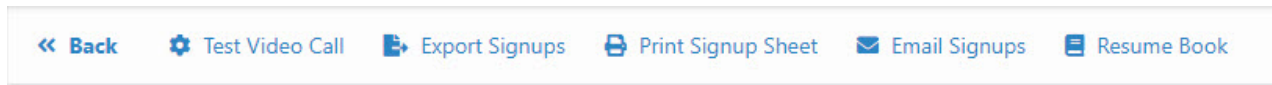
Recruiter Booth – Download Chat Transcript

- From the page actions menu bar, you can download any chat transcripts you had during the video call meetings.

« Back   **Test Video Call**   **Resume Book**   **Export Video Call Chat Transcript**
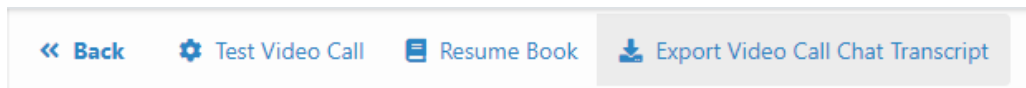
- This will download a comma delimited file (CSV) to your computer. This file will have a line per message in the chat including the time of the message, the sender, and the contents of the message.

Student Instructions – 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.

- 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.

<table>
<tr><td>« Back</td><td>🏠 Go To Lobby</td><td>➡ Export</td><td>🖨 Print</td><td>Name</td><td>🔍</td><td>1 of 17 〈 〉</td></tr>
</table>

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 ⌄

Event Name	Event Date	Start Time
Virtual Job Fair	1/21/2021	8:00 AM

End Time	Room	Zoom/Skype URL
6:00 PM	Virtual: Embedded	

Signup Start	Signup End	
1/19/2021 12:00 AM	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   Name   🔍

- 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.

🏠 Go To Lobby
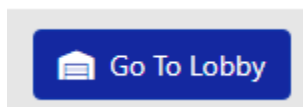
Accessing the Lobby

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

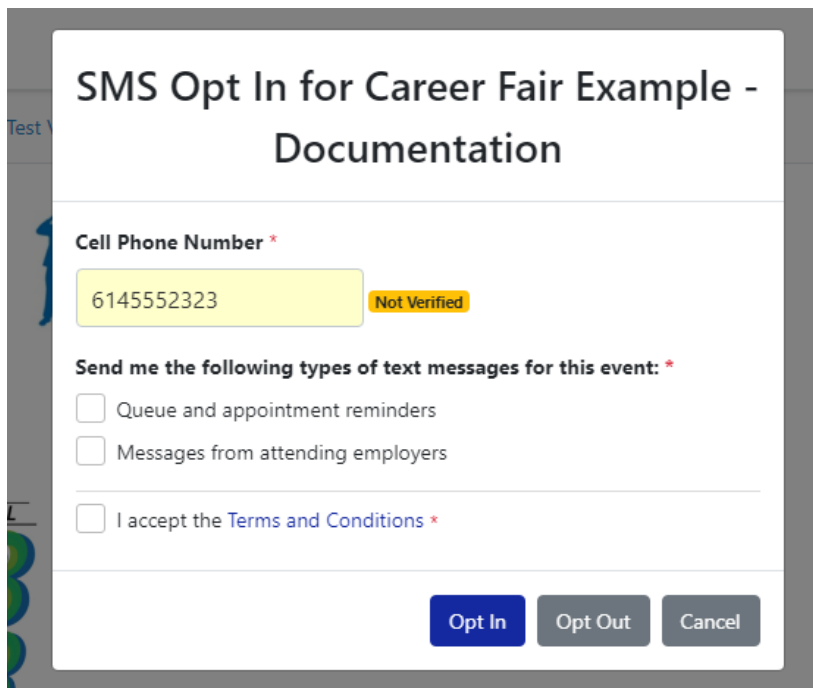«« Back   ✿ Test Video Call   ☐ Manage SMS Settings   🖶 Print   ➡ Report

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.
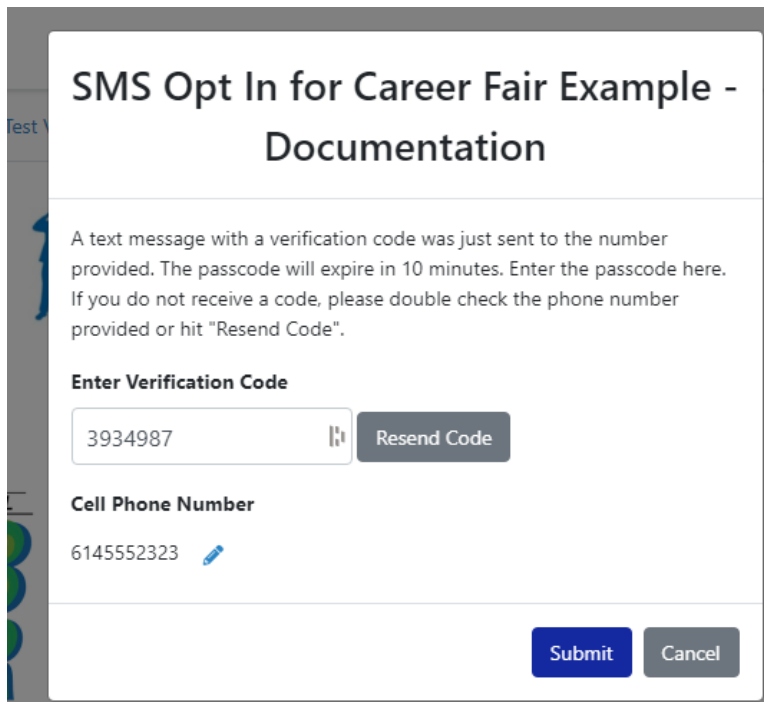
Manage SMS Settings

- 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.

SMS Opt In for Career Fair Example - Documentation

Cell Phone Number *

6145552323   Not Verified

Send me the following types of text messages for this event: *

☐ Queue and appointment reminders

☐ Messages from attending employers

☐ I accept the Terms and Conditions *

Opt In   Opt Out   Cancel

- 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

SMS Opt In for Career Fair Example - Documentation

A text message with a verification code was just sent to the number provided. The passcode will expire in 10 minutes. Enter the passcode here. If you do not receive a code, please double check the phone number provided or hit "Resend Code".

