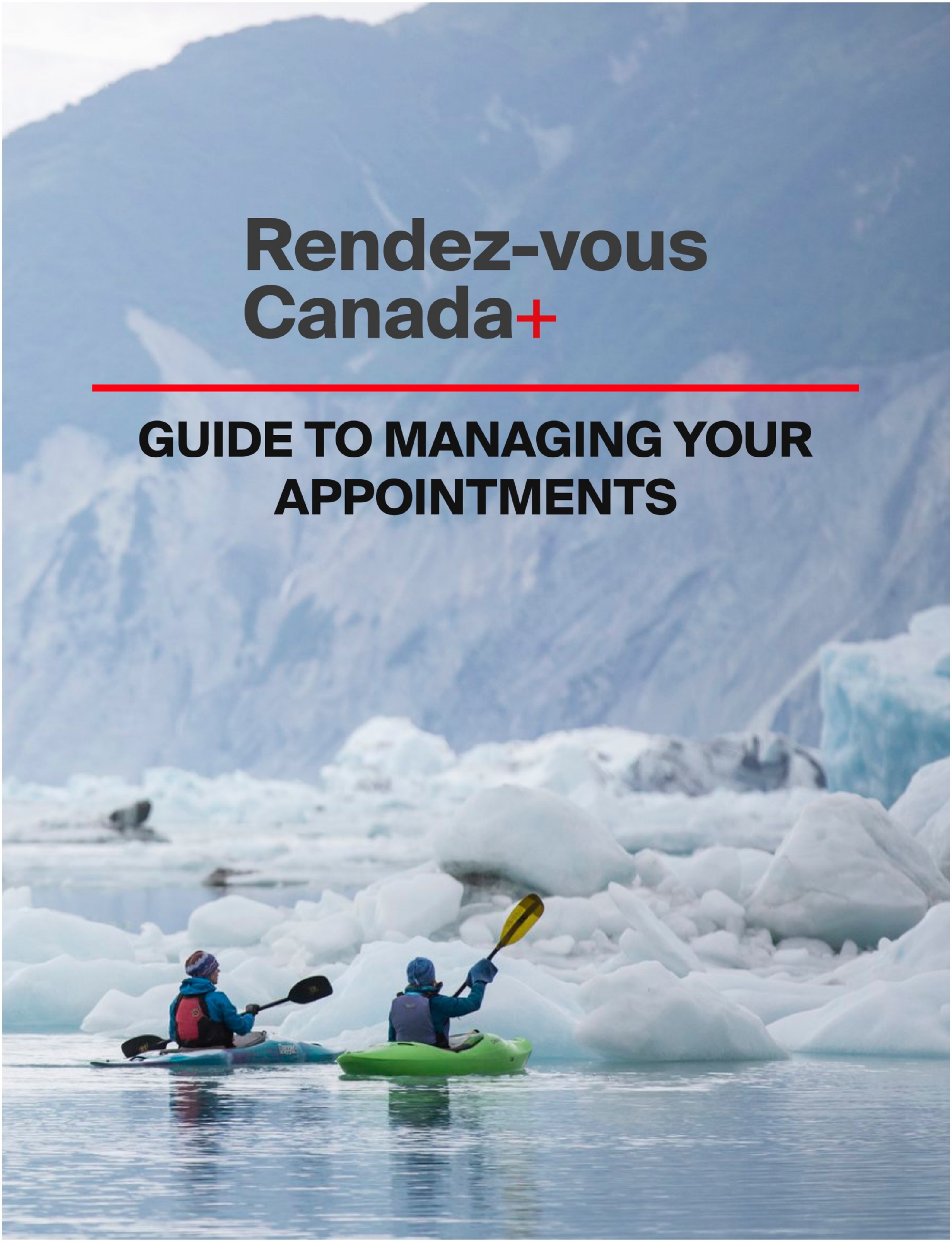
Rendez-vous Canada+

GUIDE TO MANAGING YOUR APPOINTMENTS



Rendez-vous Canada+ (RVC+) Appointment Guide

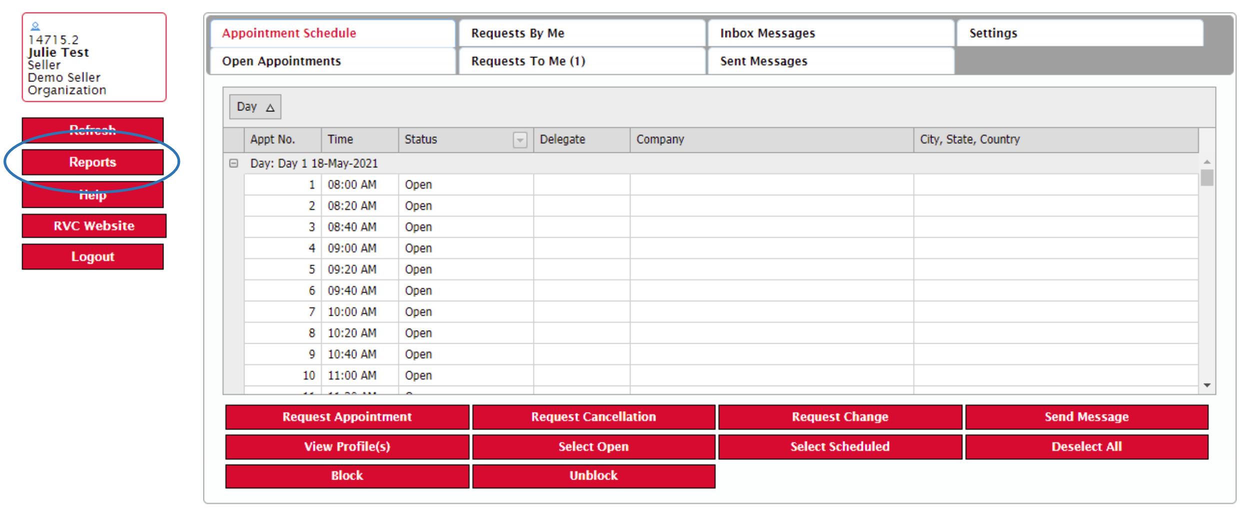
This guide will explain how Buyers, Sellers, Media, and Destination Canada delegates can make appointment requests for RVC+ 2021.

