

VIRTUAL EVENT TIPS & USER GUIDE

To get the most out of your OPI virtual event experience we have put together a comprehensive user guide and FAQ section below. Please take your time to read this before the event takes place.

HOW WILL THE GLOBAL FORUM ONLINE 2021 WORK?

We understand that virtual events are still new to most of us, so we have put together a useful guide to help you get the most from the two days. The event will be held on Hopin and, in short, this is what you can expect:

One seamless platform with an event stage, live chat, panel sessions, roundtables and networking.

Stage is where the action happens first and you can hear top content from industry leaders.

Sessions is where you will find the panels, roundtables and group networking rooms. You will also find the help desk here.

Networking where you can meet and chat to fellow attendees for up to three minutes - a bit like speed dating for executives! You will also have the opportunity to share contact details to build your relationship offline.

HOPIN USER GUIDE

Thank you for registering for the OPI Global Forum Online. We will be using an event platform called Hopin. This guide will help you create your account and profile on Hopin, join the event on the day, and navigate the site once you're in. We've also included some useful FAQs.

STEP 1

On the day of the event, log in to your Hopin account: https://hopin.to/sign_in

Please ensure your firewalls do not block you from connecting (check Hopin settings with your IT department).

STEP 2:

You will be taken to your upcoming events, where you need to click on the event to enter the conference.

You now need to click 'enter event' on the right-hand side. If you turn up here early, you can only enter the event 5 minutes before it is due to start.

STEP 3:

Now you have reached the reception page. It's essentially your event homepage and where you can see everything that is taking place throughout the day. The reception page tells you what is happening now, an event description, lists the event sponsors and the schedule for the day. We encourage you to be online in good time before the event, so you are connected and ready before the event begins.

NAVIGATING HOPIN

On the right side of your screen you will see chat, polls and people:

Please introduce yourself in the event chat, share your thoughts, comments and questions with everyone at the event. You can ask questions to the main stage speakers by starting your question with 'Q'. Make sure to follow the event chat for any important announcements and updates. Organisers can create polls and you can vote for them at any time.

The People tab shows everyone who is registered for the event. If you want to send a private message to someone you can click on their name and send your message.

For 1:2:1 conversations, send them a message to propose a time to meet and, once confirmed, click the 'Invite to video call' then click the link at the arranged time.

If you have received a message, the envelope icon will notify you at the top right of your screen.

Also in the top right, by clicking the circle you can 'edit profile', please ensure you have included your job title and company in the headline section, also add a headshot if you have one available.

Like a physical event, you can choose where you want to go and what you'd like to attend. On the left-hand side there are four different areas: Reception, stage, sessions and networking.

THE AREAS ON HOPIN



Reception

RECEPTION:

Upon entering Hopin and joining the event, you will land in the Reception area. You can think of the reception area as the homepage, it's the information hub. Here you will find a complete overview of the schedule and you can follow what is currently happening and what's to come.



Stage

STAGE:

The Stage is where all the main talks will be taking place – if you check the schedule on the reception page it will tell you what time the stage is 'live'.



Sessions

SESSIONS:

Sessions are where any panels and breakout sessions are located. You will also find group networking rooms here. When you click into a roundtable or networking room there is the option to 'share audio and video' which will turn your camera and audio on and you can participate in the session. Please remember to click the blue button to share your audio and video for the roundtables otherwise you cannot participate fully.



Networking

NETWORKING:

In Networking, you can participate in 1:2:1 meetings – almost like speed dating. You will have up to three minutes to network with an attendee before being connected with another attendee at random. Just click 'Ready' to start networking. At the end of the three minutes a box will appear where you can 'connect' with them and if the feeling is mutual, share contact details.

FAQs

Q: What technology do I need?

A: For the best Hopin experience we recommend:

- **Using Google Chrome or Firefox (Do not use Brave, Safari, Microsoft IE or Edge).**
- Make sure your browser is up to date. You can download Google Chrome here: <https://www.google.com/chrome/>
- Check your internet speed and network. Hopin recommend a minimum of 5mbps download and 2mbps upload. Ideally, we like to see 30mbps download and 10mbps upload or higher for the best quality.
- We recommend attending the event using a laptop or PC, as we cannot guarantee it will work flawlessly on tablets or phones.

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

A: No. Hopin runs in your browser (just ensure you are using Google Chrome or Firefox).

Q: Can I listen to the event via phone?

A: There is a Hopin app on the App Store and Google Play with limited functionality. For example, you will be unable to participate fully in the roundtable sessions if using the app. You are encouraged to use a PC or laptop for all forum sessions, if possible.

Q: How do I know when an area is live and what is happening next?

A: When an area (e.g. Stage) is “live” according to the event schedule, the red “LIVE” tag will be shown, indicating to attendees where the action is at the time. The “What’s happening now” button in the Reception area allows you to one-click navigate to where the action is. Keep track of any announcements and pinned messages from the organisers in the event chat.

Q: What is Hopin Networking? What happens when I click the Ready button?

A: When an attendee clicks the Ready button they are immediately matched with a random fellow attendee via face-to-face video, similar to chat roulette. Meetings end automatically after three minutes. Attendees can leave at any time. Conversation partners may decide to share contact information by clicking the Connect button. If both parties click Connect, the pair can find each other’s contact information (email address and social media) via the Connect section of their Hopin account.

Q: What does it mean to Connect with another attendee?

A: Networking conversation partners may decide to share contact information by clicking the Connect button. If both parties click Connect, the pair can find each other’s contact information (email address and social media) via the Connect section of their Hopin account.

Q: What’s the difference between the Event, Stage, and Session chat?

A: The event chat is for conference-wide discussions. It’s accessible on every page of the platform.

We recommend keeping all discussion to the ‘event chat’, unless you are in ‘sessions’ where we would recommend using the ‘session chat’.

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

A: Attendees can message each other through direct messages. To send a DM, find the person you wish to chat with in the People tab, click their profile photo and send the message. If you have received a message the envelope icon will notify you at the top right of your screen.

Q: When I click the blue button to share audio and video, nothing happens. What should I do?

A: Please [follow this guide](#) to ensure you have the correct privacy settings to allow this.

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. The room will allow up to five people to share their webcam, therefore you may share the link with up to three other people. As per the advice above, please arrange a time for video calls before inviting people.

Q: I just cannot access the event, what do I do?

Please follow the below steps:

- Ensure you are signed up/signed in to Hopin here: <https://hopin.to/> and have created your profile.
- You can only access Hopin by using Google Chrome or Firefox
- If you still experience problems, please try closing and reopening the Chrome web browser, or try using Incognito mode
- Make sure you are not opening Hopin via your work network. If you experience issues please try opening Hopin locally or disabling your work VPN
- Please ensure you do not have multiple browser tabs open
- Close all other applications i.e. Outlook, Microsoft Teams
- Please ensure your firewalls do not block you from connecting (check Hopin settings with your IT department)
- Please try connecting on a personal laptop/device or your mobile
- If there are still issues after trying the above, close everything down, re-boot your computer and try again
- Contact the event organiser via email for more support: events@opi.net

Q: I have tried everything but I could not access the event;

OPI is not responsible for internet outages or technical difficulties. If you experience any issues during the event, don't hesitate to reach out to the event organiser via email (events@opi.net) or by visiting the help desk in the Sessions area of Hopin.

