

# Guide for Hopin Participants



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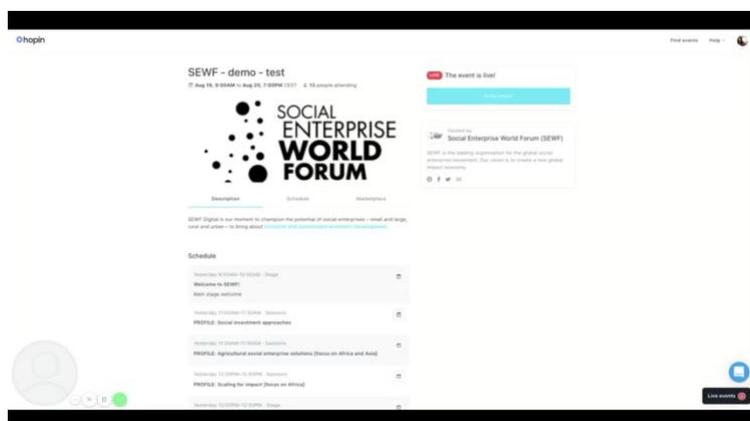
## Introduction to Hopin

Hopin is an online events platform that specialises in engaging virtual events that connect people around the globe.

It is easy to use and runs straight from your web browser. You do not need to download any additional software to use Hopin. While Hopin works on mobile devices, for the best experience we strongly recommend using a laptop or desktop computer. Hopin works best on the latest version of Google Chrome, which you can download here – [www.google.com/chrome](http://www.google.com/chrome). The other recommended browser option is Mozilla Firefox.

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## SEWF Hopin user video: A quick look around



Watch this short video: <https://www.youtube.com/watch?v=H6u32pdZDI8>

## Tech set-up

To ensure the best experience when using Hopin please follow the guidance below.

- **Browser:** Join from a compatible browser. Hopin works best on [Chrome](#) and [Firefox](#). Make sure your browser is up to date.
- **Laptop power:** Plug into power and, if using Windows, change your power settings to 'high performance'.
- **Wifi vs hard wired/ethernet:** Hard wired/Ethernet internet is recommended for a more stable connection. If using Wifi, make sure your signal is strong, and stay as close as possible to the Wifi access point.
- **Internet speed and network:** We recommend a minimum of 5mbps download and 2mbps upload. The ideal is 30mbps download and 10mbps upload or higher for the best quality - [test your speed here](#). Avoid having other activities competing for internet use at the same time. For instance, ask others in the household to refrain from streaming videos, downloading or playing online games. Reduce/close other apps and windows running on your computer.
- **VPN:** Try to avoid VPN connections. If you are using a VPN (network) or device provided by your employer, ensure your device can access and share your camera and microphone.
- **Settings/permissions:** Ensure you can access the following website domains to use Hopin. You may have to check with your IT department if using a device or network provided by your employer.  
\*.hopin.to \*.tokbox.com \*.pusher.com \*.herokuapp.com \*.mux.com \*.twilio.com
- **Restart your computer** before joining the event. This ensures that there are no other video applications holding onto audio or video for any reason.
- **Use headphones** when sharing audio and video. This will help eliminate echo and feedback.
- **Mute when not speaking:** This will help improve audio for others viewing.
- **Lost sound, can't share audio/video or screen share?** Try these steps (in the order below):
  - Refresh your browser
  - 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). If you're on a Mac, 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)
  - Quit and relaunch your browser
  - Restart your computer
  - Join the event in a different browser (e.g. switch from Chrome to Firefox)

