

TROUBLESHOOTING TIPS



	Potential Solution
I can't remember my password	<ul style="list-style-type: none"> Use the reset password option to request a link to set up a new password. Or ask your booth administrator to reset your password
My video chat option is not working	<ul style="list-style-type: none"> The first time you initiate a video chat, a message from Premier Virtual will pop up and ask you for permission to use your computers camera and microphone. Make sure your pop-up blocker is disabled or you won't see the request. If you don't see the request or have a pop-up blocker, contact your IT department for assistance.
When I try to register my organization, I get an error message saying the username is already in use	<ul style="list-style-type: none"> On the top of the login screen select the login instead of the register tab. If you are not able to access the event, contact us for troubleshooting assistance
My colleague can't see any of the pre-set/quick reply messages that I set up.	<ul style="list-style-type: none"> Each recruiter must set up their own quick reply (pre-set) messages. This can be done under the profile tab.
When I try to add my colleague as a recruiter, I get an error message.	<ul style="list-style-type: none"> Email addresses are used as usernames to avoid duplicates. If your colleague's email was used in a different booth for another event, you need to ask the booth administrator to remove their name from that booth before you add them to your booth.
I got an error message saying "Token not valid"	<ul style="list-style-type: none"> Log off and then log back in. This happens if the page is idle for too long as it causes your session to time out.

If you need further assistance, please email us.

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