

Rendez-vous Canada+

GUIDE TO MANAGING YOUR APPOINTMENTS



Rendez-vous Canada+ (RVC+) Appointment Guide

This guide will explain how Buyers, Sellers, Media, and Destination Canada delegates can make appointment requests for RVC+ 2021.

NOTE: You must be registered as an appointment-taking delegate to make requests. If you are unclear of your status, please contact the RVC+ Project Team by emailing rvc@rendezvouscanada.ca.

View your Schedule

Access your schedule via your MyRVC portal. Click on **Appointment Schedule** to log in.

Your appointment schedule will be displayed and you will see all of your scheduled appointments in a list.

Appt No.	Time	Status	Delegate	Company	City, State, Country
Day: Day 1 18-May-2021					
1	08:00 AM	Open			
2	08:20 AM	Open			
3	08:40 AM	Open			
4	09:00 AM	Open			
5	09:20 AM	Open			
6	09:40 AM	Open			
7	10:00 AM	Open			
8	10:20 AM	Open			
9	10:40 AM	Open			
10	11:00 AM	Open			

To generate a printable list of your scheduled appointments, click on Reports and Select **Scheduled**. Reports are also available in Excel, Word or PDF formats.

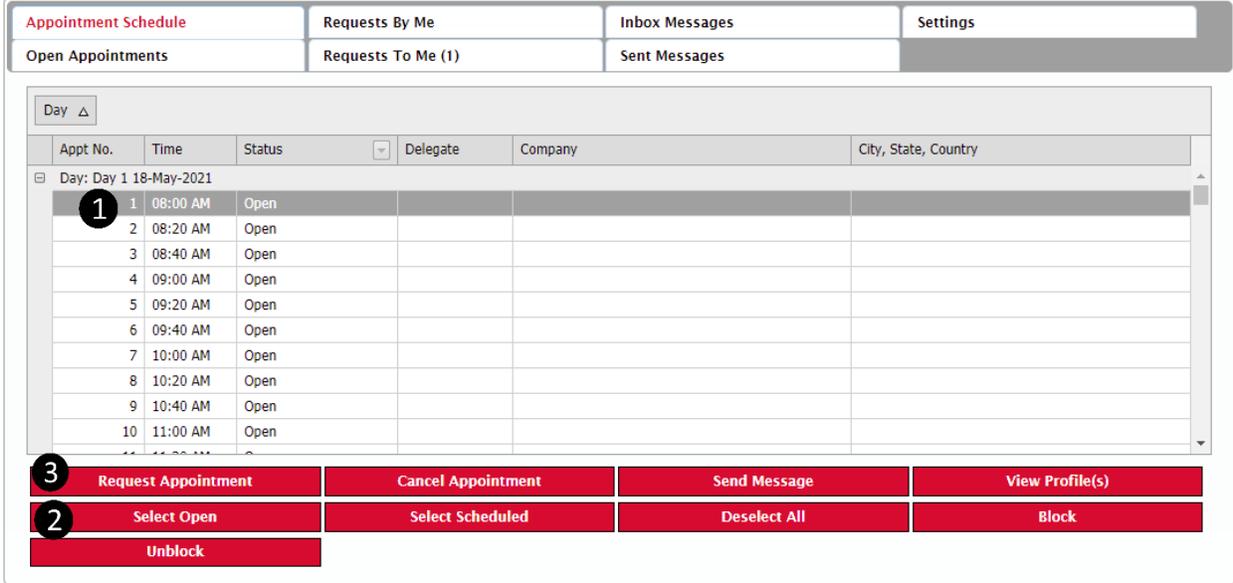
TIP: The Excel, Word and PDF reports include full contact information and email address for each of your meeting contacts. The Word version also includes full profile details for each contact."

Note:

- Appointments and all official events will appear on your schedule in your local time zone based on your computer settings.

If you need help, click the Help button in the Appointment Requests tab of MyRVC. For a full explanation of appointments and how they are structured, please visit the Appointments page on the RVC+ website at www.rendezvouscanada.ca/appointments/

Request New Appointments



1 To request an appointment for any of your open appointment slots, you can either **click on an open appointment slot to select it**, or press the “ctrl” key and click to select multiple appointment times.

or

2 Click on the **Select Open** button to highlight all of your open appointment slots.

3 Once you have selected one or more open slots, click on the **Request Appointment** button. This will open the search window.

The **New Appointment** pop-up will let you refine your search parameters by company name, delegate name, or registration type.

View all available delegates:

To see a list of all available delegates for the appointment times selected, select the desired attendee type under **Registration Type**, and click on the **Search** button. A list of delegates with available times will appear on the right under **Search Results of Recipients with Common Open Slots**.

