## FAQs

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

1. Browser: for a smooth process we recommend the following browsers:
   a. Google Chrome

   b. Mozilla Firefox
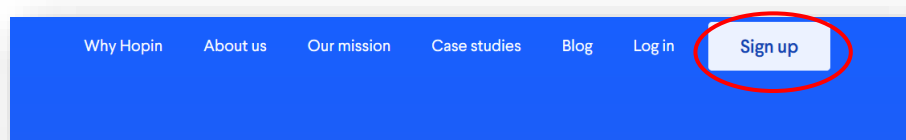
2. Before you can take part in a Hopin event, you must first register. To do this, open the browser window and enter the following link:
   https://hopin.to/ - Click on the Sign up button.
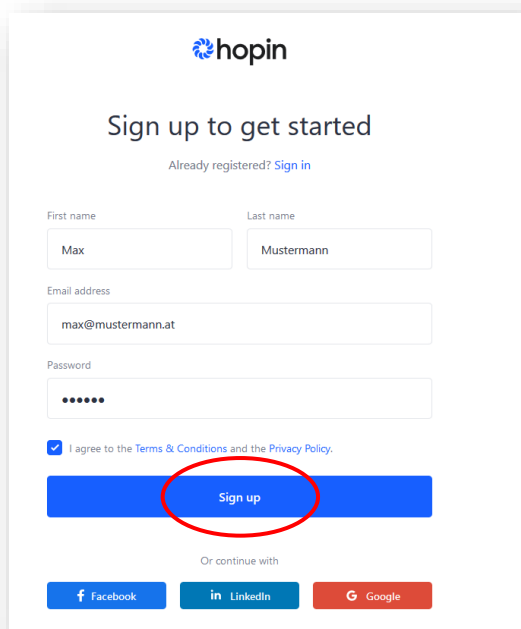   You are already registerd? Please continue to point 9.
   *Info: Please note - the language of Hopin depends on the browser language settings.*

   

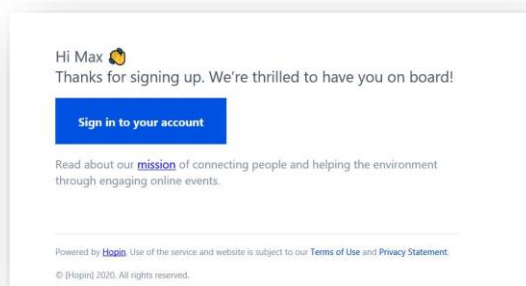3. After completing the form, click on "Sign up".
   Please ensure that you state your correct name, this name will also appear as identification for other visitors.
   The e-mail address must work, you will immediately receive a registration link.
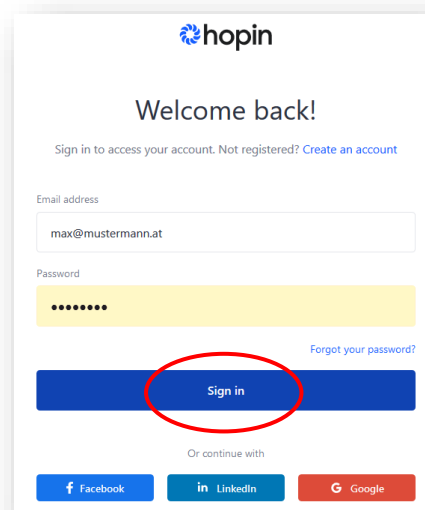
4. You should receive a confirmation email within a few minutes at the specified email address.