Enter Verification Code

3934987   Resend Code

Cell Phone Number

6145552323 ✏

Submit   Cancel

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.
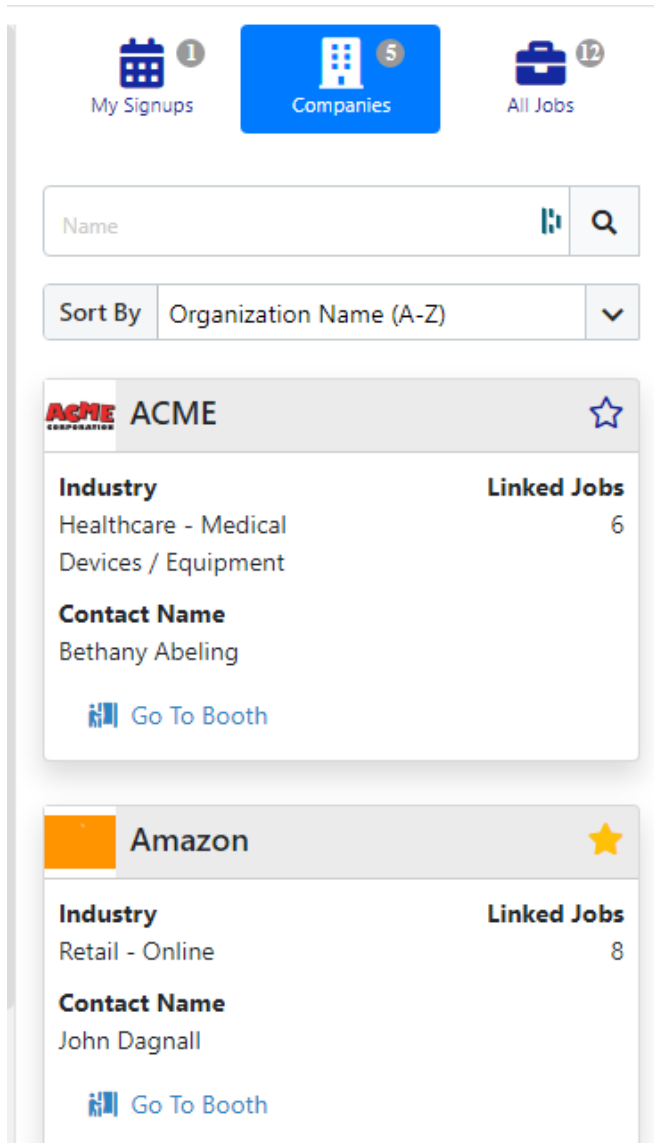
My Signups

- 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
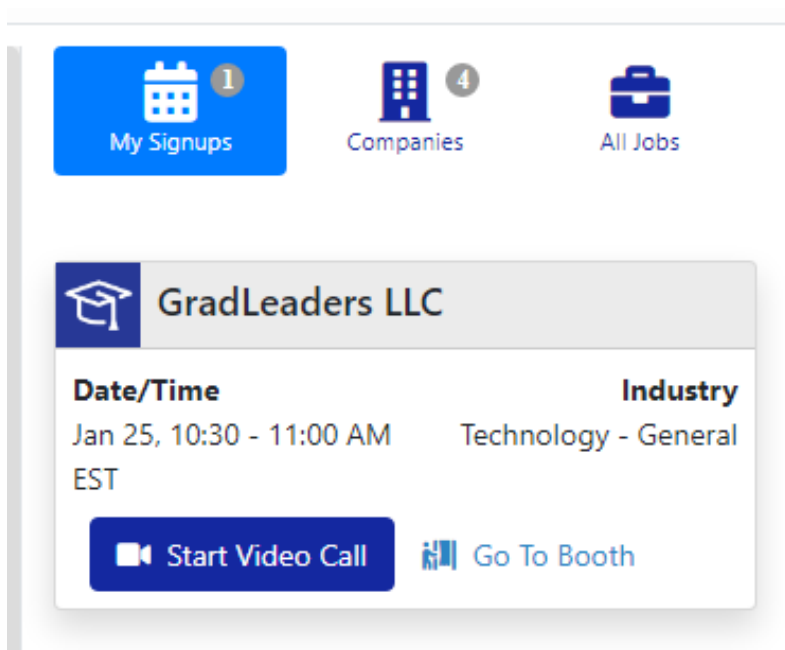
Companies tab

- 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
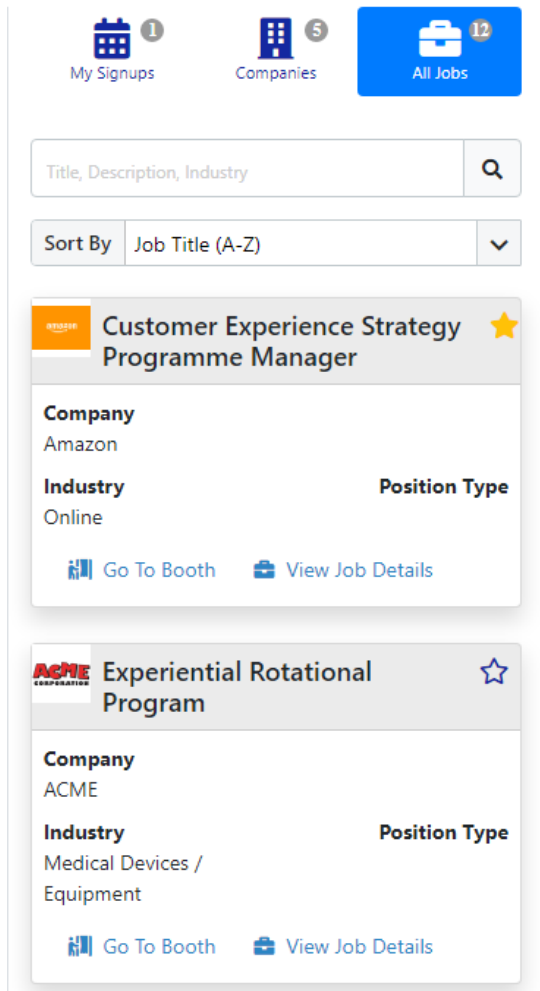
Accessing the Company Booth