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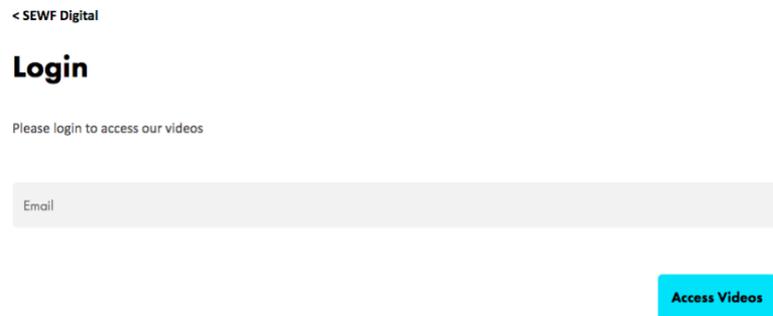
## Recordings

All sessions with a number in brackets in the programme ([PDF and website version](#) – session numbers are not listed in Hopin) are being recorded e.g. '[1]'. If you do not wish to be recorded, please do not share your audio, video, or screen in the 'Sessions'.

The numbers in the programme correspond to the recorded video title to help registered participants access session recordings. All registered participants will be able to access recorded content up until September 2021 through the video portal on [SEWF's website](#). Your email address

gives you access to the SEWF Digital video portal. See the screenshot below for an image of the site where you must input the email address you used to register for SEWF Digital on Hopin.

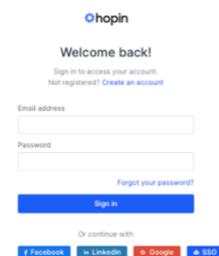
Once you enter your email, click the 'Access Videos' button in bright blue to enter the portal where you will find all previously recorded sessions numbered according to the programme. The videos will be titled with programme numbers and be categorised by the day of the event (e.g. sessions from Day 1 of SEWF Digital will show up under the 'Monday 21 September' heading). This video content is available for registered SEWF Digital participants **ONLY**. **Do not share your login information to allow anyone else to access this video portal.**



## Accessing the event

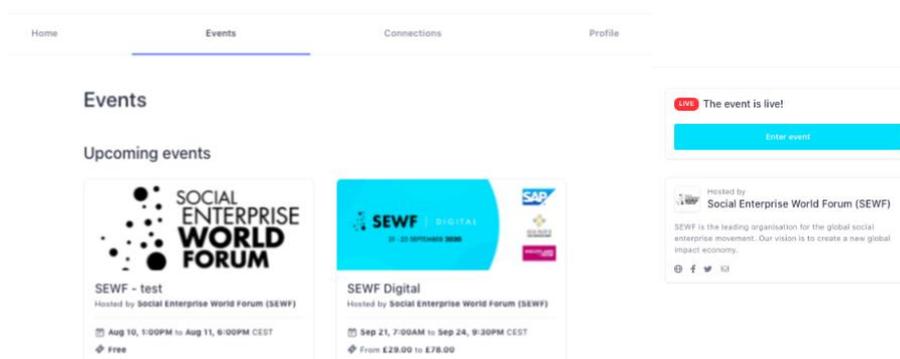
On registering for the event, you will have created an account with Hopin. Sign into Hopin here: [https://hopin.to/sign\\_in](https://hopin.to/sign_in)

If you have forgotten your password, click 'forgot your password.' Please note that this is managed by Hopin and not SEWF so we cannot assist with password issues. Please check your junk folder for emails from Hopin ([no-reply@hopin.to](mailto:no-reply@hopin.to)) and mark as 'safe.'



Watch this short video for more information on accessing Hopin and updating your profile: <https://www.loom.com/share/c09c613b7bc3427f98621277f8679368>

Once you have logged in, you will see a screen similar to the image below. To access the event, select 'events' from the menu at the top and then select the event. Click 'enter event' when the event is live.

