



Instructions for Attending a Grace Hill Chat Event

To enter the Chat Room:

- Log on to <http://www.gracehill.com>
- Click on the "Chat Rooms" button at the top right of the screen
- Enter the User ID and Password you chose when signing up for your free membership. Then, click "OK". If you don't have a User ID and Password, select them now by clicking on the phrase "Not a member? Join today!"
- Enter a nickname in the box and click "Connect". In just a moment you'll find yourself in the Chat Room!

* If you have yet to visit the Grace Hill Chat Room, please be sure to do so as soon as possible. If you are in need of technical support, click on "Help Desk" or call our Help Desk at (866) GRACEHILL / (866) 472-2344. *Please note that we receive many calls and emails during each Chat Event. Please test your system capabilities ahead of time to avoid getting locked out!

* You must have the Adobe Flash Player installed in order to use our Chat Room. To get the latest version of Flash you can download it at <http://get.adobe.com/flashplayer/?promoid=BUIGP>.

* Upon entering the Chat Room, we suggest you immediately click on the blue button at the bottom left of the chat window, then select "Preferences" and explore the ways that you can personalize your chat experience. You can choose your own avatar, select a custom font color and size, and more.

* To send a private message that is visible to just one fellow chatter, highlight their name in the Users column and click on the second icon -- the whisper -- and type in your message. Only that individual and you will see your comments.

* To ask a question of one of the Panelist(s) during the forum, type your question into the box at the bottom of the screen and hit "Send". Your question will be visible only to yourself and to the Moderator at this time, and NOT to the entire group. The Moderator will then forward your question on to the Panelist.

* If at any time you are in need of assistance, simply click on "Help Desk" or call our Help Desk at (866) GRACEHILL / (866) 472-2344.

Thanks again for joining us for our free educational sessions. We look forward to chatting with you at <http://www.gracehill.com>.

The Grace Hill Gang

Grace Hill, Inc.

essential. multifamily. education.

<http://www.gracehill.com>

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