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
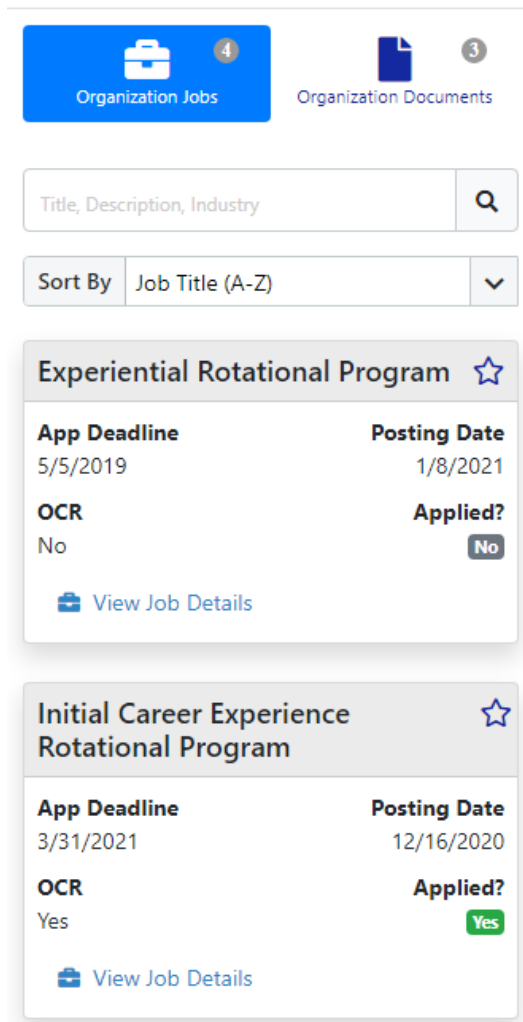
Company Booth – Page Action Menu

- 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

« Back To Lobby   Email Employer   Drop Resume   Add Note

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.

Organization Jobs 4	Organization Documents 3

Title, Description, Industry 🔍

Sort By | Job Title (A-Z) ▾

Experiential Rotational Program ☆

App Deadline	Posting Date
5/5/2019	1/8/2021
OCR	**Applied?**
No	No

💼 View Job Details

Initial Career Experience Rotational Program ☆

App Deadline	Posting Date
3/31/2021	12/16/2020
OCR	**Applied?**
Yes	Yes

💼 View Job Details

Student Instructions – 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 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.
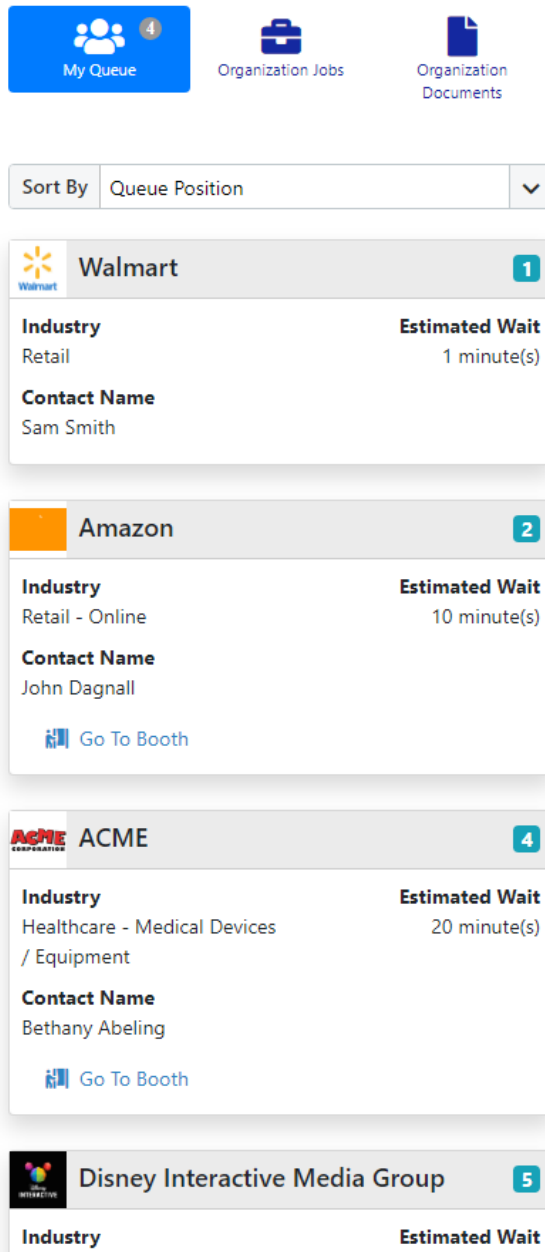
Join a queue to meet with a recruiter

- 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.

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


- 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 into 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 displays 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
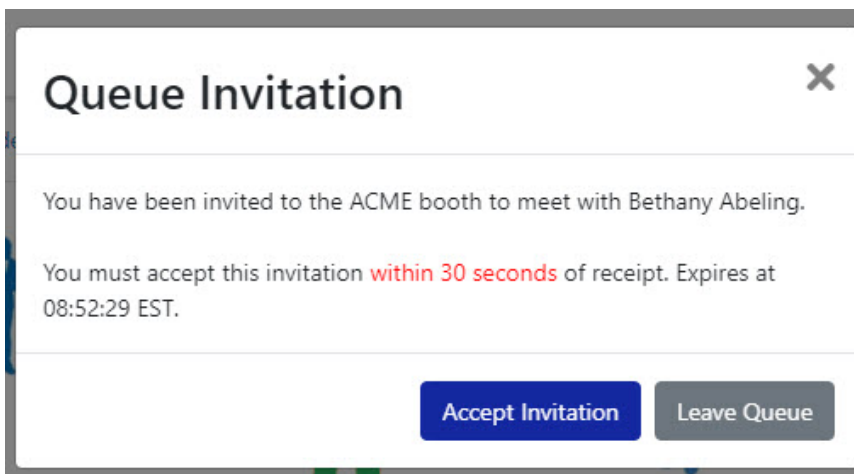
- Don't worry about missing other invitations while in a video meeting. The system knows you are in a meeting and will not allow you to be invited to another meeting until you exit the current video meeting. You will not lose your place in line in the other queues. You are simply skipped in those queues 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

