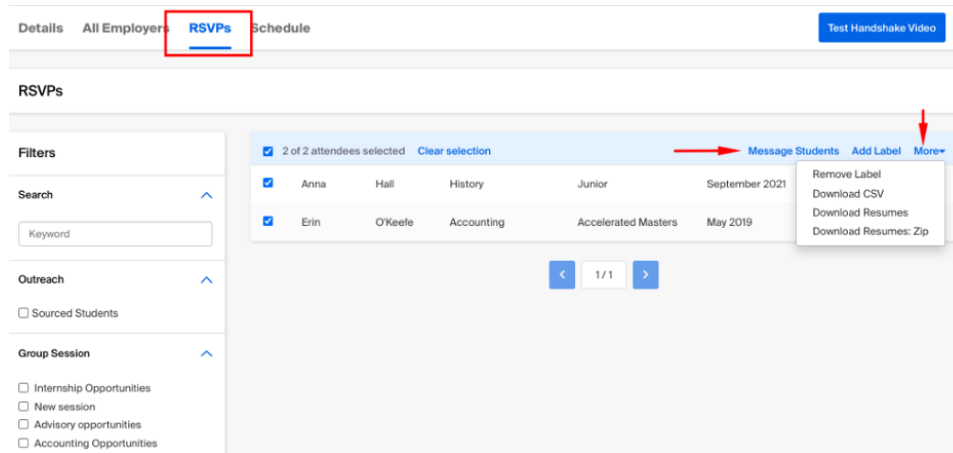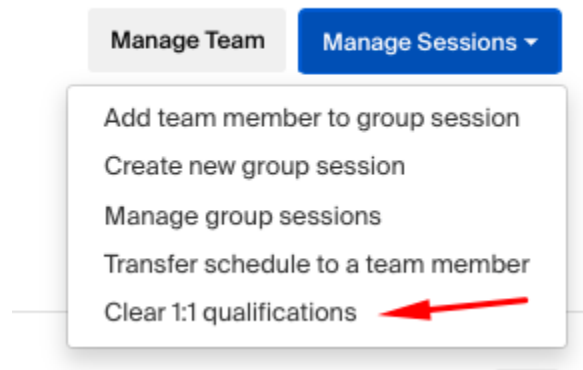# Handshake UT Graduate School Fair

Employer FAQ

Fairs Help Section (all articles) for Employers: https://support.joinhandshake.com/hc/en-us/sections/204176357-Events-Career-Fairs

Best General Info Fairs Article for Employers: https://support.joinhandshake.com/hc/en-us/articles/360053325954-Preparing-for-the-Day-of-a-Virtual-Fair
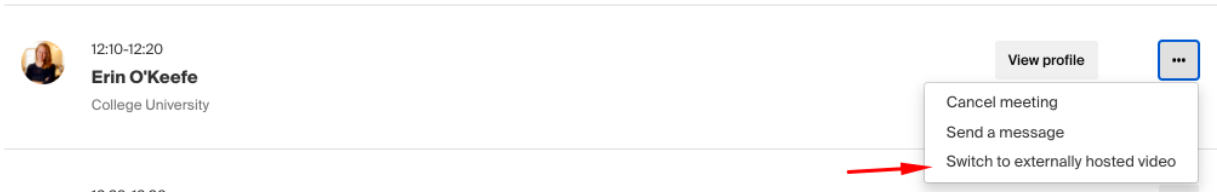
1. How do I find the fair?
   a. Click "Fairs" on the left-hand tab and search for the fair by name in the search bar.
2. Can I test my audio/video?
   a. Use the TEST video session: http://app.joinhandshake.com/video_sessions/test_session
   b. On the day of the fair, you'll be able to launch sessions up to 60 minutes early to test your audio and video connection.
        i. NOTE: Students are able to join up to five minutes early to test their connection, so please know that if you are in a session early, students could appear early as well.
3. My audio/video is not working, what do I do?
   a. Contact Support – Submit a request (Make sure they select "Day of Virtual Fair/Event Issue" for the Category section
   b. "Report a problem" option – Click "Settings" at the bottom right while in the session and select "Report a problem"
   c. Handshake Video Requirements & Troubleshooting
   d. Make sure you are using Chrome or FireFox for the best experience.
   e. Windows 10: check that privacy settings allows apps and desktop apps to use microphone/camera
   f. Mac: Go to preferences, then websites and change joinhandshake.com from "Stop Media with Sound to "Allow All Auto-Play"
4. How do I launch my sessions?
   a. Click the "Launch video" button to the right of the session on your schedule
5. How do I download the resumes of students I'm meeting with?
   a. A student must first make their resume publicly available.
   b. The employer can access it from the RSVP tab on their fairs page; they cannot access it directly from a student's profile.
   c. Click the button to left of the student(s) name, then click "more" in the right corner. From the drop-down menu, click "Download Resume."

6. The student did not show up for the session, what do I do?
    a. The student may have not shown up due to technical issues accessing the fair. We recommend reaching out to them if possible, to follow-up and giving grace as we are all new to this environment.
7. I need to report a user for fraud/spam/inappropriate behavior, what do I do?
    a. Click on the "…" beside the contacts name in the chat and click "Report user"
8. What can be changed during the day of the fair?
    a. You CAN mark yourself as busy on sessions or cancel sessions during the fair. If a session is cancelled by an employer or student, the other party will receive an email notification.
    b. You CAN manage and edit your group sessions during the fair.
    c. You CAN remove your qualifications for 1:1 session—a great tip if your sign-ups are low.
        i. Employers can now clear out qualifications before or during the fair. They can do so through the action button shown in the screenshot below.

    d. You CAN switch your video to external links, but you can't switch back to Handshake-hosted video. So, use this only if you are facing firewalls from your company!
        i. As a last resort / back up plan, employers can now switch external videos for 1:1 sessions. They can do this for individual 1:1 time slots as shown in the screenshot below. Please only share this as a backup option for employers who are getting hard firewall blockers with Handshake video for example. Once employers switch to external links for the 1:1's, they cannot switch back to Handshake video.

12:10-12:20
Erin O'Keefe
College University

View profile ···

Cancel meeting
Send a message
→ Switch to externally hosted video

9. I am having time zone issues and my sessions are listed at the incorrect time in my Handshake schedule.
    a. If a user has incorrect time zones, have them check and set their system time zones on the device they are using to access the fair (right click clock on Windows, "set date/time") and make sure time zones are set to update automatically as well. Once they do this, have them close and re-launch their browser and log back into Handshake.

***If a student accidentally enters the employer help room, here is the link to the STUDENT support room: https://utexas.zoom.us/j/92564333012

See the FAQ used during the Big East fair:
https://docs.google.com/document/d/1yIz1ZsWCfhP8Tfc3Wbr5qin643KXhsYOEdkvL03DyYQ/edit