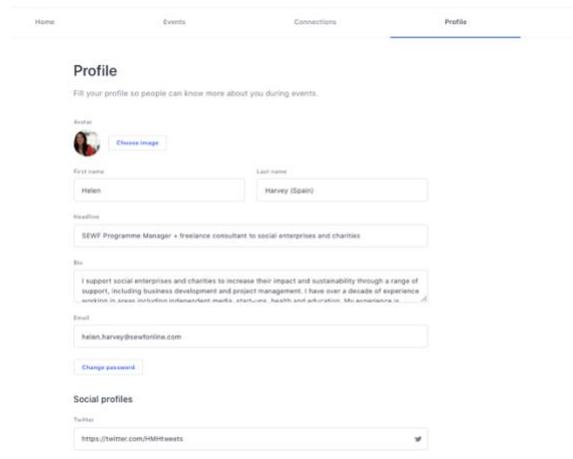


## Creating your profile

When you log in you can create your profile. In 'last name' we encourage you to put your last name and country in brackets so that others can see where you are connecting from e.g. Harvey (Spain). This will help with one-to-one messaging and meeting requests.

We recommend adding a headshot photo. For 'headline' please put your job title/position and/or enterprise.

If you do not wish to be contacted, please add after your last name and country – 'no contact'.



The screenshot shows a 'Profile' form with the following fields and content:

- Avatar:** A circular profile picture placeholder with a 'Choose image' button.
- First name:** A text input field containing 'Helen'.
- Last name:** A text input field containing 'Harvey (Spain)'.
- Headline:** A text input field containing 'SEWF Programme Manager + freelance consultant to social enterprises and charities'.
- Bio:** A text area containing the text: 'I support social enterprises and charities to increase their impact and sustainability through a range of support, including business development and project management. I have over a decade of experience working in areas including fundraising, marketing, start-ups, health and education. My email is helen.harvey@sewfonline.com'.
- Email:** A text input field containing 'helen.harvey@sewfonline.com'.
- Change password:** A button.
- Social profiles:** A section with a 'Twitter' label and a text input field containing 'https://twitter.com/helitweets'.

## Event navigation

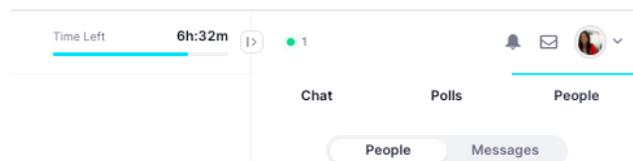


On the left of the page you will see the main areas of the event: **Reception**, **Stage**, **Sessions**, **Networking** and **Marketplace**. The networking area and marketplace will be open throughout the event. When the main stage or sessions are live you will see a **LIVE** icon on the menu on the left. Please find more details on each area below.

## Chat, polls and people

On the right of the page you will see the following tabs: chat, polls and people. You can minimise this by clicking on the arrow at the top right beside the timer. When there is a new message or poll you will see a red dot beside the menu item. Watch this short video:

<https://www.loom.com/share/4db570860bf6458d8fa65b148c7862c3>



**Chat (event):** You can post messages to everyone registered for the event here. SEWF will also use the event chat to make announcements, which will be pinned to the top of the chat. There are also specific chat areas for sessions, the main stage and marketplace. We ask that people keep messages brief and are as respectful of others as you would be at an in-person event.

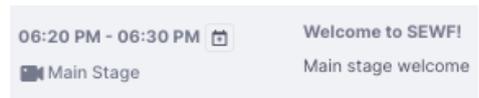
**Polls:** We will create polls throughout the event. You can vote on these at any time. Once you have voted on a poll you can see how others have voted.

**People:** This is a list of everyone who is registered for the event. If you would like to send a private message to someone you can click on their name and send them a message. You can also send them a video request so you can meet in a meeting room. You can have meetings with up to five people (including yourself) by copying the URL of the video meeting into a message. Please be respectful of others. If they do not reply, please do not message again. If someone has 'no contact' in their profile, please respect this.

## Reception

This page goes LIVE when the event starts. We encourage you to visit the reception to read the housekeeping guidelines.

You can check back on this page throughout the event to see what is coming up on the schedule. You can add sessions to your calendar by clicking on the calendar icon in the schedule.



This should update automatically to your time zone provided your settings on your calendar enable this. To check session times, please refer to the [programme](#) on our website and use [Timeanddate.com](#) (or similar) to check. When doing this, remember to put in the date of the session as different locations change their times at different times of the year.