GRADLEADERS
Connect
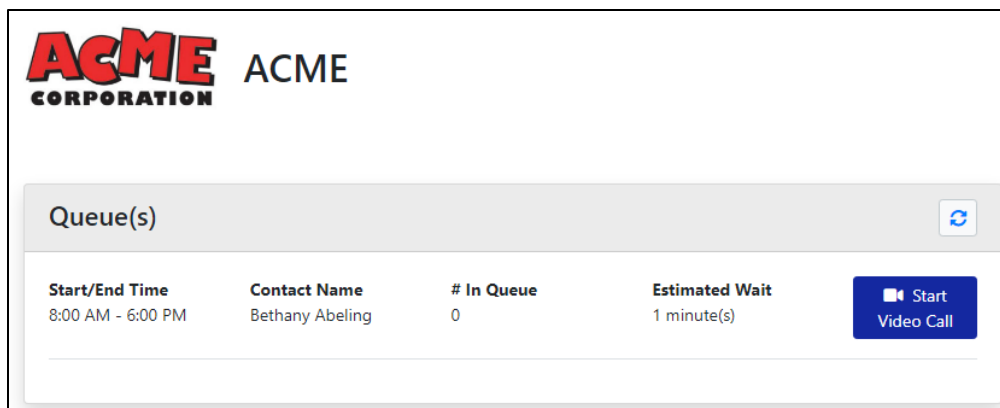
- If you successfully join the video call but get disconnected, close the window prematurely, or have internet problems, you can rejoin the call up to 15 minutes after you initially accepted the invitation
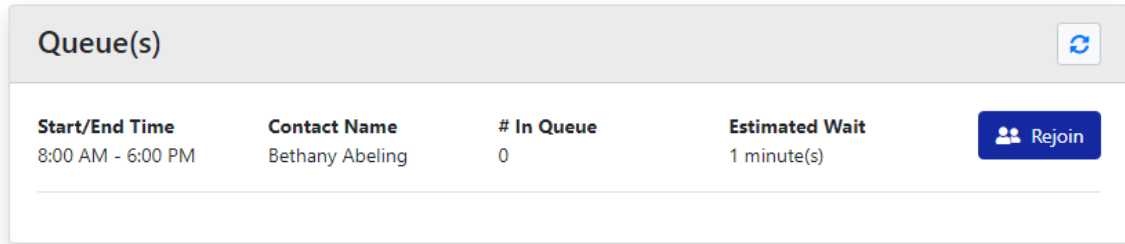
- You have 30 seconds to accept an invitation. If you do not accept the invitation in 30 seconds, you will receive a message informing you that you missed the invitation. You do not lose you place in the queue, and the next time the recruiter issues an invitation you will be invited again
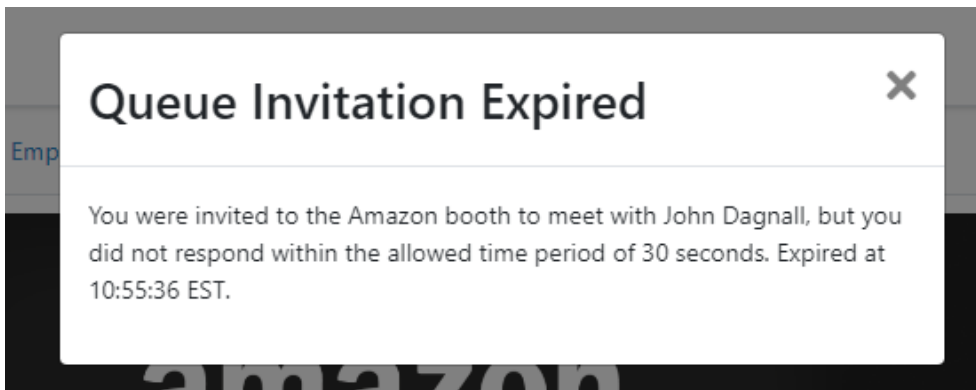
- You get 3 chances to accept an invitation to a meeting. If you miss all 3 invitations, you will receive a message that you are being removed from the queue
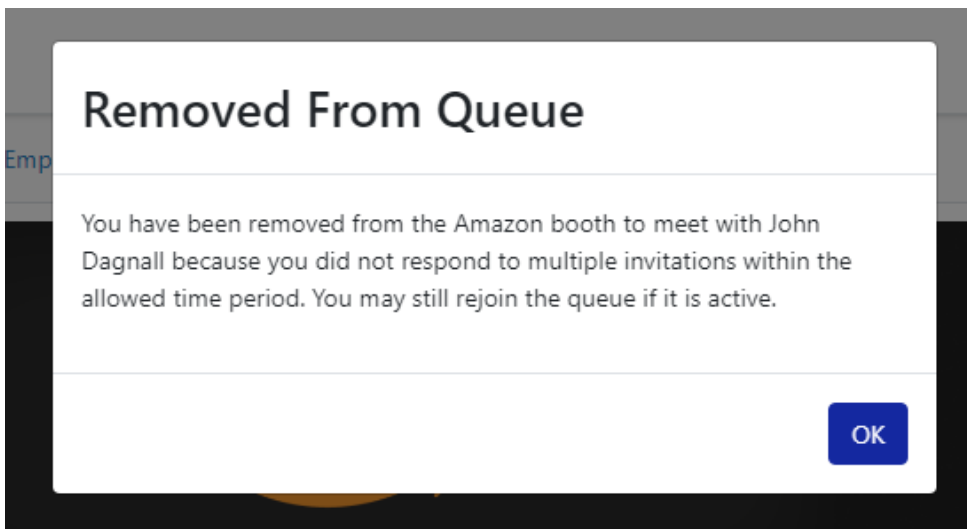
- You can rejoin a queue after being removed, but you will join at the back of the line
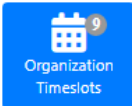

- **REMEMBER - you must disable pop-up blockers and stay within the Lobby and company booth pages to accept an invitation and launch the video meeting window launch.**

Student Instructions – 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

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
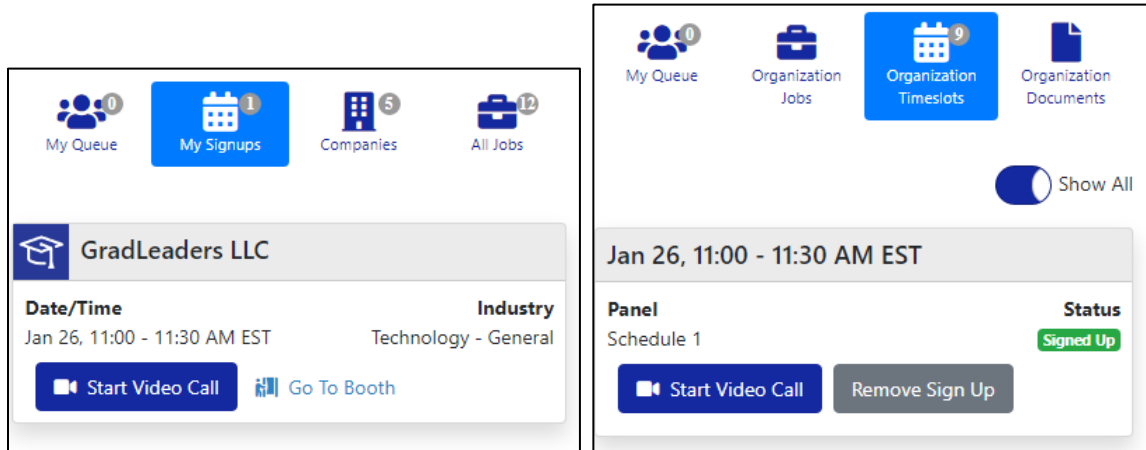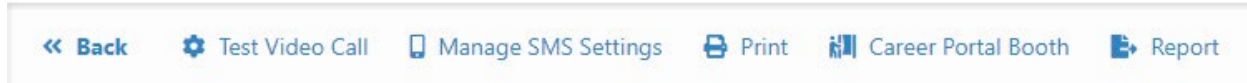