The screenshot shows the 'New Appointment' window. On the left, there is a 'Search For Recipients' form with fields for First Name, Last Name, Title, Company Name, and Country. Below these are radio buttons for 'Begins' and 'Contains' for each field. There are also checkboxes for 'First Time', 'Registration Type' (with sub-options for Seller, Buyer, Tourism Partner Pavilion, Media, and Destination Canada/TIAC), and 'Reset' and 'Search' buttons. On the right, a pop-up window titled 'Search Results of Recipients with Common Open Slots' is displayed. It contains a table with columns for Company, Delegate, and Registration Type. The table lists two results: 'Always Tour' with delegate 'Gordon Xu' (Seller) and 'Calgary Tours' with delegate 'Charles Chen' (Seller). Below the table are buttons for 'Select All', 'Deselect All', 'View Profile(s)', 'Add Delegate(s)', and 'Remove Delegate(s)'. At the bottom of the pop-up, there is a 'Recipients' field with a 'To:' label and a 'Request Appointment' button.

Request appointment:

- 1 To request an appointment with an available delegate, click on the delegate name to select it, or press the "ctrl" key and click to select multiple delegates. You can also use the **Select All** button to highlight all of the available delegates.
- 2 Once you have selected the delegate(s), click on **Add Delegate(s)** to add them to the "Recipients" field, then click **Request Appointment**. Click the "X" to close the pop-up confirming your request.
- 3

IMPORTANT: Double check that you have at least one recipient listed in the Recipients "To" box before clicking Request Appointment.

The screenshot shows the 'Search Results of Recipients with Common Open Slots' pop-up window. It contains a table with columns for Company, Delegate, and Registration Type. The table lists several results under different status categories: 'Status: Available' (Ofertas Turisticas - Buyer), 'Status: Pending Request With Colleague' (All Americas Inc - Buyer), 'Status: Requested By Me' (Adventure Canada - Buyer), and 'Status: Scheduled' (1st Class Holidays - Buyer, A2Z Travel - Buyer, Action Travel - Buyer, Adventure Travel - Buyer, Air Canada Panama - Buyer, Arca Touring - Buyer, Beijing Country Holiday Travel - Buyer). Below the table are buttons for 'Select All', 'Deselect All', 'View Profile(s)', 'Add Delegate(s)', and 'Remove Delegate(s)'. At the bottom, there is a 'Recipients' field with a 'To:' label and a 'Request Appointment' button. The 'To:' field contains the name 'Miguel'.

To review your sent requests, click on the **Requests By Me** tab.

Refine your delegate search:

If the list of available delegates is very long, you can refine your search by searching for a specific organization name or by filtering using one of the survey responses. Click on a heading to see all available options and select the options you are looking for. Once you have made your selection(s), click the **Search** button. To start your search over, click **Reset**.



New Appointment

Search For Recipients

Begins Contains
 Begins Contains
 Begins Contains
 Begins Contains
 Country:

First Time

Registration Type
 Seller Buyer Tourism Partner Pavilion
 Media Destination Canada/TIAC

Geographic Regions of Operation
 Alberta British Columbia
 Manitoba New Brunswick
 Newfoundland and Labrador No Specific Provinces or Territories
 Northwest Territories Nova Scotia
 Nunavut Ontario
 Prince Edward Island Quebec
 Saskatchewan Yukon

Seasons of Operation
 Clientele
 Organized Tours

Search result statuses

The first time you make manual appointment requests, you may notice that delegates are sorted into different categories according to your appointment status with them. These categories include:

- **Available:** you do not have an appointment requested or scheduled with this delegate. **Delegates in this category are the only ones available for a manual appointment request.**
- **Requested By Me:** you have already submitted a request to meet with this delegate, and the request is pending. This request must be approved or declined by the delegate.
- **Scheduled:** you already have an appointment scheduled with this delegate.
- **Pending Request with Colleague or Scheduled Appointment with Colleague:** a delegate from your company has an appointment or a pending appointment with this delegate.

Search Results of Recipients with Common Open Slots.

Company	Delegate	Registration Type
Status: Available		
Avalpro		Tourism Partner Pavilion
Avalpro		Tourism Partner Pavilion
Booking.com		Tourism Partner Pavilion
Canadian Tourism Commission		DC
CTM Media Group, Inc.		Tourism Partner Pavilion
Ofertas Turisticas		Buyer
Parks Canada/Parcs Canada		Tourism Partner Pavilion
Status: Pending Request With Colleague		
All Americas Inc		Buyer
Status: Requested By Me		
AC Tours		Buyer
Adventure Canada		Buyer
Envelance Travel Writer		Media

Recipients
 To:

Respond to Requests

You may receive requests from other delegates who want to meet with you. When you receive a request, you will see a number in the **Requests To Me** tab. Click on this tab to view all requests you have received. Note that this list will include requests that you have already accepted or declined.

In the **Requests To Me** tab, a request with a status of **Pending** requires a response from you. In the **Details** column of the appropriate request, click on **Action** to **Accept** or **Decline** the request.

The screenshot displays a software interface with a navigation bar at the top containing 'Appointment Schedule', 'Requests By Me', 'Inbox Messages', and 'Settings'. Below this, a sub-bar shows 'Open Appointments', 'Requests To Me (1)', and 'Sent Messages'. The main area features a table with columns: Request Type, Status, Delegate, Company, Time, Registration Type, City, State, Country, and Details. The first row is highlighted, showing a 'Pending' request from Gordon Xu of Allways Tour. A modal dialog box titled 'Request(s) Received Details' is open, prompting the user to 'Please select a time slot:'. The dialog contains a table with columns for Slot, Start Time, Date, and Comments, listing slots from 08:20 AM to 11:40 AM on 05/18/2021. At the bottom of the dialog are 'Accept' and 'Decline' buttons. The background table also has 'Action' links in the Details column for each row.