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.



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.

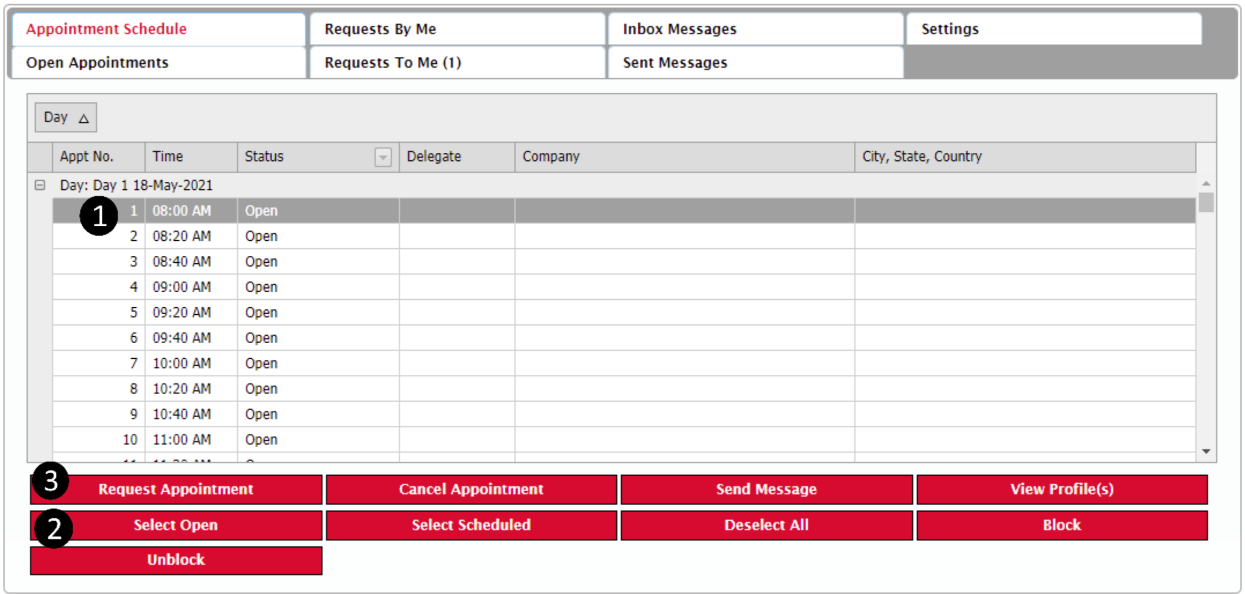
TIP: The Excel, Word and PDF reports include full contact information and email address for each of your meeting contacts. The Word version also includes full profile details for each contact."