- To start or join the video meeting click on the Start Video Call in either location

Student Instructions – 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.
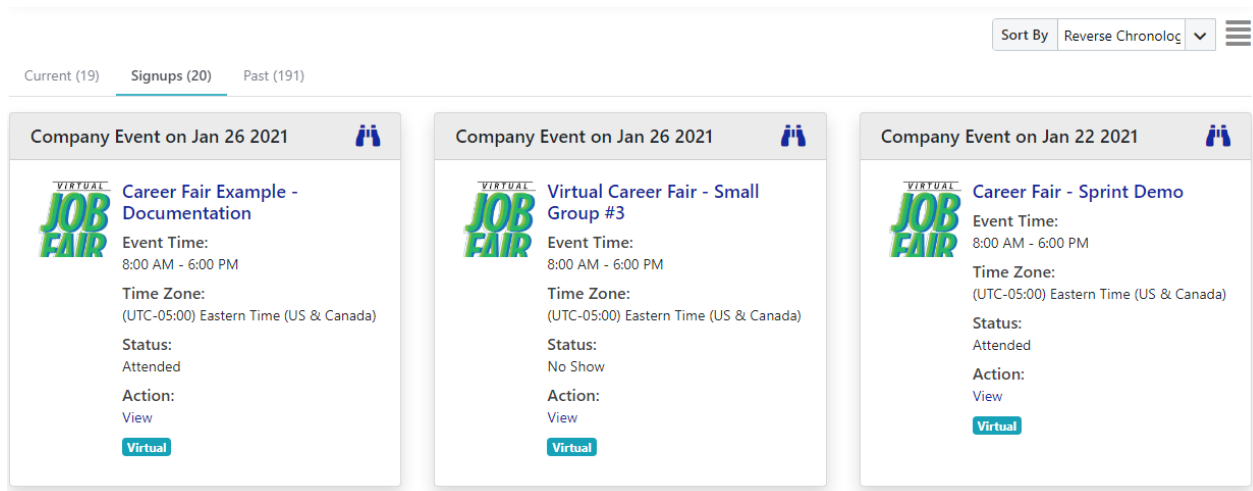

- In this booth you can read content provide by career services. You can also join a queue if you want to talk to a career services staff member. Joining the queue and being invited to the video meeting will function just like an employer booth as described above.

Student 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
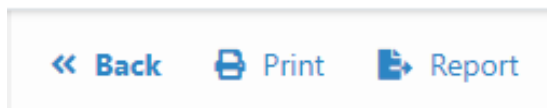

- Click on the name of the company event to navigate to the Event detail page

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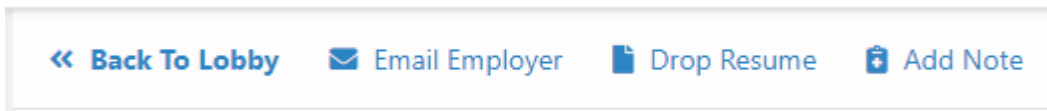
HELPFUL HINT: *The content and instructions displayed for the event in the lobby, the company booths, and in the career portal booth can change after the event has passed. You should review this content for further instruction on how to proceed or reach out to companies once the event is over.*

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.
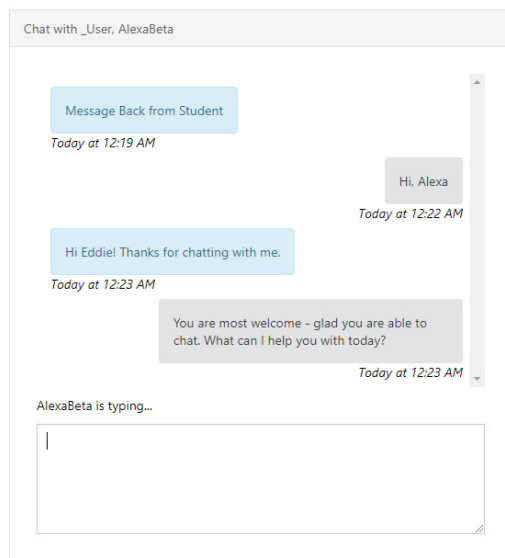
Reporting

Overview

One of the most important benefits of implementing GradLeaders Connect is the reporting available. GradLeaders Connect allows you to track student engagement from sign-ups and attendance all the way through to how many meetings they attended and how long each meeting lasted.

Usage Reports

As mentioned earlier in this document, GradLeaders Connect is billed on a usage-based system.   Reports are included to track how much GradLeaders Connect has been used over a specific time period and in what manner GradLeaders is being used.

You can get to the usage reports by clicking on the Reporting Menu -> Metrics -> GradLeaders Connect Usage as seen below.
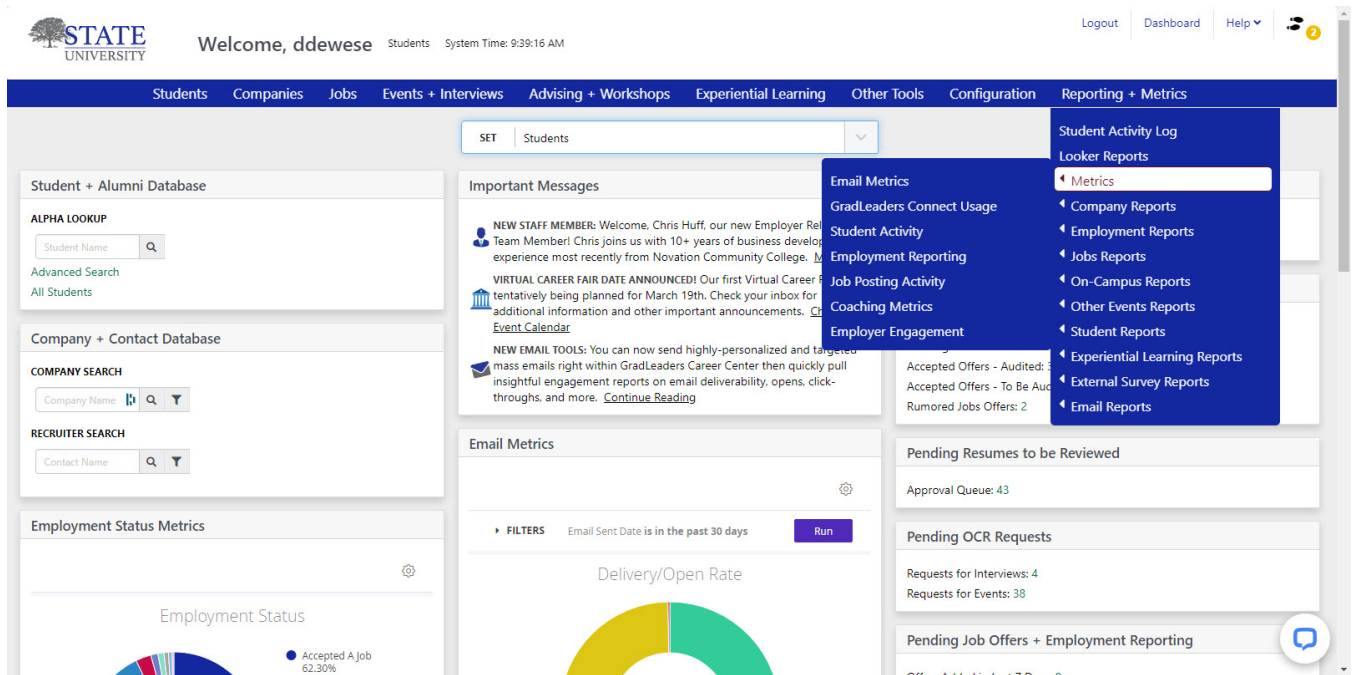
The GradLeaders Connect Usage Page

