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.