

Hopin: attendee guide

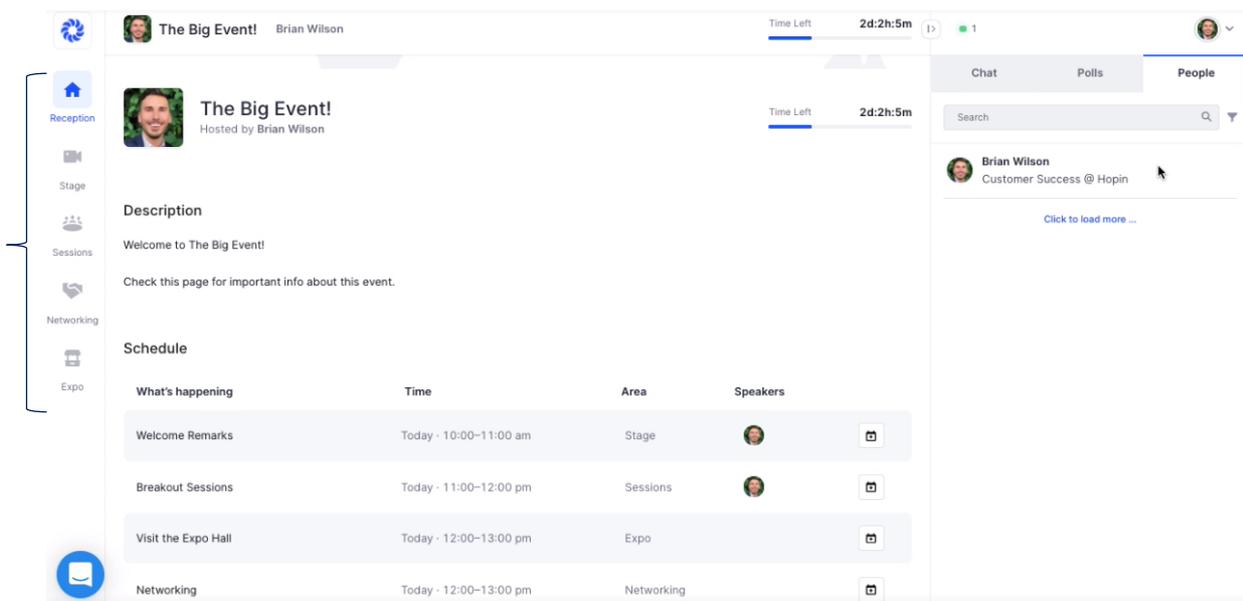
- **Join from a compatible browser.** Hopin works best on **Chrome** and **Firefox**.
Pro tip: Make sure your browser is up to date.
- **Check your internet speed and network.** We recommend a minimum of 5mbps download and 2mbps upload. Ideally, we like to see 30mbps download and 10mbps upload or higher for the best quality.
 - If you are using a VPN (network) or device provided by your employer, ensure your device can access and share your camera and microphone on in order to be able to join the networking area.
 - Ensure you can access the following website domains to use Hopin. For more information about Hopin's network connectivity settings and setting VPN access, click [here](#).
 - Some antivirus software can block your device from sharing your camera and microphone on Hopin.
- **Restart your computer** before joining the event. This ensures that there are no other video applications holding onto audio or video for any reason.
- **Please use headphones when participating on-screen** in order to be able to join the networking area. This will help eliminate echo and feedback.
- If you lose sound or can't share your audio/video or screen share, try these steps (in order):

How to use **Hopin** as an attendee tutorial video:

[Click here](#)

The four areas of Hopin

There are four areas at the event hosted on Hopin: **Reception**, **Stage**, **Networking** and **Expo**. You can have all of them or one of them or two of them in the event (pre-set by the organiser). Each area is flexible and provides live interaction for the attendees in different ways.