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

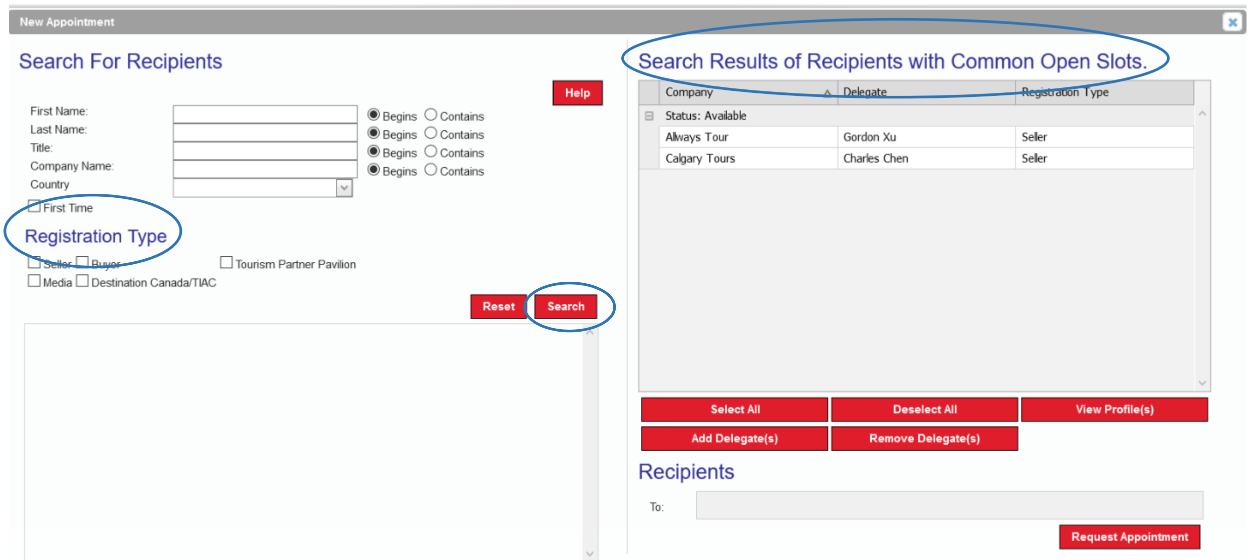
2. Click on the Select Open button to highlight all of your open appointment slots.

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.



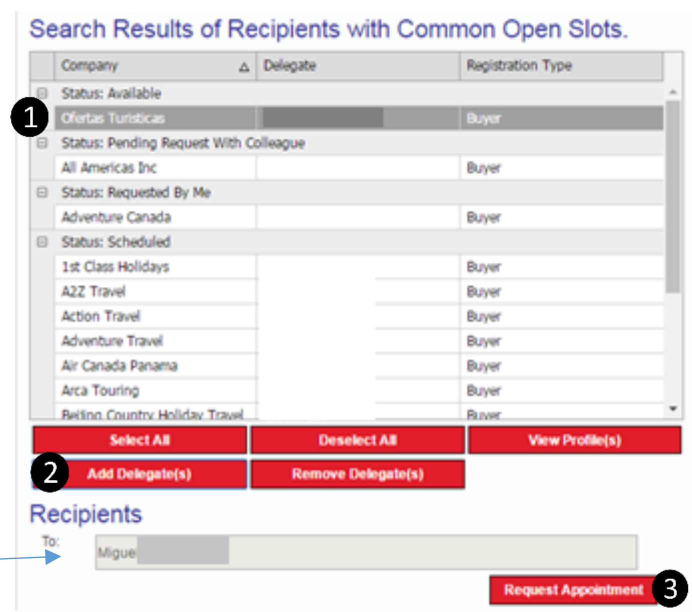
Request appointment:

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

3 click Request Appointment. Click the "X" to close the pop-up confirming your request.