## Stage

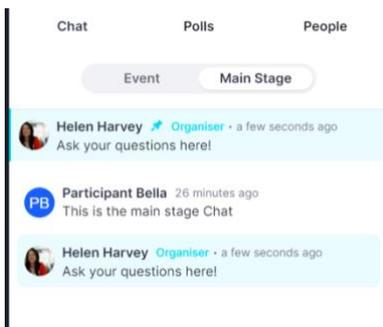
The Main Stage is where keynotes and panels will take place during the event. On the left of the screen you can see a tab named 'main stage.'



When a session is about to commence on the main stage you will see a screen like this:



You will be able to interact with the main stage using the chat box on the right of the screen. Please ensure 'main stage' chat is selected.



## Sessions

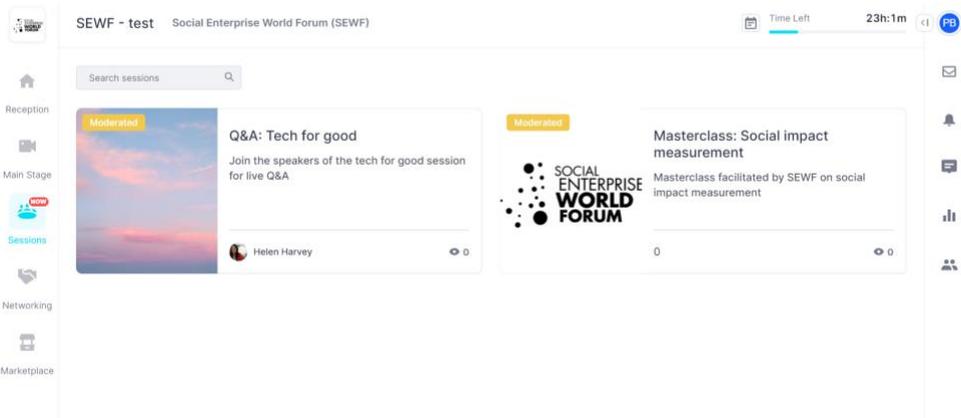
The Sessions area will mainly be used during Monday and Tuesday for discussions, masterclasses, spotlight sessions and participant-nominated content. On Wednesday and Thursday, this area will be used for additional speaker Q&A following a session. Sessions appear five minutes before going live. To see the full list of sessions, visit the reception area to view the schedule and add sessions to your calendar. Click on the session you want to join. In some sessions you will be able to share your video and audio. For these sessions you will see the option 'Ask to share audio and video.' There is a separate session chat on the right to message people in the session.

**If you do not want to be recorded please do not share your video, audio or screen.**

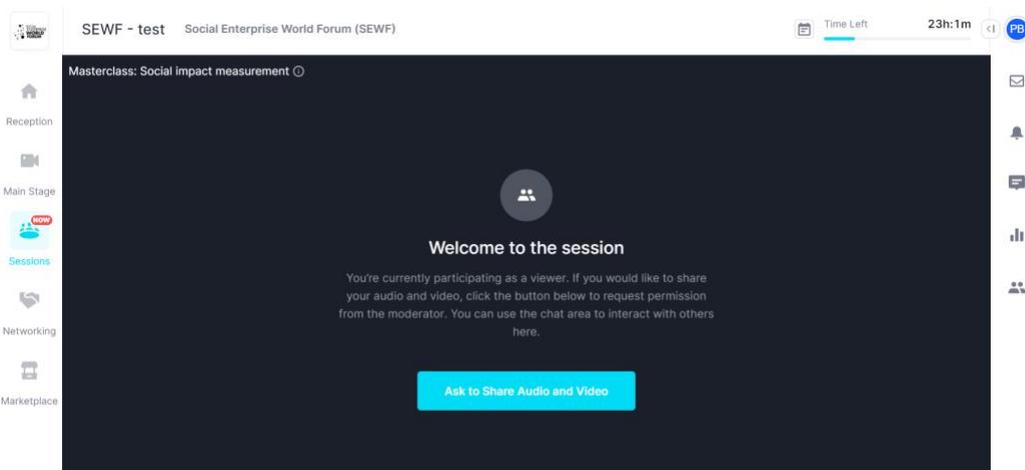
On the left of your screen you will see a tab named 'Sessions.'



