

TROUBLESHOOTING TIPS



	Potential Solution
I can't remember my password	Use the reset password option to request a link to set up a new password (check your junk email if you don't see it on your inbox). Or ask your booth administrator to reset your password.
My video chat option is not working	- Make sure no other application is using the microphone or camera, while you try to launch the video chat in Premier Virtual. - The first time you initiate a video chat, a message from Premier Virtual will pop up and ask you for permission to use your computer's 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	- On the top of the login screen select the login instead of the register tab. - Email address is your username and if is connected to a different organization that causes a conflict, please contact our team for support. - 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.	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.	Email addresses are used as usernames if your colleague's email was used in a different booth for another event, they will need to use the same password for both and they can use the Switch user option to toggle between the different booths.
I got an error message saying "Token not valid"	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.
I have been having issues adding a Logo to our booth - it'll lets me choose the picture and zoom, but it will not let me upload it or save it.	The logo must be a .jpeg, .png, or .jpg file type, and the name must be all letters. Numbers or special characters are not accepted. Please rename your file to meet these criteria and try uploading it again.

If you didn't find and answer above visit:
the Premier Virtual Help Center <https://help.premiervirtual.com/knowledge>