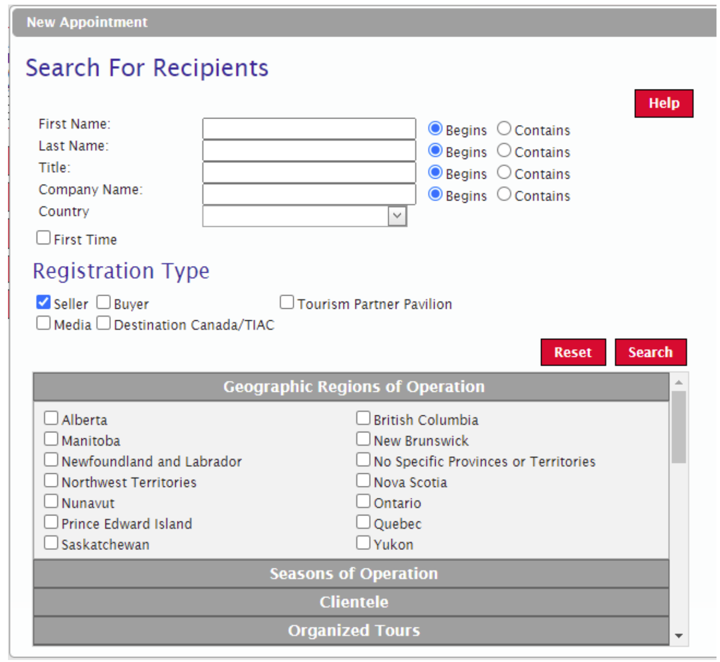
IMPORTANT: Double check that you have at least one recipient listed in the Recipients "To" box before clicking Request Appointment.



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

Refine your delegate search:

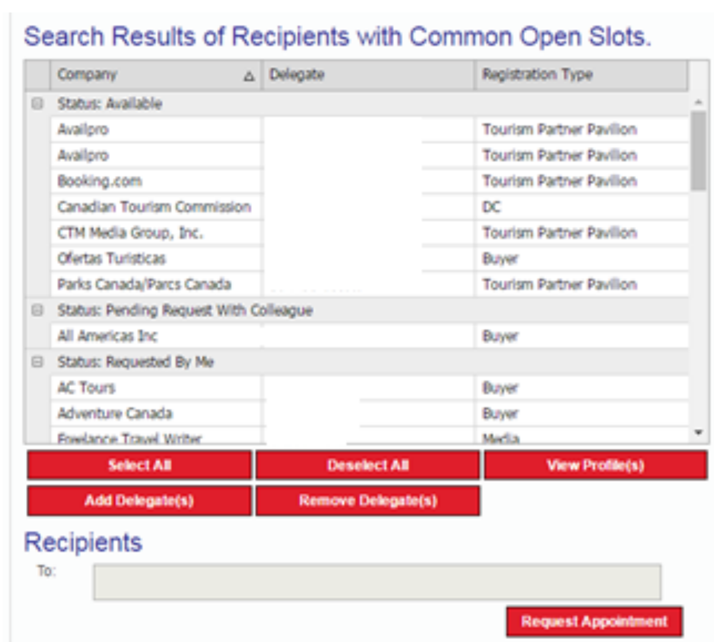
If the list of available delegates is very long, you can refine your search by searching for a specific organization name or by filtering using one of the survey responses. Click on a heading to see all available options and select the options you are looking for. Once you have made your selection(s),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



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:

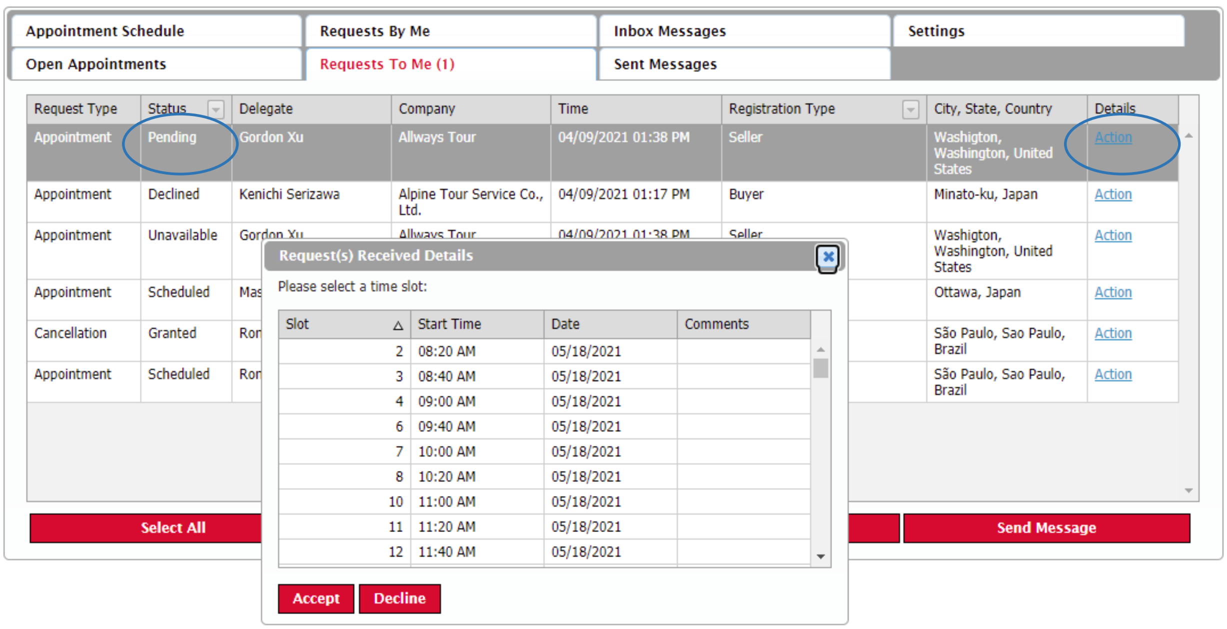
- Available: you do not have an appointment requested or scheduled with this delegate. **Delegates in this category are the only ones available for a manual appointment request.**
- Requested By Me: you have already submitted a request to meet with this delegate, and the request is pending. This request 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.



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.



- 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.

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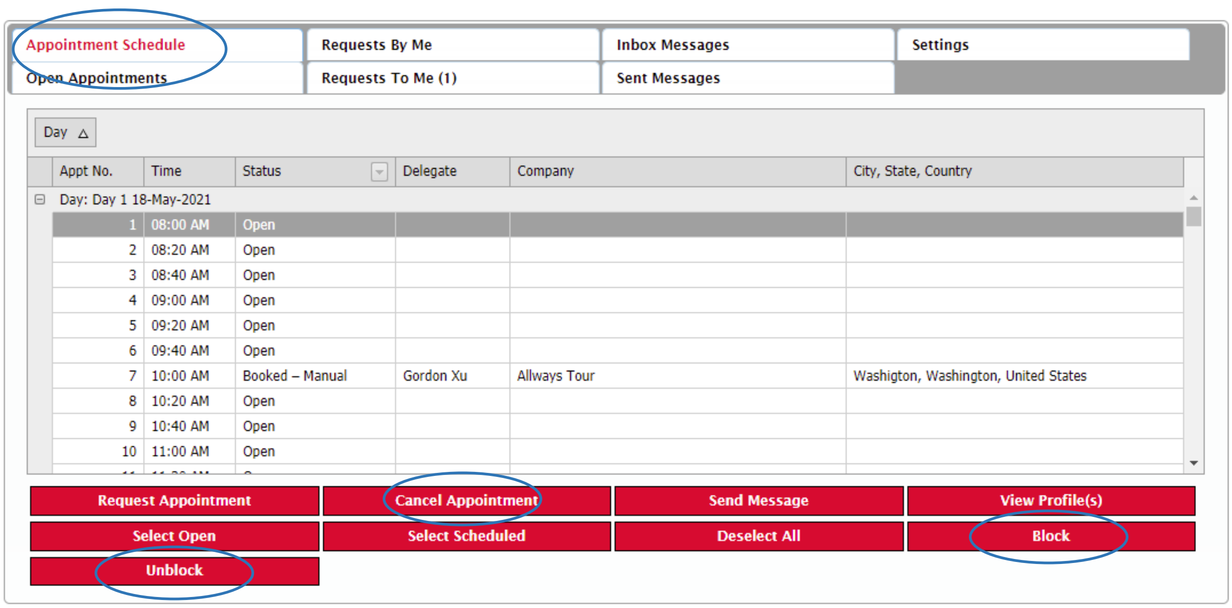
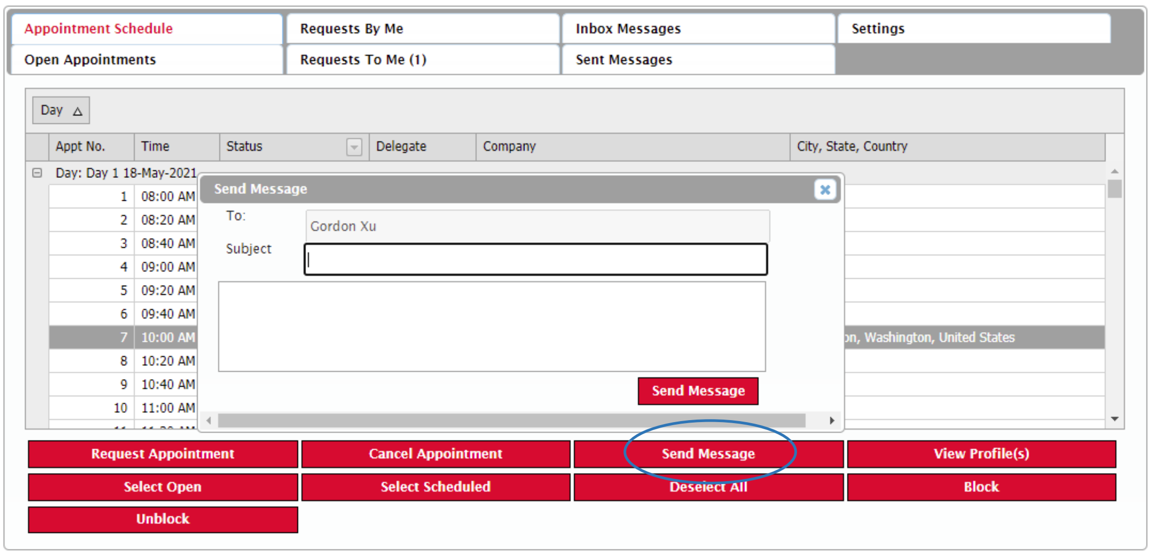