The screenshot shows the Hopin event interface for "The Big Event!" hosted by Brian Wilson. The interface is divided into several sections:

- Navigation Sidebar (Left):** Includes icons for Reception, Stage, Sessions, Networking, and Expo.
- Main Content Area:**
 - Event Header:** "The Big Event!" by Brian Wilson, with a "Time Left" indicator of 2d:2h:5m.
 - Description:** "Welcome to The Big Event! Check this page for important info about this event."
 - Schedule Table:**

What's happening	Time	Area	Speakers
Welcome Remarks	Today - 10:00-11:00 am	Stage	[Speaker Icon]
Breakout Sessions	Today - 11:00-12:00 pm	Sessions	[Speaker Icon]
Visit the Expo Hall	Today - 12:00-13:00 pm	Expo	[Speaker Icon]
Networking	Today - 12:00-13:00 pm	Networking	[Speaker Icon]
- Right Sidebar:**
 - Chat:** Search bar and a message from Brian Wilson: "Customer Success @ Hopin".
 - People:** Search bar and a "Click to load more ..." link.

1. Reception

The **Reception** area is the welcome page or ‘lobby’ of the event. Here you can quickly find out what is happening at the event currently: the organiser's **welcome message**, **sponsors**, the **schedule**, and **speakers**. The Reception area is best used for announcements, important links, sponsor messages, and event updates.

On the right-hand side, you can see three tabs: **Chat**, **Polls** and **People**.

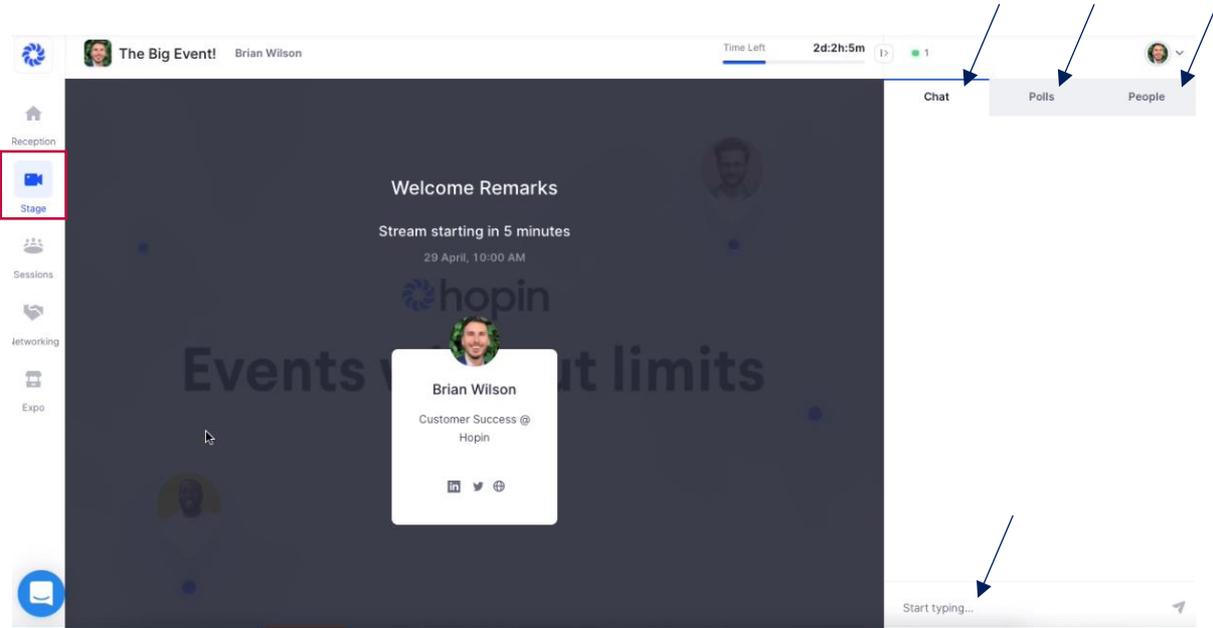
- The **People** tab includes everyone who has registered for the event. If you want to send a private message to someone, you can click on their name and send them a private message at the bottom of the screen.
- **Polls** can be specific to a particular Session, Expo, Stage or event-wide. **You will find the event-wide polls in the Reception area.**
- The **Chat** in the **Reception area** will enable you to share your thoughts and comments with everyone.

