

## FAQs

Here you will find step-by-step instructions for congress participants on how to use Hopin with an apple device.

- 1. Browser: for a smooth process we recommend the following browsers:
  - Google Chrome Not installed? <u>Download</u>



 Before you can take part in a Hopin event, you must first register. To do this, open the browser window and enter the following link: <u>https://hopin.to/</u> - Click on the Sign-up Button. You are already registerd? Please continue to point 9.

*Info:* Bitte beachten Sie – die Sprache von Hopin richtet sich nach den Einstellungen der Browsersprache.



**3.** After completing the form, click on "Sign up". Please ensure that you state your correct name, this name will also appear as identification for other visitors. The e-mail address must work, you will immediately receive a registration link.

-	up to get started	
First name	Last name	
Max	Mustermann	
Email address		
max@mustermann.a	at	
Password		
•••••		
I agree to the Terms	& Conditions and the Privacy Policy.	
(	Sign up	
	Or continue with	



4. You should receive a confirmation email within a few minutes at the specified email address.



5. Now log in with your access data on <a href="https://hopin.to/sign\_in">https://hopin.to/sign\_in</a> in.

	<b>%hopin</b>	
V	Velcome back!	
Sign in to access y	our account. Not registered? Create an accoun	t
Email address		
max@mustermann	.at	
Password		
•••••		
	Forgot your passw	ord?
(	Forgot your passw	ord?
(		ord?

6. This is what your Hopin account looks like

<sup>©</sup> hopin					Find events Help ~ M
Max Mustermann	Home	Events	Connections	Profile S	iecurity
DRGANIZATIONS					
Create an organization to start hosting events.	0	0	0	0	
+ New organization	total connections	events attended	events attending	events invited to	
	Next Event				
	You are not registered for any upo	coming events. Find an event >			
	Newest Connection				
	You have no connections yet Fin	d an event >			



7. Create your user profile under "Profile / Profiles"

Max Mustermann stephanie_de@gmx.at	Home	Events	Connections	Profile	Security Home	5
GANIZATIONS					Events Profile	
Create an organization to start hosting events.	0	0	0	0	Sign out	
+ New organization	total connections	events attended	events attending	events invi		
	Next Event					
	You are not registered for any up	coming events. Find an event >				
	Newest Connection					
	You have no connections yet Fi	nd an event >				

8. Fill out all relevant data that you would like to share with other congress participants and save your entries. You can also add a profile picture of yourself. This picture will be shown to all other congress participants.

NARA	Max Must	ermann					
$\smile$							
General inform	ation						
By filling out your da	ta, you can help us cro	eate a much better experien	ce for you.				
First name				Last name			
Max				Mustermann			
Email							
max@musterma	nn at						
This is the main email a	ddress that we'll send not	tifications to.					
Further information							
Further information The following details help us v	ith event matching.					1	
	ith event matching.					ï	
The following details help us v						ï	
The following details help us v Headline						1	
The following details help us v Headline					6/100	1	
The following details help us v Headline A gray beard from New					e/100	1	
The following details help us v Headline A gray beard from New City					ano	1	
The following details help us of Headline A gray beard from New City City					ano		
The following details help us v Headline A gray beard from New City	York				enzo		
The following details help us of Headline A gray beard from New City City About me Use this field to let others income	York				ano		
The following details help us of Headline A gray beard from New City City Use this field to let others kno	York w you better.				ano		
The following details help us of Headline A gray beard from New City City About me Use this field to let others income	York w you better.				ano		
The following details help us of Headline A gray beard from New City City Use this field to let others kno	York w you better.				e/100		
The following details help us of Headline A gray beard from New City City Use this field to let others kince Bo Tell us a few words aboor	York w you better.	Likkdih		Tutter	0010 		
The following details help us of Headline A gray beard from New City City Use this field to let others kno	York w you better.	Urkedin		Twitter	0010 		
The following details help us of Headline A gray beard from New City City Use this field to let others kinc Bio Tell us a few words aboot Website Link	York w you better.			Twitter Twitter Handle	enee		



9. Now are now ready for Congress. You should have received an email from the organizer in advance with a link to your e-ticket. Get the link in the same browser window where you just logged into Hopin.

-)→ C û	Q https://hopin.to/ev	ents/n	nustere	vent?c	ode=6	acd8d	7d-994	10-4f27	-86ed-d231a93614aa	$\rightarrow$
🖇 Über WordPress 🛄 UID Nr Prüfen	https://hopin.to/e	events	/muste	ereven	t?code	e=6acc	l8d7d	9940-	<b>1f27-86ed-d231a93614aa</b> — Aufrufen	
©hopin	Einmalig suchen mit:	_			~					

**10.** Now select your proposed ticket category and click on "Join event". *Info: You'll be able to access the event five minutes before it starts.* 

Probe Convention4u	✤ Tickets
🖻 Jun 22, 7:00AM to Jun 24, 6:00PM – 🚢 4 people attending	
Description Sponsors Schedule Speakers Booths	Corganiser Datates  Pree  Join event  Join event  Steinexture  Uscover the innovative solutions in the digital event area with STEINERLIVE.  Teinexture  Steinexture  Steinexture Steinexture Steinexture Steinexture Steinexture Steinexture Steinexture Steinexture Steinexture Steinexture Stei
Herzlich Willkommen! Wir freuen uns sehr, dass wir Sie zur diesjährigen virtuellen Convention4u 2020 begrüßen dürfen!	
Wichtige technische Information:	
<ul> <li>Verwenden Sie ausschlie ßlich folgende Browser: Chrome, Firefox</li> </ul>	
<ul> <li>Bitte melden Sie sich bei Hopin an, dann klicken Sie auf den Link, damit Sie ihr gültiges Ticket einlösen können.</li> </ul>	1
Hotline für technischer Support: 0664/960 2000	



**11.** And now you are already at the virtual event. The displayed language depends on the respective browser language. Please note that the names may differ here.