This page shows four different reports detailing the usage.   There is a filter available at the top where the user can change the date range of all three reports on the page.   Click the arrow beside the word "Filters" to alter the date range. Upon altering the filter you must click the RUN button to see the new values in the reports below.

Usage Summary Report

This report shows the usage in minutes and cost per entity in the system.

Entity Type Name	RTC Type	Total Minutes	Customer Charges
Company Event	VideoSmallGroup	19,614	$274.60
OCR Visit	VideoSmallGroup	7,006	$98.08
Company Event	VideoRegularGroup	1,035	$36.23
Test Video Call	VideoRegularGroup	452	$15.82
Totals		28,107	$424.73

Video Usage Summary per Event

This report shows the usage in minutes and cost for each event for the date range.

Video Usage Summary per Event

Meetin... ⌄	Meeting Name	Total Minutes	Total Customer Charge
2020-11-23	Test Video Call	1	$0.04
2020-11-20	Cigna	7	$0.10
2020-11-20	Emerson Electric Company	107	$1.50
2020-11-20	Test Video Call	3	$0.11
2020-11-19	Dell Technologies Corporate Strategy Coffee Chat	12	$0.17
2020-11-19	Test Video Call	2	$0.07
2020-11-18	Amphenol Corporation	528	$7.39
2020-11-18	Dell Technologies Corporate Strategy Coffee Chat	291	$4.07
2020-11-18	ECOLAB Inc.	796	$11.14
2020-11-18	Edwards Lifesciences	638	$8.93
2020-11-18	Test Video Call	26	$0.91

Video Meeting Partipant Detail

This report shows the usage in minutes and cost for each particpant in each meeting for the date range.

Video Meeting Participant Details

Meeting Da... ⌄	Meeting Name	RTC Type	Participant Name	Video Room Name	Participant Email	Local Join Time	Local Exit Time	Entity Type	Total Minutes
2020-11-23	Test Video Call	VideoRegularGroup		22713--271359				Test Video Call	0
2020-11-23	Test Video Call	VideoRegularGroup		f69bc--69bc95		2020-11-23 13:23:28	2020-11-23 13:23:33	Test Video Call	1
2020-11-20	Cigna	VideoSmallGroup		100371--11:00		2020-11-20 10:59:46	2020-11-20 11:03:34	Company Event	4
2020-11-20	Cigna	VideoSmallGroup		100371--11:00		2020-11-20 11:01:18	2020-11-20 11:03:31	Company Event	3
2020-11-20	Emerson Electric Comp...	VideoSmallGroup		100294--12:30		2020-11-20 12:30:29	2020-11-20 12:57:00	Company Event	27
2020-11-20	Emerson Electric Comp...	VideoSmallGroup		100294--13:00		2020-11-20 13:00:16	2020-11-20 13:25:27	Company Event	26
2020-11-20	Emerson Electric Comp...	VideoSmallGroup		100294--12:30		2020-11-20 12:30:50	2020-11-20 12:57:01	Company Event	27
2020-11-20	Emerson Electric Comp...	VideoSmallGroup		100294--13:00		2020-11-20 12:59:21	2020-11-20 13:25:27	Company Event	27
2020-11-20	Test Video Call	VideoRegularGroup		5f1b2--f1b2f4		2020-11-20 12:26:13	2020-11-20 12:27:44	Test Video Call	2
2020-11-20	Test Video Call	VideoRegularGroup		5f1b2--f1b2f4		2020-11-20 12:27:44	2020-11-20 12:27:57	Test Video Call	1
2020-11-19	Dell Technologies Corp...	VideoSmallGroup		100338--09:00		2020-11-19 09:00:13	2020-11-19 09:06:14	Company Event	7
2020-11-19	Dell Technologies Corp...	VideoSmallGroup		100338--09:00		2020-11-19 09:06:21	2020-11-19 09:07:51	Company Event	2
2020-11-19	Dell Technologies Corp...	VideoSmallGroup		100338--09:00		2020-11-19 09:04:50	2020-11-19 09:07:36	Company Event	3
2020-11-19	Test Video Call	VideoRegularGroup		44143--414373				Test Video Call	0
2020-11-19	Test Video Call	VideoRegularGroup		cc176--c17665		2020-11-19 12:15:58	2020-11-19 12:16:06	Test Video Call	1
Totals									**28,107**

SMS Details

This report shows the SMS messages sent including the date sent, who sent the message and who the recipient of the message was along with the charge for the message.

SMS Details

Meeting Date ⌃	Meeting Name ⌃	RTC Type ⌃	Sms Sender	Sms Recipient	Local Start Time	# SMS Segments	Total Customer Charge
				No Results			
Totals							

Virtual Event Reports

Specific reports to show upcoming virtual interviews and events along with information regarding the tool used for the virtual event are included in the Looker Reports. You can access these reports from the Reporting Menu under Looker Reports.

The two virtual event reports are at the bottom of the list and called WebRTC – Event Details and WebRTC – Interview Details.

WebRTC – Event Details

This page shows two different reports. The Company Event List report shows a list of upcoming company events and whether they are virtual events or not.   The External Virtual Event Timeslots report shows upcoming virutal timeslots marked as external and whether an external meeting URL is entered. This second report was a specific request from our customers to show where recruiters had not entered the necessary external link.