5. Now log in with your access data on https://hopin.to/sign in.



6. This is what your Hopin account looks like
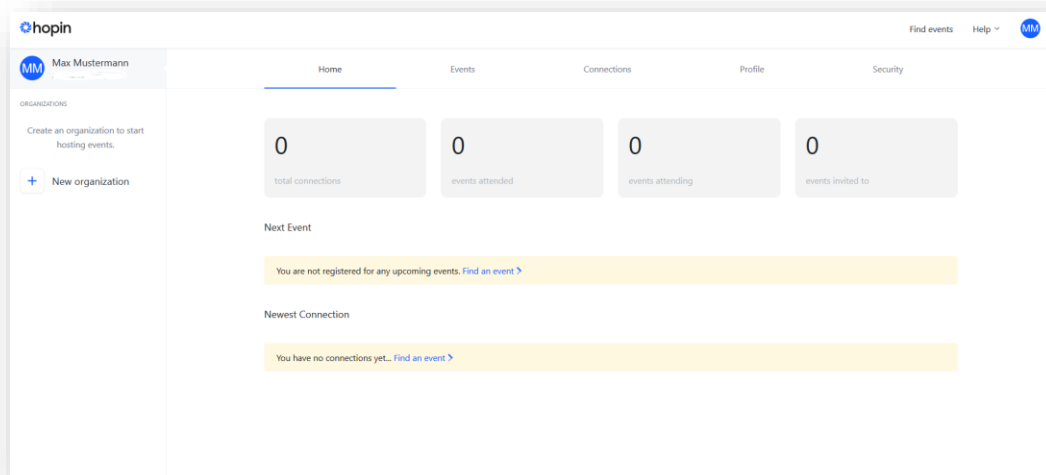
**7.** Create your user profile under "Profile / Profiles"
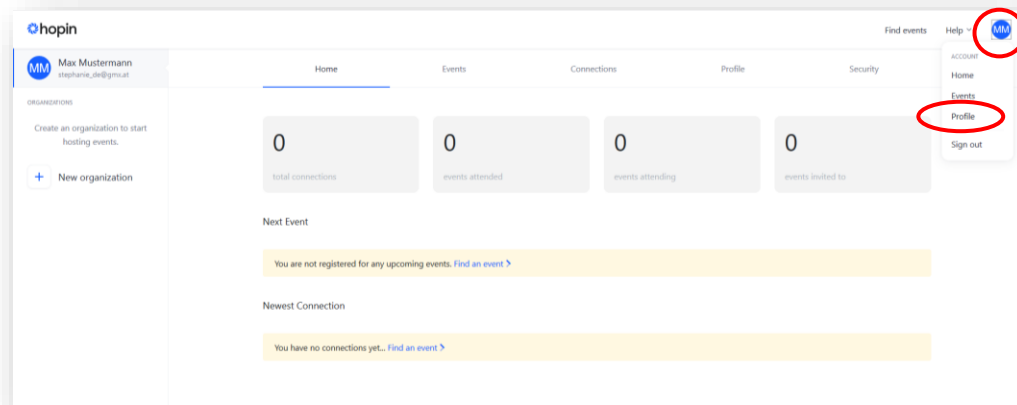


**8.** Fill out all relevant data that you would like to share with other congress participants and save your entries. You can also add a profile picture of yourself. This picture will be shown to all other congress participants.

9. You 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.
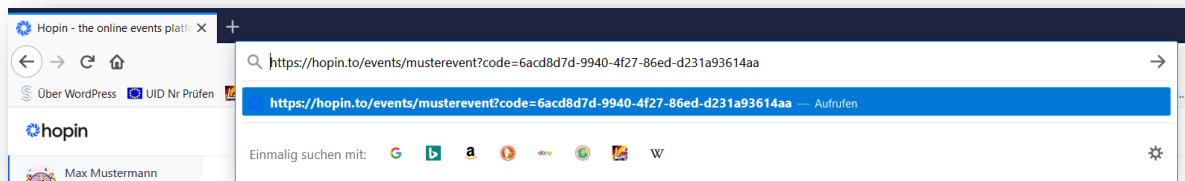


10. Now select your proposed ticket category and click on "Join".
*Info: You'll be able to access the event five minutes before it starts.*
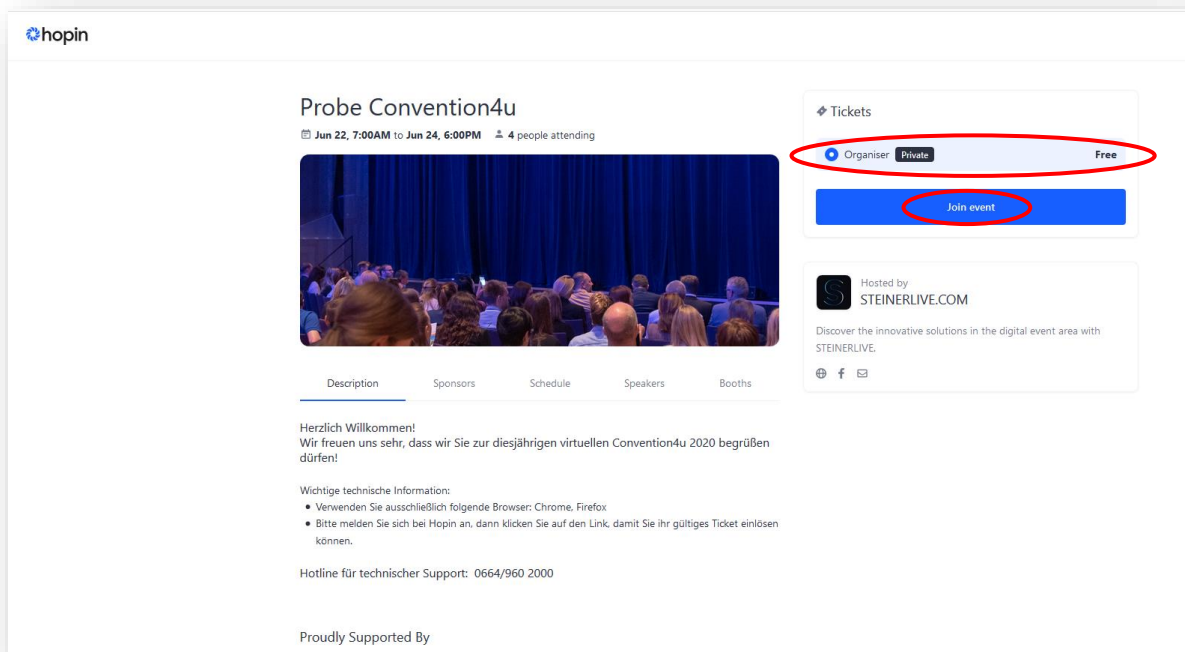
11. And now you are already at the virtual event. The displayed language depends on the respective browser language. Please note that the names may differ here.