The screenshot displays the 'The Big Event!' interface. On the left, a navigation menu includes 'Reception' (highlighted with a red box), 'Stage', 'Sessions', 'Networking', and 'Expo'. The main content area shows the event title 'The Big Event!' hosted by Brian Wilson, a description, and a schedule table. The right side features tabs for 'Chat', 'Polls', and 'People', with arrows pointing to each. A 'Time Left' indicator shows 2d:2h:5m.

What's happening	Time	Area	Speakers
Welcome Remarks	Today · 10:00–11:00 am	Stage	
Breakout Sessions	Today · 11:00–12:00 pm	Sessions	
Visit the Expo Hall	Today · 12:00–13:00 pm	Expo	
Networking	Today · 12:00–13:00 pm	Networking	

2. Stage

To watch the conference as an attendee, all you need to do is enter the event and click on the **Stage** tab on the left side of the screen.

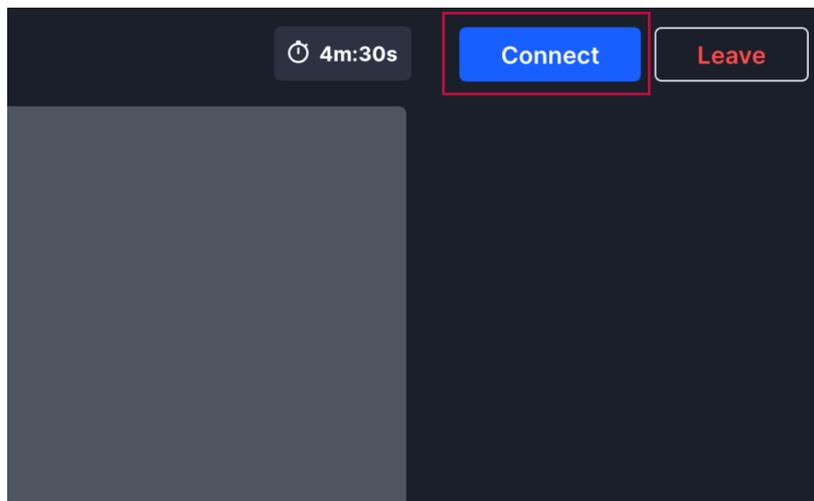
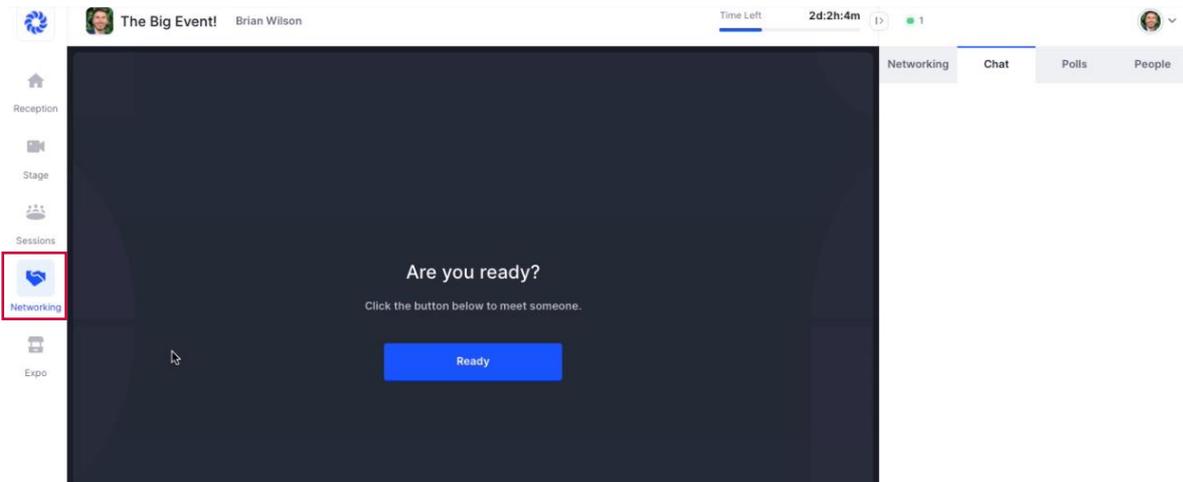


On the right-hand side, you can see three tabs: **Chat**, **Polls** and **People**.