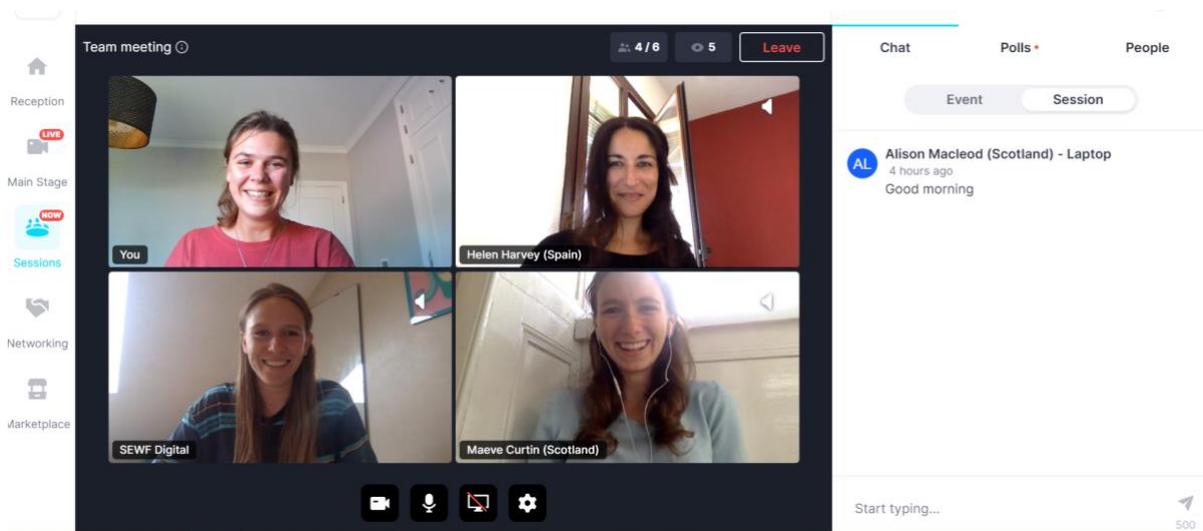
When you enter the sessions tab (highlighted in the picture below) you will be taken to the sessions landing page, where you will see the available sessions for that time and date. To access a session, click on the session title that you want to join.



You will be directed to the session area (see below) as you wait for it to start.



When the session starts you will be able to interact in the chat box (see below). Please ensure you select the 'session' chat.

