

# Handshake UT Graduate School Fair

## Student FAQ

Help Section (all articles) for Students: <https://support.joinhandshake.com/hc/en-us/sections/204176397-Events-Fairs>

Best General Info Article for Students: <https://support.joinhandshake.com/hc/en-us/articles/360051402854-Participating-in-a-Virtual-Fair>

1. How do I find the fair?
  - a. Go to “Events” and filter for “Career Fairs.” Or go to “Events” and search for “The University of Texas at Austin Graduate School Fair.”

Please be aware that as you navigate through the Handshake platform, you will see references to “Employers” and questions that will seem geared more towards Career Fair sessions. Don’t worry-- you are in the right place! Handshake was established first as a platform for employment recruiters to work with universities in hiring students. In this virtual, work and attend school from home environment so many of us are currently living in, it also happens to be a great tool to help meet representatives from graduate programs.

2. I did not sign-up for any sessions, what should I do?
  - a. Go to the “Available sessions” tab in the fair and browse and sign-up for open sessions.
3. Can I test my audio/video?
  - a. Students will be able to join a session up to five minutes early to test their connection.
  - b. Twilio provides a network test to test internet, audio, visual, etc: <https://networktest.twilio.com/>
4. My audio/video is not working, what do I do?
  - a. Try the recommended browsers first, which are Chrome or Firefox.
  - b. [Handshake Video Requirements & Troubleshooting for Students](#)
  - c. “Report a problem” option – Click “Settings” at the bottom right while in the session and select “Report a problem.”
5. I signed up for sessions and cannot find them, what do I do?
  - a. Navigate to the “Your sessions” tab in the fair and you should see your sessions.
6. How do I join a session?
  - a. Click the blue “Launch video” button to join the session. You can join up to 5 minutes early to test your audio and video connection.
7. The employer is not in the session, what do I do?
  - a. The employer may be having technical issues accessing the fair. We recommend looking at the employer’s profile and reaching out through Handshake or via email to follow-up with them.
8. 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.”
9. I am having time zone issues and my sessions are listed at the incorrect time in my Handshake schedule.
  - a. If a student 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 an employer accidentally enters the student help room, here is the link to the EMPLOYER support room:  
<https://utexas.zoom.us/j/94430594567>

For more robust FAQ about the entire virtual fair process see this one used during the Big East fair:  
<https://docs.google.com/document/d/1ylz1ZsWCfhP8Tfc3Wbr5qin643KXhsYOEdkvL03DyYQ/edit>