- The **People** tab includes everyone who is watching the stage. If you want to send a private message to someone, you can click on their name and send them a private message at the bottom of the screen.
- **Polls** are specific to the **Stage**.
- The **Chat** in the **Stage** will enable you to share your questions and comments with everyone. **Please make sure to use the chat in the Stage area for the Q&A during the conference.**

3. Networking

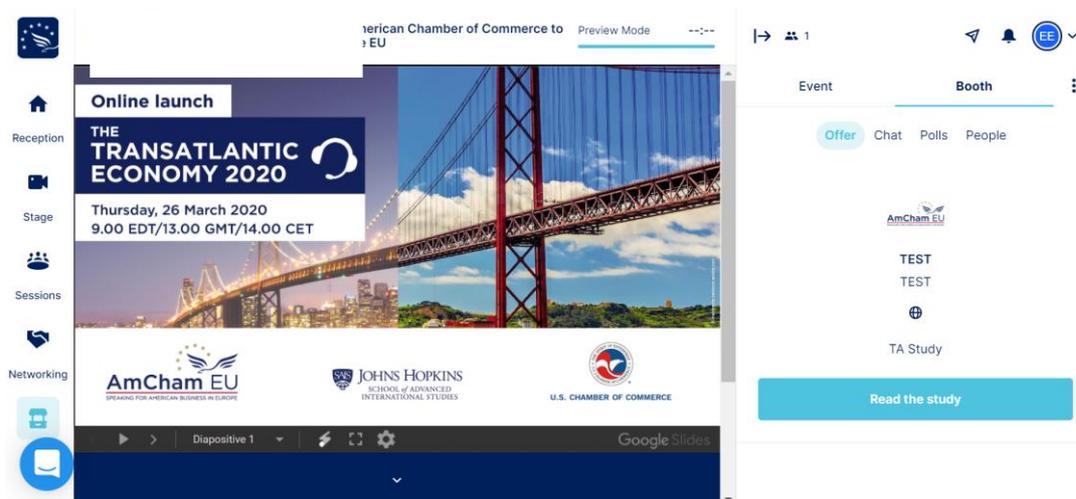
The **Networking** segment on Hopin is pure engagement and is similar to one-on-one meetings on a FaceTime call. This segment is designed to recreate the 'coffee-in-the-lobby' conversations or watercooler chats that are important at an in-person event. The Networking area automates the discovery of new connections. When an attendee participates in the Networking, **they are matched with a random attendee and meet for a set time pre-set by the organiser.**



In a **Networking meeting**, the **blue Connect button** shows up **at the top right corner of the screen**. The purpose of this button is to give users the ability to quickly and easily exchange contact information, similar to exchanging business cards at a physical event. If both people click **Connect**, a connection registers. When a connection registers, both people will see the others' contact information on **Connections tab of their Profile**. **Attendees will not know if the other person clicked Connect until the end of the event**. The purpose is to allow users to un-awkwardly avoid giving out their contact information if they do not wish to.

4. Expo

The **Expo** area is the virtual exhibitor hall with different booths. Every booth can have either a pre-recorded video or Google Slides. The attendee accessing the booth will have the ability to play/pause/skip the video and slides.



MAC Audio/Video Troubleshooting

- Refresh your browser.
- Quit and relaunch your browser.
- Clear your cache or join from an incognito or private browser window.
- Ensure your browser's permissions are granted to have access to your camera and microphone (in Chrome, type into the URL bar: chrome://settings/content)
- Ensure your browser has permission to record your screen (open your computer's System Preferences > Security & Privacy > Screen Recording > find your browser in the list and check the box). Then quit and relaunch your browser.
- Restart your computer.
- Join the event in a different browser (e.g.: switch from Chrome to Firefox).

PC Audio/Video Troubleshooting

- Refresh your browser.
- Quit and relaunch your browser.
- Clear your cache or join from an incognito or private browser window.
- Ensure your browser's permissions are granted to have access to your camera and microphone (in Chrome, type into the URL bar: chrome://settings/content).
- Restart your computer.
- Join the event in a different browser (e.g.: switch from Chrome to Firefox).