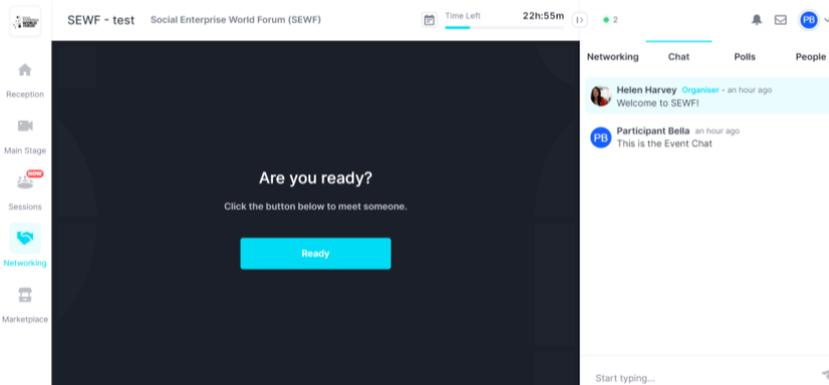


## Networking

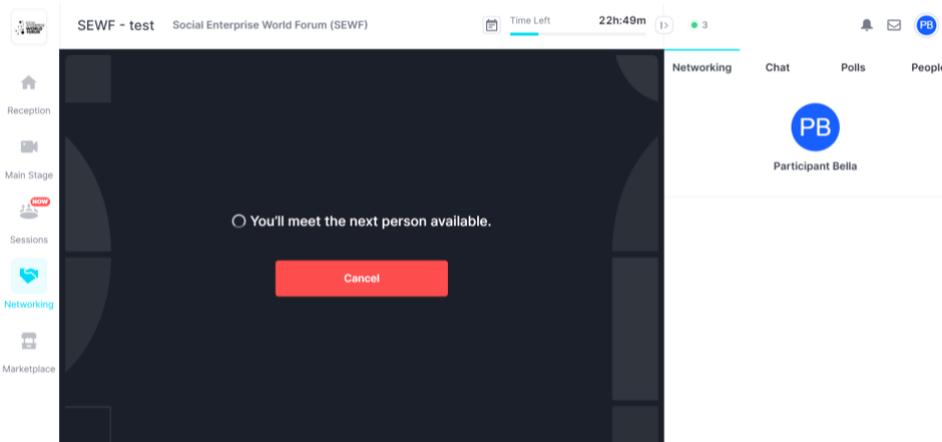
Networking gives you the opportunity to meet one-to-one with other participants by video and audio. The networking area will be open throughout the event. We have also allocated times for networking and marketplace each day and encourage you to take advantage of this to connect with other participants. Much like a random meeting during a coffee break at an in-person event, you will be randomly matched to another participant in the Networking area. You can chat with whoever you are matched with for an initial three minutes after which you will see buttons appear at the top of the video screen.

If you would like to connect with the person you are talking to click 'connect.' If you both agree you will see their details in your profile area under 'connections' so you can follow-up later.

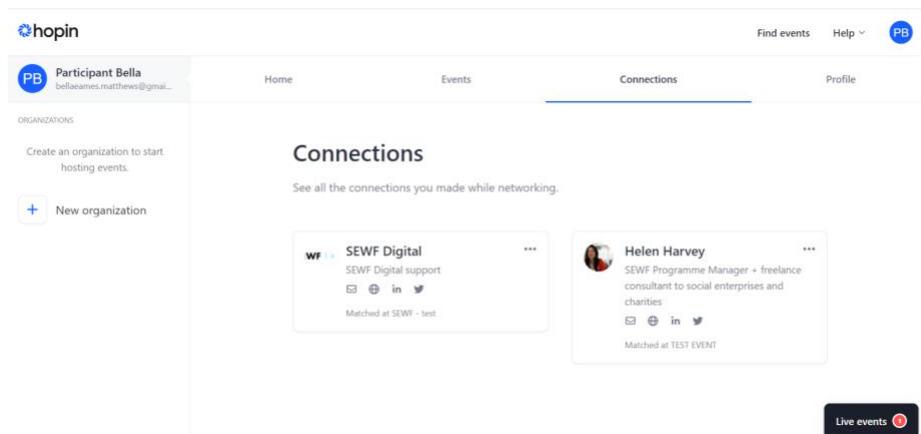
When you are ready to start networking click the button 'Ready' (see image below).



Hopin will connect you at random with another participant in the networking area.