Sending a Message

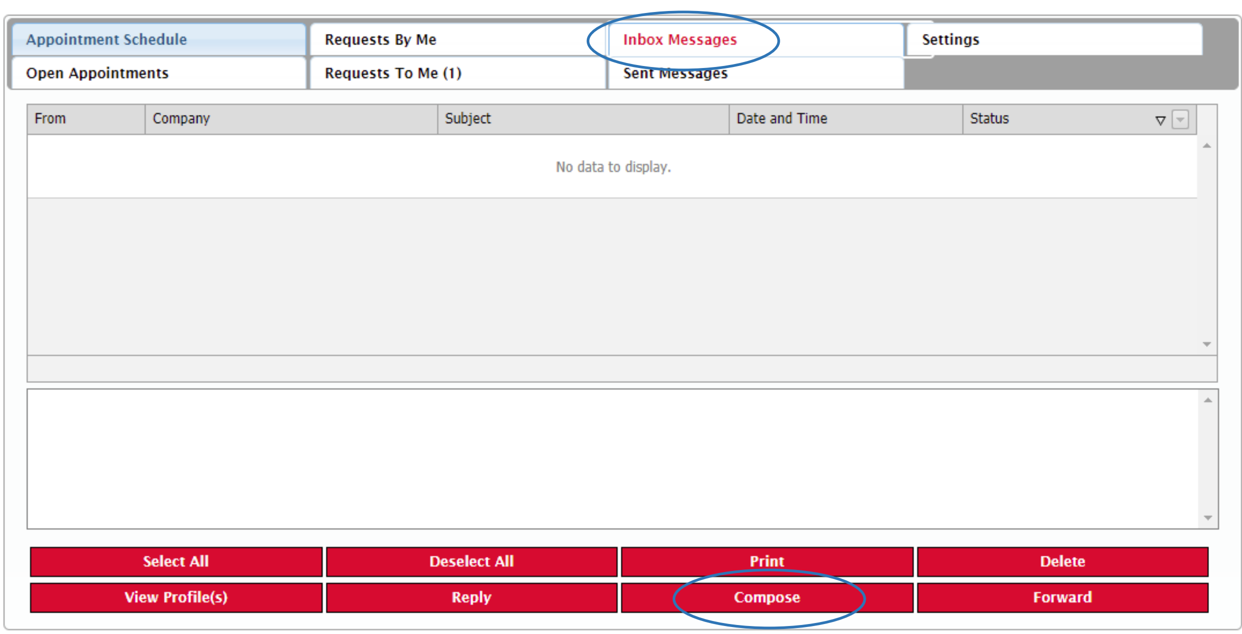
The appointment scheduling system includes a messaging function to communicate directly with other delegates. Messages sent through this system are copied to the addressee's email address.

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



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.



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+!