1- Start and reception
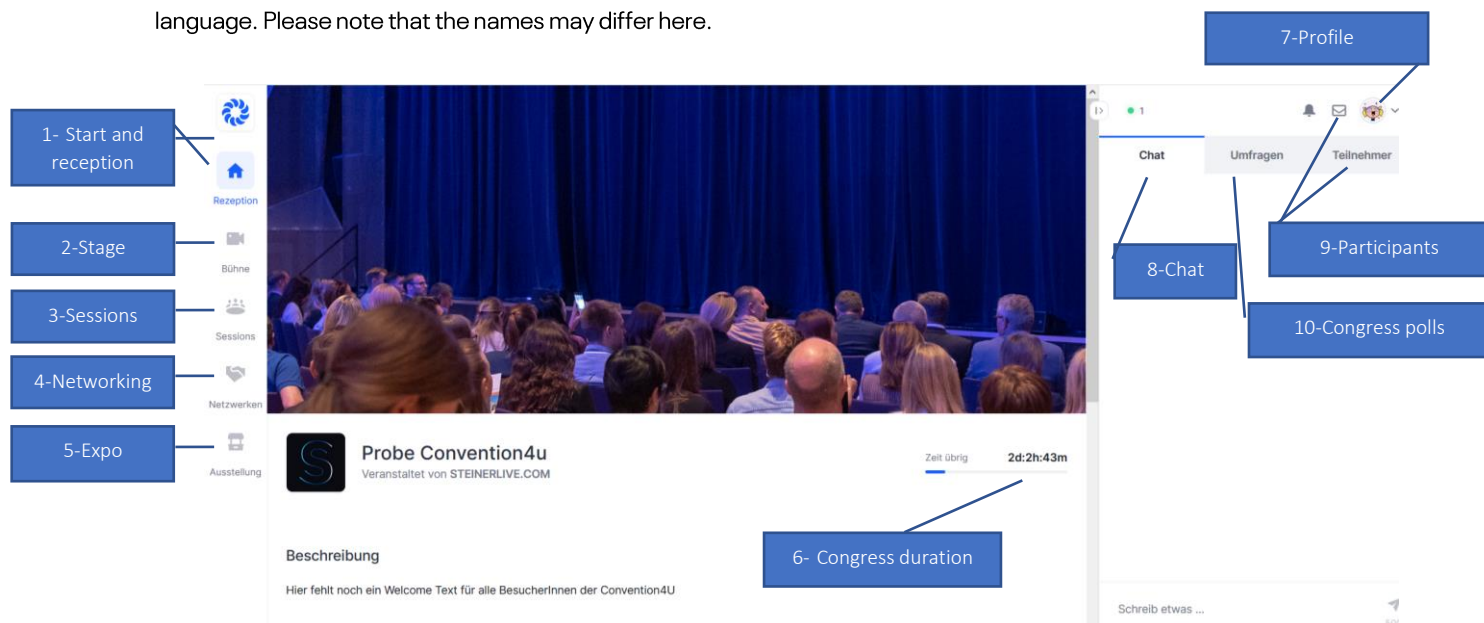2-Stage
3-Sessions
4-Networking
5-Expo
6- Congress duration
7-Profile
8-Chat
9-Participants
10-Congress polls

**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.

*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.
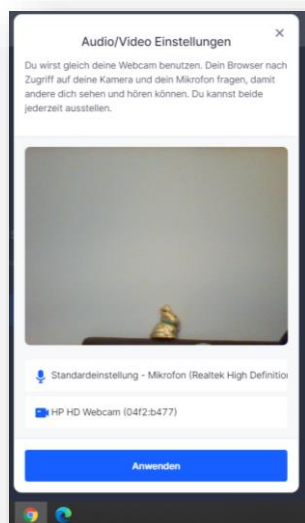
## Ansicht Mozilla Firefox:
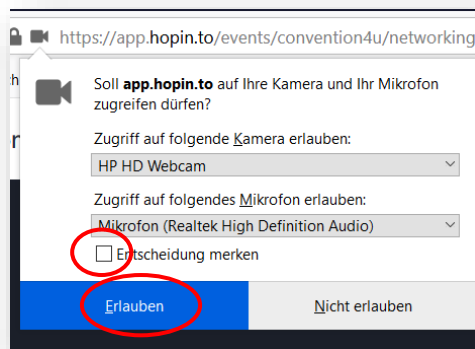