- **To Accept the request:** click on the timeslot you would like schedule, then click **Accept**.
- **To Decline the request:** click **Decline**.

Changing Your Schedule

On the **Appointments Schedule**, you can make three types of changes: Cancel Appointment, Block Appointment Slots and Unblock Appointment Slots.

Cancel Appointment: this will cancel an appointment and send a notification to the scheduled delegate. Click on the appointment that you want to cancel, then click **Cancel Appointment**. In the pop-up, explain the reason for the cancellation and click **Cancel Appointment**.

Block Appointment Slots: If you are unavailable to take appointments during a timeslot, or if you would like to schedule a break, you can block appointment slots by selecting the open timeslot and clicking **Block**.

Unblock Appointment Slots: When submitting appointment requests, all delegates had the opportunity to customize their appointment schedules by blocking or unblocking times according to their personal preferences. Timeslots that you indicated you are not available will be shown as "Blocked via Online Appt-Request area". You can reopen any blocked timeslot by clicking **Unblock**.

The screenshot shows the 'Appointment Schedule' interface. At the top, there are navigation tabs: 'Appointment Schedule' (circled in blue), 'Requests By Me', 'Inbox Messages', and 'Settings'. Below these are sub-tabs: 'Open Appointments', 'Requests To Me (1)', and 'Sent Messages'. The main area displays a table of appointments for 'Day 1 18-May-2021'. The table has columns for 'Appt No.', 'Time', 'Status', 'Delegate', 'Company', and 'City, State, Country'. The appointments listed are:

Appt No.	Time	Status	Delegate	Company	City, State, Country
1	08:00 AM	Open			
2	08:20 AM	Open			
3	08:40 AM	Open			
4	09:00 AM	Open			
5	09:20 AM	Open			
6	09:40 AM	Open			
7	10:00 AM	Booked - Manual	Gordon Xu	Allways Tour	Washington, Washington, United States
8	10:20 AM	Open			
9	10:40 AM	Open			
10	11:00 AM	Open			

At the bottom of the interface, there are several red buttons: 'Request Appointment', 'Cancel Appointment' (circled in blue), 'Send Message', 'View Profile(s)', 'Select Open', 'Select Scheduled', 'Deselect All', 'Block' (circled in blue), and 'Unblock' (circled in blue).

Sending a Message

The appointment scheduling system includes a messaging function to communicate directly with other delegates. Messages sent through this system are copied to the addressee's email address.

To send a message to someone you have scheduled a meeting with, click on the appointment on your Appointment Schedule and click **Send Message**.

The screenshot shows the 'Appointment Schedule' interface. At the top, there are tabs for 'Appointment Schedule', 'Requests By Me', 'Inbox Messages', and 'Settings'. Below these are sub-tabs for 'Open Appointments', 'Requests To Me (1)', and 'Sent Messages'. The main area displays a calendar for 'Day 1 18-May-2021' with a list of appointments. A 'Send Message' dialog box is open, showing the recipient 'Gordon Xu' and a subject line. A 'Send Message' button is located within the dialog. At the bottom of the interface, there is a row of buttons: 'Request Appointment', 'Cancel Appointment', 'Send Message' (circled in blue), and 'View Profile(s)'. Below this row are more buttons: 'Select Open', 'Select Scheduled', 'Deselect All', and 'Block'. At the very bottom, there is a row of buttons: 'Unblock', 'Request Appointment', 'Cancel Appointment', 'Send Message' (circled in blue), 'View Profile(s)', 'Select Open', 'Select Scheduled', 'Deselect All', 'Block', and 'Unblock'.

Compose your message in the space available and click **Send Message**.

You may also contact other delegates that you do not have scheduled meetings with. Click on **Inbox Messages** to access the messaging options.

The screenshot shows the 'Inbox Messages' interface. At the top, there are tabs for 'Appointment Schedule', 'Requests By Me', 'Inbox Messages' (circled in blue), and 'Settings'. Below these are sub-tabs for 'Open Appointments', 'Requests To Me (1)', and 'Sent Messages'. The main area displays a table with columns 'From', 'Company', 'Subject', 'Date and Time', and 'Status'. The table is empty, showing 'No data to display.'. At the bottom of the interface, there is a row of buttons: 'Select All', 'Deselect All', 'Print', and 'Delete'. Below this row are more buttons: 'View Profile(s)', 'Reply', 'Compose' (circled in blue), and 'Forward'.

Compose:

The **Compose** pop-up helps you find a delegate by company name, delegate name, or registration type. The message **Search** works the same way as the appointment **Search**.

To send a message to a delegate, click on the delegate name to select it. Click on **Add Recipient(s)** to add the selected delegates to the **To** field, then compose your message and click **Send**.

See you at Rendez-vous Canada+!