

Rendez-vous Canada+ (RVC+)

Guide to Managing your Appointments

Rendez-vous Canada+ (RVC+) Appointment Guide

This guide will explain how Buyers, Sellers, Media, and Destination Canada and TIAC delegates can make appointment requests for RVC+ 2022.

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](#).

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: Wednesday 25-May-2022					
1	07:30	Breakfast			
2	07:45	Breakfast			
3	08:00	Breakfast			
4	08:15	Breakfast			
5	08:30	Breakfast			
6	08:45	Breakfast			
7	09:00	Booked	Tori Surgeoner	Northwest Territories Tourism	Yellowknife, Northwest Territories, Canada
8	09:15	Booked	Nancy Gordy	Explore Edmonton	Edmonton, Alberta, Canada
9	09:30	Booked	Adrian Warchola	Edmonton International Airport	Edmonton, Alberta, Canada
10	09:45	Booked	Jeremy Mitchell	City Rewards/CityPassport	Vancouver, British Columbia, Canada

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/](http://www.rendezvouscanada.ca/appointments/)

- Help
- Summary
- Detail
- All Open
- Scheduled**
- Requests made but not scheduled
- Requests received but not scheduled
- Excel Export
- PDF Export
- Word Export

Request New Appointments

The screenshot shows a web interface for managing appointments. At the top, there are four tabs: "Appointment Schedule", "Requests By Me", "Inbox Messages", and "Settings". Below these are two more tabs: "Open Appointments" and "Requests To Me". A "Day" dropdown menu is visible. The main area contains a table of appointments with columns for Appt No., Time, Status, Delegate, Company, and City, State, Country. Row 89 is highlighted and marked with a circled '1'. Below the table is a control panel with several buttons: "Request Appointment" (marked with a circled '3'), "Cancel Appointment", "Send Message", "View Profile(s)", "Select Open" (marked with a circled '2'), "Select Scheduled", "Deselect All", "Block", and "Unblock".

Appt No.	Time	Status	Delegate	Company	City, State, Country
85	13:00	Lunch			
86	13:15	Lunch			
87	13:30	Lunch			
88	13:45	Booked	Sarah Laturnus	Brockville Tourism	Brockville, Ontario, Canada
89	14:00	Open			
90	14:15	Open			
91	14:30	Booked	Jayde Finkbeiner	Heartland Intl Travel	Winnipeg, Manitoba, Canada
92	14:45	Break			
93	15:00	Open			
94	15:15	Open			
95	15:30	Open			

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**.

Note: you can see the if the delegate is in-person or virtual under the **Schedule Book Type** column.

The screenshot shows the 'New Appointment' interface. On the left, there is a 'Search For Recipients' section with input fields for First Name, Last Name, Title, Company Name, and Country. Below these are radio buttons for 'Registration Type' (Seller and Tourism Partner Pavilion) and a 'First Time' checkbox. A 'Search' button is highlighted with a green box. On the right, the 'Search Results of Recipients with Common Open Slots.' table is displayed. The table has columns: Company, Delegate, Registration Type, Schedule Book Type, and Booth. The results list several delegates, including Andrew Germain, Jennifer Prat, Jenna Fitch, Andy Cunningham, Phil Bergman, Jackie Storry, and Julia Thornhill. 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 'Request Appointment' button.

Request appointment:

- 1 To request an appointment with an available delegate, click on the delegate's 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.

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.' interface. The table has columns: Company, Delegate, Registration Type, Schedule Book Type, and Booth. The results are categorized by status: Available, Requested By Me, and Scheduled. The 'Available' status shows three delegates: Richard Cutting-Miller, Darcie Guarderas, and Victoria Lee. The 'Requested By Me' status is empty. The 'Scheduled' status is empty. 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 'Victoria Lee' entered in the 'To:' box. A 'Request Appointment' button is highlighted with a green box.

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

The screenshot shows the 'Requests By Me' tab in the appointment system. The tab is highlighted with a green box. Below the tab, there is a table with columns: Appt No., Time, Status, Delegate, Company, and City, State, Country. The table is currently empty.