**1- Start and reception:** this home button always takes you to the start page and thus to the event reception. Here you can find the event description, sponsors, and the program with the schedule.

**2-Stage:** This is where the heart of every congress, the plenary, or the plenary hall, is located. All greetings and panel discussions are broadcast by the speakers via video and audio and are followed passively by the participants.



**3-Sessions:** Sessions can be several workshops, seminars, ... that take place at the same time. As a participant, you can choose to actively participate in the sessions with image and sound or just be a passive listener. If you want to participate with audio and video – please click to the blue button "Share Audio and Video"



If it is a moderated session, the moderator receives information that you would like to participate with picture and sound, as soon as your request has been confirmed, you will be switched live immediately.

*Please note: The sessions will be recorded. If you participate with image and sound, these recordings can be used for later non-commercial purposes in the interests of the organizer.* 

**Info:** So that you can be seen and heard by the other congress participants, permission must be given for Hopin so that the camera and microphone can be accessed. You can do this using a pop-up window. Please tick the box "Remember decision" so that the settings are applied for the entire duration.





It is possible that two further pop-ups will appear, which explicitly refer to the microphone permission and the camera permission. Please confirm both pop-up windows with "Ok".





As soon as you have confirmed everything, you will now see your camera image. In our case, you can now see the sample- pic. By clicking on "Apply" you enable your audio and video transmission.



Successful image and sound transmission is shown in the form of a flashing camera symbol.



As a participant, you also have the option of sharing your screen. If you would like this to be active, please click on the screen with the red line.



Another pop-up with "Share screen" is displayed. Please select the screen you want to share with the other participants. You can choose from Entire Screen, an Application Window, or a Google Chrome Tag. Confirm your selection by clicking on "Share"





In our case, we selected "Entire Screen" and opened the presentation. As soon as you have finished your presentation, stop sharing the screen with "Stop sharing" or click on the screen symbol.





## Problems with sharing camera, microphone or screen?

Please check the authorizations in the system settings. Access to Google Chrome should be given here everywhere.

• Security & Privacy / Privacy / Camera

	General FileVault	Firevall Privacy		
Location Se	rvices Allow the	apps below to access you	ir camera.	
Contacts		Google Chrome		
Calendars				
Reminders				
Photos				
Camera				
Microphone				
Speech Red	ognition			
Accessibilit	/			
Click the lock to	o make changes.		Advanced	2

• Security & Privacy / Privacy / Mikrophone

	cation Services			
	cation Services	Allow the apps below to acce	ess your microphone.	
Co	ntacts	Google Chrome		
	lendars			
Re	minders			
📀 Ph	otos			
🙆 Ca	mera	L		
аффа Мі	crophone			
սիի։ Sp	eech Recognition			
💮 Ac	cessibility			
	he lock to make changes.			?



• Security & Privacy / Privacy / Screen Recording



**4-Networking:** Are you ready? Here you can make your contacts. When networking, you are randomly thrown together with a contact who is available for networking at the same moment. As soon as the matching takes place, you have a limited time to get to know your counterpart. The network duration is determined by the organizer.





**5-Expo:** The virtual exhibition stands are located here. There are two options for you as a booth visitor: You can visit a live video chat or a video booth.

- Live video chat: Get informed Face2Face about the latest news from the booth staff.
- Video exhibition stand: Here you can watch a video that the exhibition stand has stored for you.

6-Congress duration: The current remaining duration of the event is displayed here.

7-Profile: In the profile you can edit your account and make various settings.

8-Chat: You can leave text messages for all congress participants in the chat window.

There are different chats here:

- Event → can be seen by all participants
- Stage → see all participants who are on stage
- Session  $\rightarrow$  see all participants who are in the same session
- Booth  $\rightarrow$  can be seen by all visitors to the stand

**9-People:** All participants of the congress are listed here. You can also chat with a selected participant by clicking on the name and invite them to a video call.





**10-Polls:** Congress polls can only be made by the organizer himself. As a participant, you can answer the survey once with your selected answer. You will see the preliminary result immediately afterwards.

Networking	Chat	Polls	People	:
Stepha @STEII	nie NERLIVE.CO	м	• a few seconds ago	
How are y	ou today?	,		
	1	Fine :)		
	moi	re coffee		
	bad	hair day	>	

Networking	Chat	Polls	People	:
Stepha @STEI	nie NERLIVE.COM		• a few seconds ago	
How are y	ou today?			
Fine :) • 0%			0	Votes
more coffee	- 0%	0 Votes		
bad hair day	- 100%		1	Votes