WebRTC - Event Details

▸ **FILTERS**   Company Event Date **is on or after 1 days ago**   Event Type **is any value**   Virtual Event **is any value**

Company Event List

	Company Event Date ∧	Company Event Type	Event Name	Virtual Event?	Virtual Platform
1	2020-11-30	Company Presentation	BlackRock Women's Initiative Network (non-CMC, multi-school event)	∅	∅
2	2020-12-01	Company Presentation	BlackRock Black Professionals Network (non-CMC, multi-school event)	∅	∅
3	2020-12-02	Coffee Chats	Nike -- Strategy	Yes	Use External Provider
4	2020-12-02	Coffee Chats	Nike, Inc. -- Finance	Yes	Use Integrated CMS System
5	2020-12-02	Company Presentation	BlackRock SOMOS Latinx Network (non-CMC, multi-school event)	∅	∅
6	2020-12-15	Coffee Chats	Workday, Inc.	Yes	Use Integrated CMS System
7	2020-12-16	Coffee Chats	Workday, Inc.	Yes	Use Integrated CMS System
8	2021-01-06	Coffee Chats	Colfax Corporation	Yes	Use Integrated CMS System
9	2021-01-06	Company Presentation	Colfax Corporation	∅	∅
10	2021-02-02	Company Presentation	Endeavor Global	∅	∅

External Virtual Event Timeslots

	Company Event Date ∧	Event Name	Time Slot	External Meeting URL
1	2020-12-02	Nike -- Strategy	1:10P	∅
2	2020-12-02	Nike -- Strategy	1:40P	∅

WebRTC – Interview Details

This page shows two different reports. Similar to the Event Details report the first report on this page shows a list of upcoming interviews and whether they are virtual or not.   The External Virtual Meeting Timeslots report shows upcoming virutal timeslots marked as external and whether an external meeting URL is entered.

WebRTC - Interview Details

▸ **FILTERS**   Visit Date **is on or after 1 days ago**   Virtual Event **is any value**

	Visit Date ∧	Company Name	Job Title	Virtual Interviews?	Virtual Platform
1	2020-12-01	Luxottica Group	Manager Strategy, 2021 MBA Gradua...	Yes	Use Integrated CMS System
2	2021-01-06	Bank of America	Bank of America: 2021 Global Invest...	Yes	Use Integrated CMS System
3	2021-01-06	Citi - ALL DIVISIONS	Citi - Investment Banking Summer A...	Yes	Use Integrated CMS System
4	2021-01-06	Citi - ALL DIVISIONS	Citi - Investment Banking Summer A...	Yes	Use Integrated CMS System
5	2021-01-06	Evercore Partners - Investment Bank...	Evercore 2021 Investment Banking S...	Yes	Use Integrated CMS System
6	2021-01-06	Lincoln International LLC - Investme...	Investment Banking Summer Associ...	Yes	Use Integrated CMS System
7	2021-01-06	Morgan Stanley	2021 Investment Banking Summer A...	Yes	Use Integrated CMS System
8	2021-01-06	PJT Partners	2021 Summer Associate - Restructur...	Yes	Use Integrated CMS System
9	2021-01-06	PJT Partners	2021 Summer Associate - Strategic A...	Yes	Use Integrated CMS System
10	2021-01-06	Robert W. Baird & Co. Incorporated	Internship - Investment Banking Ass...	Yes	Use Integrated CMS System
11	2021-01-07	American Century Investments	Investment Analyst Summer Associa...	Yes	Use Integrated CMS System
12	2021-01-07	American Century Investments	Investment Analyst Summer Associa...	Yes	Use Integrated CMS System
13	2021-01-07	Colgate-Palmolive Company	Global Marketing Development Prog...	Yes	Use Integrated CMS System

External Virtual Meeting Timeslots

	Visit Date ∧	Company Name	Job Title	Time Slot	Candidate Name	External Meeting URL
1	2021-01-20	Colfax Corporation	Pathways General Manageme...	1:30P	∅	∅
2	2021-01-20	Colfax Corporation	Pathways General Manageme...	2:30P	∅	∅
3	2021-01-20	Colfax Corporation	Pathways General Manageme...	3:15P	∅	∅
4	2021-01-20	Colfax Corporation	Pathways General Manageme...	8:30A	∅	∅

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.

How much does it cost to use GradLeaders Connect?

Gradleaders Connect is billed on a usage basis. The partner is billed based on the services they use. Some enhanced functionality, including Career Fair 2.0, will require additional subscription fees. Please contact your customer success manager for more details.

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 set up waitlists for meetings?

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

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.

How many SMS messages can I send through GradLeaders Connect?

Currently for a standard implementation of GradLeaders Connect you are limited to 250 SMS messages per day. This limit can be expanded by contacting our support team. Additional fees may be required depending on the maximum limit per day needed.

Can I send MMS messages through GradLeaders Connect?

Not yet. This is functionality we have our 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.
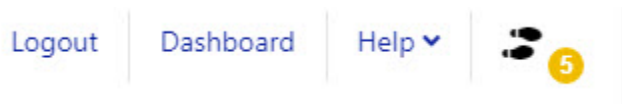
How do I contact support at GradLeaders?

There are several ways to contact GradLeaders support.

You can send an email to support@gradleaders.com to initiate a support ticket.

If you are an administrative user of GradLeaders you can access the help menu from the application which will give you links to our extensive online library of documentation and the option to submit feedback
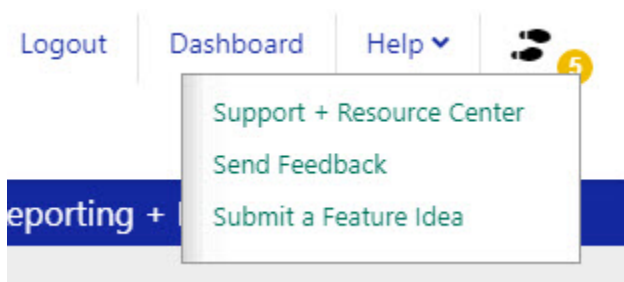
On-Line Live Chat