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

First Name: Begins Contains
Last Name: Begins Contains
Title: Begins Contains
Company Name: Begins Contains
Country:
 First Time

Registration Type

Seller Buyer Tourism Partner Pavilion
 Media Destination Canada/TIAC

Geographic Regions of Operation

<input type="checkbox"/> Alberta	<input type="checkbox"/> British Columbia
<input type="checkbox"/> Manitoba	<input type="checkbox"/> New Brunswick
<input type="checkbox"/> Newfoundland and Labrador	<input type="checkbox"/> No Specific Provinces or Territories
<input type="checkbox"/> Northwest Territories	<input type="checkbox"/> Nova Scotia
<input type="checkbox"/> Nunavut	<input type="checkbox"/> Ontario
<input type="checkbox"/> Prince Edward Island	<input type="checkbox"/> Quebec
<input type="checkbox"/> Saskatchewan	<input type="checkbox"/> 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		
Availpro		Tourism Partner Pavilion
Availpro		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
Eowance 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 the 'Requests To Me' tab in a software interface. The main table lists requests with columns for Request Type, Status, Delegate, Company, Time, Registration Type, City, State, Country, and Details. A modal window titled 'Request(s) Received Details' is open, showing a table of time slots for selection. The modal includes 'Accept' and 'Decline' buttons at the bottom.

Request Type	Status	Delegate	Company	Time	Registration Type	City, State, Country	Details
Appointment	Pending	Gordon Xu	Allways Tour	04/09/2021 01:38 PM	Seller	Washington, Washington, United States	Action
Appointment	Declined	Kenichi Serizawa	Alpine Tour Service Co., Ltd.	04/09/2021 01:17 PM	Buyer	Minato-ku, Japan	Action
Appointment	Unavailable	Gordon Xu	Allways Tour	04/09/2021 01:38 PM	Seller	Washington, Washington, United States	Action
Appointment	Scheduled	Ma...				Ottawa, Japan	Action
Cancellation	Granted	Ron...				São Paulo, Sao Paulo, Brazil	Action
Appointment	Scheduled	Ron...				São Paulo, Sao Paulo, Brazil	Action

Slot	Start Time	Date	Comments
2	08:20 AM	05/18/2021	
3	08:40 AM	05/18/2021	
4	09:00 AM	05/18/2021	
6	09:40 AM	05/18/2021	
7	10:00 AM	05/18/2021	
8	10:20 AM	05/18/2021	
10	11:00 AM	05/18/2021	
11	11:20 AM	05/18/2021	
12	11:40 AM	05/18/2021	

- **To Accept the request:** click on the timeslot you would like scheduled, 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 displays the 'Appointment Schedule' interface. At the top, there are navigation tabs: 'Appointment Schedule' (highlighted with a green box), 'Requests By Me', 'Inbox Messages', and 'Settings'. Below these are sub-tabs: 'Open Appointments', 'Requests To Me', and 'Sent Messages'. The main area features a table with columns: 'Appt No.', 'Time', 'Status', 'Delegate', 'Company', and 'City, State, Country'. A 'Day' dropdown is located above the table. The table contains 11 rows of appointment data. Below the table is a control bar with several red buttons: 'Request Appointment', 'Cancel Appointment' (highlighted with a green box), 'Send Message', 'View Profile(s)', 'Select Open', 'Select Scheduled', 'Deselect All', 'Block' (highlighted with a green box), and 'Unblock' (highlighted with a green box).

Appt No.	Time	Status	Delegate	Company	City, State, Country
129	08:30	Breakfast			
130	08:45	Breakfast			
131	09:00	Open			
132	09:15	Booked	Rich Taylor	Westmont Hospitality Group (Canada)	Mississauga, Ontario, Canada
133	09:30	Open			
134	09:45	Open			
135	10:00	Break			
136	10:15	Open			
137	10:30	Open			
138	10:45	Open			
139	11:00	Booked	Mariana Manigold	Juniper Innovating Travel Technology	Pembroke Pines, Florida, United States

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 navigation tabs: 'Appointment Schedule', 'Requests By Me', 'Inbox Messages', and 'Settings'. Below these are sub-tabs: 'Open Appointments', 'Requests To Me', and 'Sent Messages'. A 'Day' dropdown is visible. The main area contains a table of appointments with columns for 'Appt No.', 'Time', 'Status', and 'Dele'. Appointment 132 is selected, and a 'Send Message' dialog box is open over it. The dialog has fields for 'To:' (filled with 'Rich Taylor') and 'Subject'. A 'Send Message' button is at the bottom right of the dialog. Below the table, there are several red buttons: 'Request Appointment', 'Cancel Appointment', 'Send Message' (highlighted with a green box), '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 navigation tabs: 'Appointment Schedule', 'Requests By Me', 'Inbox Messages' (highlighted with a green box), and 'Settings'. Below these are sub-tabs: 'Open Appointments', 'Requests To Me (1)', and 'Sent Messages'. The main area is a table with columns for 'From', 'Company', 'Subject', 'Date and Time', and 'Status'. The table is empty, displaying 'No data to display.'. Below the table, there are several red buttons: 'Select All', 'Deselect All', 'Print', 'Delete', 'View Profile(s)', 'Reply', 'Compose' (highlighted with a green box), 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+!