



## Using the Platform

### Key tools & spaces include:

<p><b><u>STAGE</u></b></p>	<p>The main '<b>Stage</b>' will host the opening, keynote speeches and panel discussions.</p>
<p><b><u>CHAT</u></b></p>	<p>The '<b>Chat</b>' function will appear on the right of your screen. The '<b>Stage</b>' tab should be used during the keynote speeches and panel discussions, whilst the '<b>Event</b>' tab is to communicate with everyone in the event more generally.</p>
<p><b><u>NETWORKING</u></b></p>	<p>The '<b>Networking</b>' feature connects you with other attendees via video. If both participants 'connect', contact information will be exchanged for follow up.</p>
<p><b><u>PEOPLE</u></b></p>	<p>The '<b>People</b>' tab will show you who is registered for the event, and a green dot beside their name indicates that they are online presently. Click on someone to find out more information, start a private chat, or invite them to an on platform meeting. You can add up to four other participants to a scheduled meeting.</p>
<p><b><u>NOTIFICATIONS</u></b></p>	<div data-bbox="922 1434 1024 1507" style="text-align: center;"> </div> <p>On the top right of your screen, next to your profile image, you will notice 2 icons (see above). The 'plane' on the left indicates when you have a new private message from another participant. The 'bell' on the right will indicate when a session you have added to your schedule is about to commence, and inform you of incoming invitations to private meetings.</p>

# Troubleshooting

If you experience any technical difficulties, please do try the following:

- Are you using a media friendly browser? Our virtual event offering works best on Google Chrome and Mozilla Firefox but can also be accessed on the latest version of Microsoft Edge.
- Clear your browsing data - this can be done by pressing CTRL+SHIFT+DELETE.
- Refresh your browser, either by clicking the refresh button at the top of your browser page to the left of the address bar, or by hitting F5.
- Are you using a work device? It could be that your device has a VPN or firewall for security purposes that is blocking the platform. Please check the settings of your VPN or firewall, if you have one enabled. You may have to ask someone in your IT department to look at this for you.
- Log out of Hopin, and log back in.
- Are you connected to the internet via WiFi? If possible, connect via a wired network, or ethernet cable. This will help to stabilize your connection.
- Close out of any other web browsers that you have open.
- Make sure your system is flash enabled.
- No sound from the broadcast? Check to make sure your tab is not muted by right clicking on the tab at the top of the page. Check your computer settings to ensure you're connected to the correct output speakers or headphones.