Successful image and sound transmission is shown in the form of a flashing camera symbol.
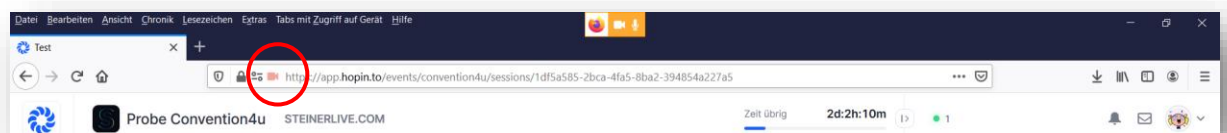


## Ansicht Google Chrome



The successful image and sound transmission is shown in the form of a red bordered point.

**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.
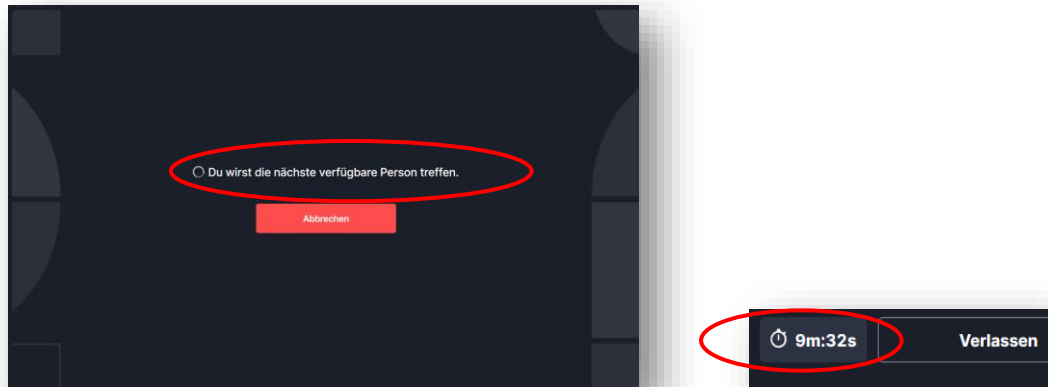


**5-Expo:** The virtual exhibition stands are located here. There are two options for you as a booth visitor: You can visit a live video chat or a video booth.

- 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 → see all participants who are in the same session
- Booth → can be seen by all visitors to the stand

**9-Participants:** 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.
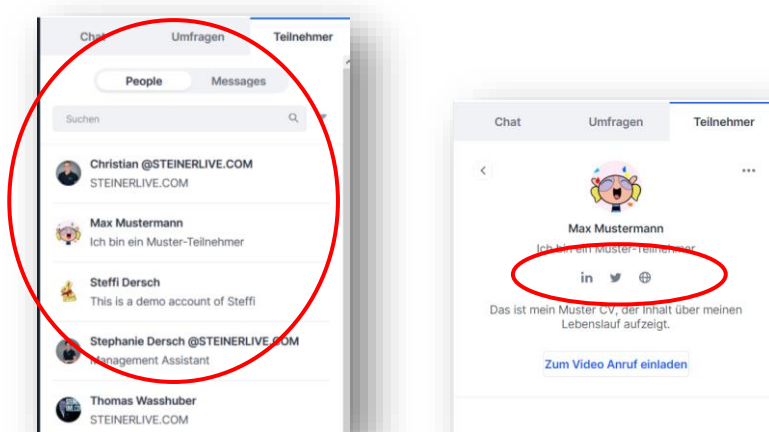


The lighting up of the envelope or the red point next to Participants / Polls / Chat means that there are new chat messages or a new poll.
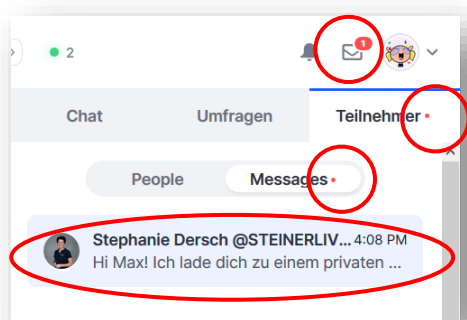


**10-Congress polls:** Congress polls can only be made by the organizer himself. As a participant, you can answer the survey once with your selected answer. You will see the preliminary result immediately afterwards.