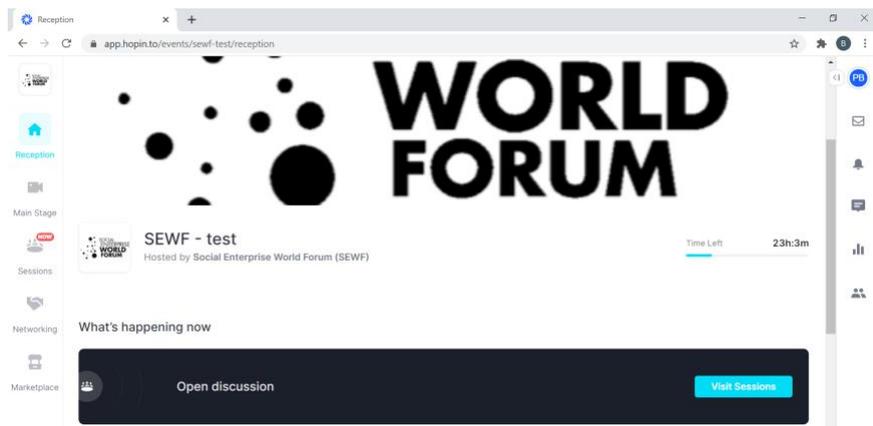
The connections made during the SEWF digital event will be stored in your profile which you can access at any time.



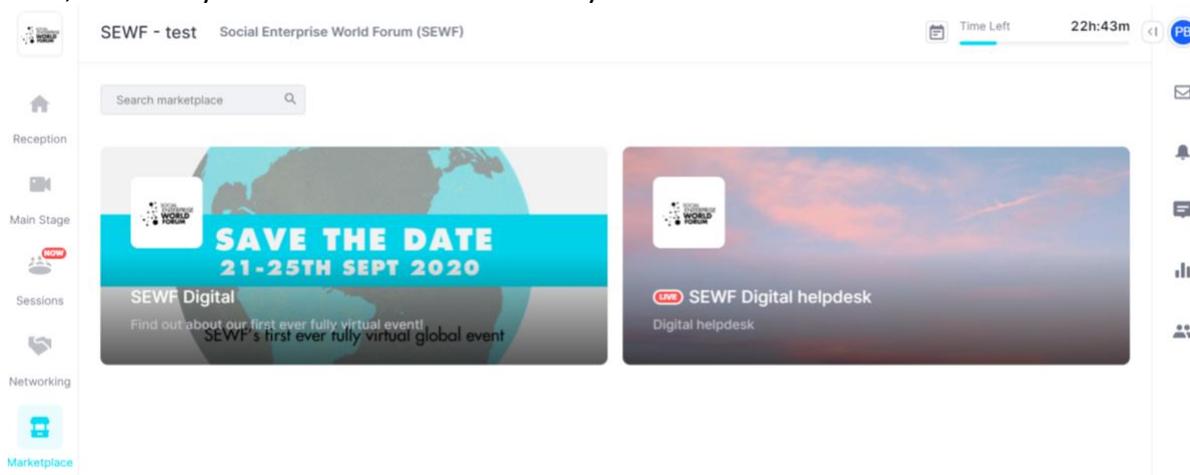
## Marketplace

Visit our virtual marketplace to find out more about products and services, access great deals and have your questions answered through video and/or text chat with the exhibitor.

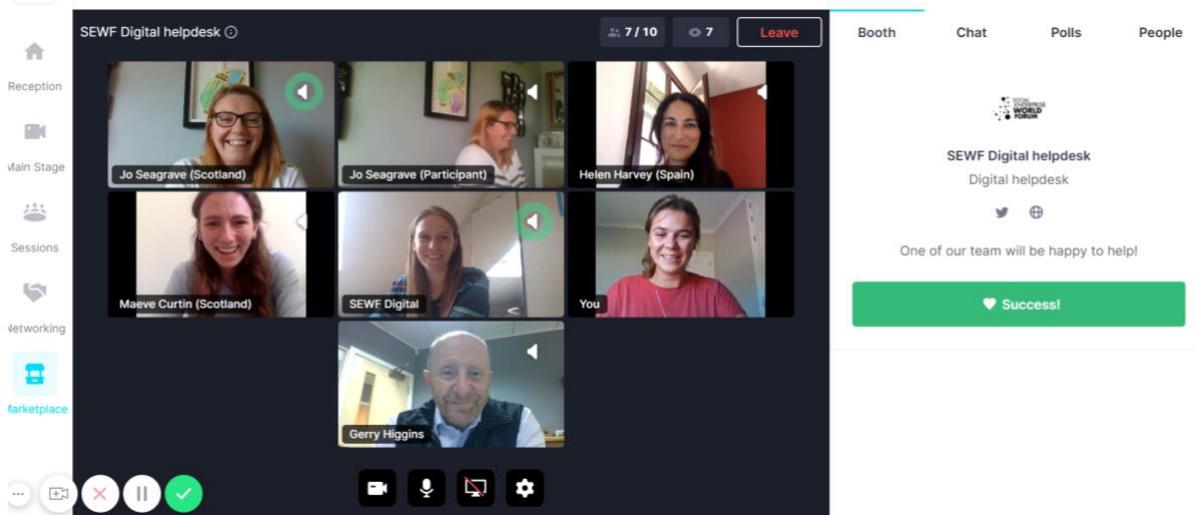
On the left of the screen you can see a tab named 'Marketplace'



