2021 NCRC NAHRO Virtual Conference
Attendee FAQs for the Hopin

Q: What technology do I need?
A: For the best Hopin experience we recommend:
- Using Google Chrome or Firefox (Please avoid Brave, Safari, and Microsoft IE or Edge).
- Make sure your browser is up to date, you can download Google Chrome here: https://www.google.com/chrome/
- Check your internet speed and network. Hopin 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 - test your speed here.
- We recommend attending the event using a laptop or PC, as we cannot guarantee it will work flawlessly on

Q: Do I have to download something to run Hopin?
A: No. Hopin runs in your browser (just ensure you are using Google Chrome or Firefox).

Q: Can I listen to the event via phone?
A: No. Audio can only be heard through Hopin directly.

Q: How do I know when an area is live and what is happening next?
A: When an area (e.g. Stage) is "live" according to the event schedule, the red "LIVE" tag will be shown, indicating to attendees where the action is at the time. The "What's happening now" button in the Reception area allows you to one-click navigate to where the action is. Keep track of any announcements and pinned messages from the organizers in the event chat.

Q: What is Hopin Networking? What happens when I click the Ready button?
A: When an attendee clicks the Ready button they are immediately matched with a random fellow attendee via face-to-face video, similar to chat roulette. Meetings end automatically after three minutes. Attendees can leave at any time. Conversation partners may decide to share contact information by clicking the Connect button. If both parties click Connect, the pair can find each other's contact information (email address and social media) via the Connect section of their Hopin account.

Q: What does it mean to Connect with another attendee?
A: Networking conversation partners may decide to share contact information by clicking the Connect button. If both parties click Connect, the pair can find each other's contact information (email address and social media) via the Connect section of their Hopin account.

Q: What's the difference between the Event, Stage, and Session chat?
A: The event chat is for conference-wide discussions. It's accessible on every page of the platform. We recommend keeping all discussion to the 'event chat', unless you are in 'sessions' where we would recommend using the 'session chat'.

Q: What happens when I send an attendee a direct message?
A: Attendees can message each other through direct messages. To send a DM, find the person you wish to chat with in the People tab, click their profile photo and send the message. If you have received a message the envelope icon will notify you at the top right of your screen.

Q: What happens when I invite another attendee to a video call?
A: The attendee will receive a direct message letting them know that you've invited them to a video call. You will both receive a link to a private session room within Hopin. The room will allow up to five people to share their webcam, therefore you may share the link with up to three other people. As per the advice above, please arrange a time for video calls before inviting people.

Q: I just cannot access the event, what do I do?
Please follow the below steps:
1. Ensure you are **signed up/signed in** to Hopin here: https://hopin.to/ and have created your profile.
2. You can only access Hopin by using **Google Chrome** or **Firefox**
3. Please ensure you do not have multiple browser tabs open
4. Close all other applications i.e. Outlook, Microsoft Teams
5. Please ensure your firewalls do not block you from connecting (check Hopin settings with your IT department)
6. Please try connecting on a personal laptop/device or your mobile
7. If still issues after the above, close everything down, re-boot your computer and try again
8. Contact the event organizer for the support email is: rso@ncrcnahro.org or text 517-861-6198 for assistance.

Don't Forget to Edit Your Profile! In the top right, by clicking the circle you can 'edit profile', please ensure you have included your **job title and company** in the headline section, also add a headshot if you have one available.
Like a physical event, you can choose where you want to go and what you'd like to attend. On the left-hand side there are 5 different areas: **Reception, stage, sessions, networking and event booths.**

HOPIN OVERVIEW:

Reception:
Upon entering Hopin and joining the event, you will land in the Reception area. You can think of the reception area as the homepage, it's the information hub. Here you will find a complete overview of the schedule and you can follow what is currently happening and what's to come.

The Reception area is the welcome page or "lobby" of the event. Here you can quickly find out what's currently happening at the event, through special announcements, important links, and daily event updates. Scroll down to also see Sponsors and the event's daily Schedule with Speakers.
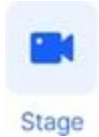
Stage:
The stage is where all the main talks will be taking place – if you check the schedule on the reception page it will tell you what time the stage is 'live'.

Sessions:
Sessions are where any breakout sessions are located, if any. When you click into a session there is the option to 'share audio and video' which will turn your camera and audio on and you can participate in the session, alternatively you can watch what is happening on screen. Each session will have its own chat, so you can interact with other participants and ask questions to the speaker.

Networking:
In networking, you can participate in 1:2:1 meetings – almost like speed dating. You will have up to 3 minutes to network with an attendee before being connected with another attendee at random. Just click 'Ready' to start networking. At the end of the 3 minutes a box will appear where you can 'connect' with them and if the feeling is mutual, share contact details. You can find the contacts you've made on your Hopin profile, under the 'Connections' tab. You can also select 'Unmatch' to lose the connection.

Event booths (Expo):
In event booths you can interact and meet our exhibitors in the same way you would at a face-to-face event. You can click inside a booth to find out more information about the exhibitor and share your interest to receive emails from them. You can also speak to the exhibitor face to face by clicking 'share audio and video', or you may see a pre-recorded video from that you can watch at any time.

People Tab - The people tab shows everyone who is registered for the event. If you want to send a private message to someone you can click on their name and send your message.

Event chat - Please introduce yourself in the **event chat**, share your thoughts, comments and questions with everyone at the event. You can ask questions to the main stage speakers by starting your question with 'Q'. Make sure to follow the event chat for any important announcements and updates. Participate in the Poll questions.

Stage chat - This is a dedicated chat forum specific to Stage-related presentation events. Use this to ask questions or make comments during a presentation on the main stage.

Session chat - Each session event also has a dedicated chat room. Use this to engage in discussions with smaller groups of attendees.

Expo Booth chat - Each vendor has their own chat for group discussions and interaction. Don't forget to navigate to the 'booth chat' where you can ask a question to the booth organizer.

Please do interact with our exhibitors as they have some interesting products and information to share with you.

Meeting chat - in Networking 1-on-1s, a private chat channel is available to the participants.

Direct messages - anyone can send messages to an individual at a Hopin event via Direct Messages in the People tab. To send a DM, find the person you wish to chat with in the People tab, click their profile photo, and send a direct message to them. The envelope icon beside your Profile Avatar (top right of page) will indicate if you have a message waiting.

Direct video calls—you can also invite any attendee to join you in a 1-on-1 video chat. To request a video chat, find the person you want to connect with in the People tab, and click on the "Invite to video call" button that appears under their name. This will generate an invitation message for both participants. This message includes a direct URL link to a private Session event where both can meet. Should you choose to accept the invitation, simply DM each other to agree on a time to meet. Then use the link to access the private meeting room.

OTHER LINKS TO HELP YOU

For further assistance and support, please use the links below to access Hopin's Help Center.

Using Hopin as an attendee: https://support.hopin.to/en/collections/1945014-using-hopin-as-an-attendee

Trouble Joining a Session: https://support.hopin.to/en/articles/3426611-i-can-t-join-a-sessionAudio /

Video Problems: https://support.hopin.to/en/articles/3351271-i-m-having-video-audio-problems

Follow up with another attendee: https://support.hopin.to/en/articles/3330319-how-to-follow-up-with-someone-post-event