Also, if you are an administrative user of the GradLeaders Career Center platform you can open up an online chat from any page in the administrative module. Simply click on the icon in the lower right hand of the page and fill out the requested information to start chatting. Please note live chat is only available during normal business hours.
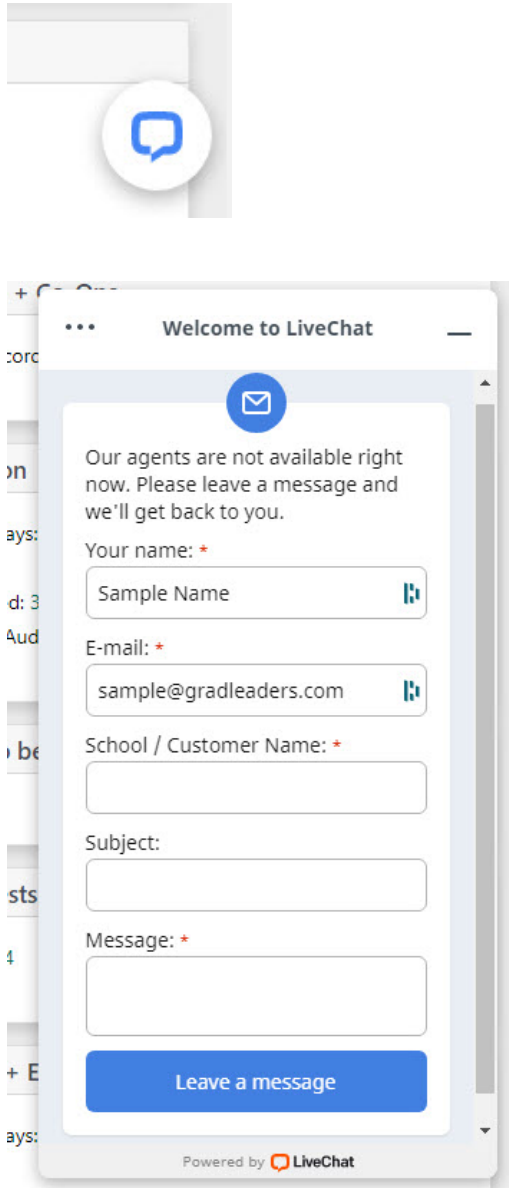
Troubleshooting

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:

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

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

  o 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

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

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

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

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
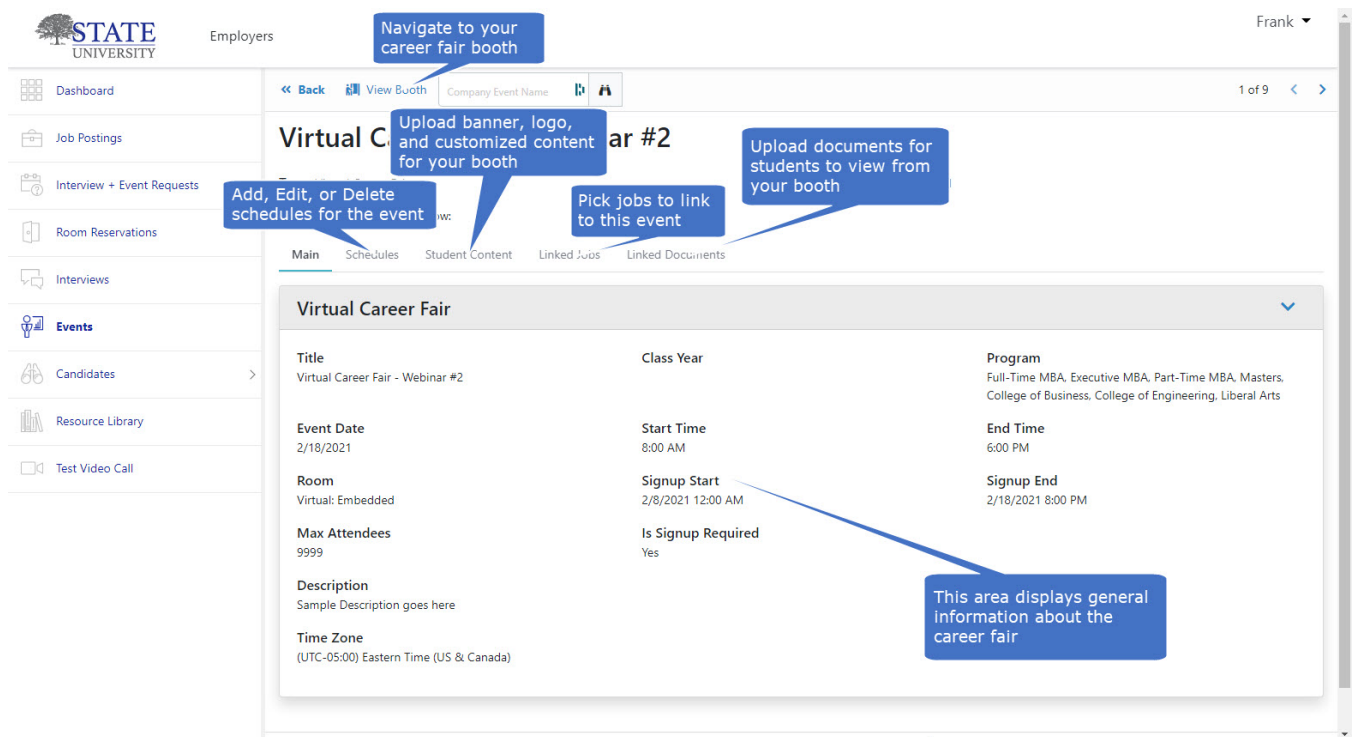
Appendix B – Quick Reference

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.

Recruiter Screen Shots

- ### Career Fair Setup Page

- ## Career Fair Booth with queue schedule

- ## Career Fair Video Screen with queue schedule

- ## **Career Fair Booth with Appointment Timeslots**

Test your microphone and camera with your browser

Export, Print, or Email students that have signed up for appointments

Print a resume book of all dropped resumes

View the Career Fair Lobby

Review the documents you have uploaded

Select the schedule to view

Review the individual appointment timeslot

Start the video call and open the video meeting window for this specific timeslot

Shows you the booth the way students will see it

Review the jobs you have linked to the event

View a student's profile and resume as well as take notes and send text messages to the student

Displays the content being shown to the students before, during, and after the event

Student Screen Shots

- ## Career Fair Lobby

- ## Career Fair Company Booth with queues

- **Career Fair Company Booth with appointment timeslots**

- **Career Services Booth**

Administrative Screen Shots

- ## Career Fair Main Event Page

- ## Career Fair Lobby

- **Career Services Virtual Booth**

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 **3.25.42.128 - 3.25.42.255**
br1	Brazil	18.231.105.32 - 18.231.105.63 177.71.206.192 - 177.71.206.255 **18.230.125.0 - 18.230.125.127**
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 **3.249.63.128 - 3.249.63.255**
in1	India	52.66.193.96 - 52.66.193.127 52.66.194.0 - 52.66.194.63 **3.7.35.128 - 3.7.35.255**
jp1	Japan	13.115.244.0 - 13.115.244.31 54.65.63.192 - 54.65.63.255 **18.180.220.128 - 18.180.220.255**
sg1	Singapore	13.229.255.0 - 13.229.255.31 54.169.127.128 - 54.169.127.191 **18.141.157.128 - 18.141.157.255**
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 **3.235.111.128 - 3.235.111.255**
us2	US West Coast (Oregon)	34.216.110.128 - 34.216.110.159 54.244.51.0 - 54.244.51.255 **44.234.69.0 - 44.234.69.127**

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)