When you enter the marketplace, you will see a number of different booths which you can interact with, some may have the **LIVE** icon others may not.

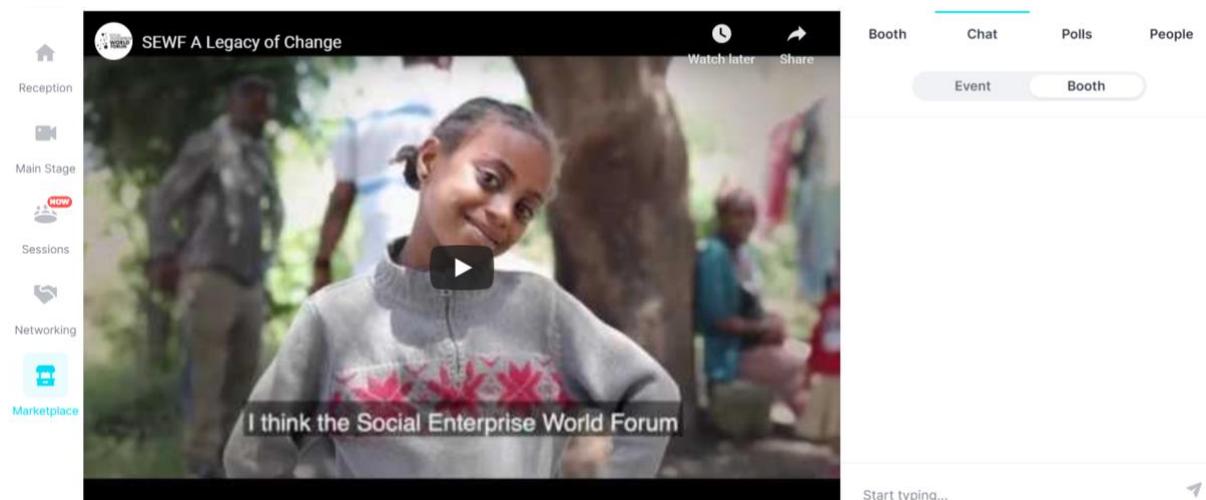


The **LIVE** icon means you can enter the booth and talk to the booth holder; you can do this through the 'booth' chat function or by turning on your microphone and camera.



If **LIVE** is not shown, you will be able to watch a video or presentation. The chat function is also available for you to send written messages to the booth holder. Due to time zones, some booths may not have an exhibitor present to answer questions at all times.

On the right you will see a blue 'register your interest' button or other options, which you can click to receive follow-up communications from the exhibitor.



## Support

If at any time during the event, you have any issues, please visit [Sessions](#) ([follow this link](#) or click on the 'Sessions' tab on the left menu bar in Hopin) where you will find a SEWF Helpdesk, where one of our team will be able to assist.

We also recommend refreshing your browser and/or restarting your computer. Please ensure you are using a supported browser (Chrome or Firefox) and **NOT INTERNET EXPLORER OR MICROSOFT EDGE.**