IT@UofT 2021 conference:
Technical requirement guidelines

Best practices for an optimal Hopin experience:
1. Turn off any VPN connection.
2. Turn off any adblockers.
3. Chrome or an incognito tab in Chrome (ctrl+shift+n) is the preferred browser. Firefox is also acceptable.
   a. Hopin does not work at its best in any other browser and won’t work in Internet Explorer or Microsoft Edge.
4. Ensure Chrome is up to date. To check this, visit chrome://settings/help.
5. Don’t rely on Wi-Fi. Plug into your internet source if possible.
6. Don’t use Bluetooth headphones.
7. Don’t use Teams simultaneously with Hopin. You may experience audio/video conflicts.
8. You’ll create a login when you register for an account on Hopin, please remember this information as you’ll need it ANY time you access Hopin.
9. When in doubt about what to do on a screen, look for a blue button – Hopin uses blue for their action buttons.
10. Watch for red LIVE and NOW indicators on the menu on the left side of your screen to find where the active events are taking place.
    a. A schedule is also located on the reception page.

Troubleshooting:
If something goes wrong (such as a drop in audio or frozen video) during the event, try any of these three methods:
- Refresh the page.
- Close Chrome and restart it.
- Close Chrome and restart it as an incognito tab (ctrl+shift+n).

Device settings:
- Allow Chrome access to camera and microphone.
  o In the URL bar, on the far left, click on the lock symbol.
  o This opens a menu that should list camera and microphone; allow both.
  o If not listed, click site settings and a new window will open where you can click ‘allow’.
  o For more information on how to check your settings, visit https://www.sofasummits.info/articles/204606-im-having-videoaudio-problems.

Hopin presenter settings:
- Controls for camera and audio are below the presenters on your screen.
- When it is your turn to come on camera, click on the ‘share audio/video’ button at the top of the screen.
• Pressing “Leave” does not kick you out of the event; you are just dismissed from the ‘feed’ so you/your avatar will no longer appear on screen, but you can continue to hear and see the session.

Session presentations:
• Sessions will only appear on the Breakout Sessions page five minutes prior to start time, as they run on the schedule.
• Double click any part of the presentation screen to make it larger. This will only change your view, not everyone else’s.
• Each session has its own chat.

Stage presentations:
• Getting backstage:
  o There is a specific link for backstage access, it is different from the main event.
  o If you are in the ‘main event’ you will need to close that window/tab before coming to the backstage to avoid audio feedback (when two tabs are open).
  o If you are backstage and click to another part of the event (Sessions, Networking, Expo, etc.) you will no longer be backstage and you will need to put the backstage link in your address bar to get backstage.
• The backstage broadcast is 15-20 seconds ahead of live presentation.
• When the broadcast button is clicked, there’s a five to seven second delay and then you’ll see a ‘live’ indicator on the top left of the screen.
• Backstage chat is only visible to those in the backstage.
  o If another session is ongoing when you arrive, you can type in the chat to let folks know you’ve arrived.