



We have created this guide to help you navigate the Hopin online platform for an enjoyable event experience.

General Information

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- We suggest using Google Chrome as your browser for the best performance.
- Hopin works best on a desktop rather than a mobile phone. If you wish to access the event on a mobile, we suggest downloading the Hopin event app.
- When a talk has started, the red “LIVE” tag will be shown on the stage button.
- The Stage, Sessions and Expo booths all have a chat, option on the right side of the screen where you can join the discussion and ask questions.

Helpdesk

If you need help visit the Helpdesk by clicking on the Expo button to the left of your screen.

Joining Instructions

- Create a free account for yourself at <https://hopin.com>
- Joining instructions will have been emailed to you before the event
- Once you have registered for the event on the Hopin platform you will have a shortcut to the event under ‘My Events’ in your Hopin account
- You will see a schedule of talks as you scroll down the Reception landing page Navigate to the Stage using the Stage button on the left of the screen.

You can chat to the other attendees and ask questions using the chat box on the right side of your screen.

- If you want to make a webcam or presentation larger on your screen, click on the expand screen button in the bottom right corner of the presentation screen.

Sessions

All lectures will take place in the 'Main stage'. You can use 'sessions' tab on the left side of the screen to access the help desk)

Networking

Hopin allows you to meet other attendees through their 1-2-1 video networking. When you select another participant in the attendee list at the right side of the reception screen you will find options to message them and schedule a meeting

FAQs / Troubleshooting:

Q: How do I know who is at the event?

A: To the right of your screen you will see the People tab, click there to see who else is attending. You can message them directly using the box below their name, or invite them to a 1-2-1 video call or group meeting.

Q: Will there be 'matchmaker' networking?

A: No! Hopin provides a 'chat with another random attendee' feature but we have disabled it for this event.

Q: What happens when I send an attendee a direct message?

A: Attendees can message each other through direct messages. To send a message, find the person you wish to chat with in the People tab, click their profile photo and send the message. A red dot in the envelope icon (top right) will let them know they have a new message.

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.

Remember to click the link yourself to join the call!

Q: Do I have to download something to run Hopin?

A: No. Hopin runs in your browser. We strongly suggest using Google Chrome for the best virtual event experience.

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FAQs / Troubleshooting

Q: I'm getting a 500 error or a 404 error

A: Try working through the following steps.

- Check your browser and make sure it is on the latest version (Google Chrome or Mozilla Firefox work best)
- Refresh your web browser
- Restart your web browser Clear
- your browser cache
- Sign out of your Hopin account and sign back in Restart
- your computer

Q: Will recordings of the keynote talks be available afterwards?

A: Yes. Recordings of the talks will be saved and available on the BSCN website after the event.

Q: I don't understand any of this. Help me!

A: If you are experiencing technical issues with Hopin or any other aspect of the conference, please get in touch with us at the Helpdesk (via the Expo button on left side of screen).

Q: I've been disconnected from Hopin and can't get back into the event – help!

A: We will maintain a Whatsapp group for attendees during the event which will also be monitored by helpdesk. Please talk to us within Hopin if you can but if you can't get Hopin to work at all you can fall back on the Whatsapp group instead. Details will be emailed before the event.