GREATER
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Microbiome Summit 2021

Organised by

COPENHAGEN
CAPACITY

medicon valley alliance

invest in skåne
part of business region skåne

Supported by

Interreg
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ATTENDEE GUIDE TO HOPIN

Which browsers work best?

Before diving into the platform, we recommend you use the latest version of either **Google Chrome** or **Firefox** to guarantee the best experience. If possible, please try to avoid using Brave, Safari, Microsoft IE or Edge. These browsers may lack the modern web technology support necessary for online events to run in a web browser.

As an additional note, sometimes third-party extensions can affect the experience, blocking some of the Hopin interface elements. To avoid this, we also recommend opening the event in **Incognito mode** on Chrome (command+Shift+N on macOS or Ctrl+Shift+N on Windows) or **Private tab** on Firefox (command+Shift+P for macOS or Ctrl+Shift+P for Windows).

The six areas of Hopin

There are six main areas in the Hopin platform, where various types of events take place.

The **left-hand side toolbar** will help you quickly navigate between:

1. The **Reception** area
2. The **Stage** area
3. The **Sessions** area
4. The **Networking** area
5. The **Expo** booth area

On the **right-hand side** – which can be expanded or collapsed – you will find:

6. The **Chat/Polls/People** messaging area

1. Reception

The Reception area is the welcome page or "lobby" of the event. Here you can quickly find out what's currently happening at the event. Scroll down to see sponsors and the event's schedule with speakers.
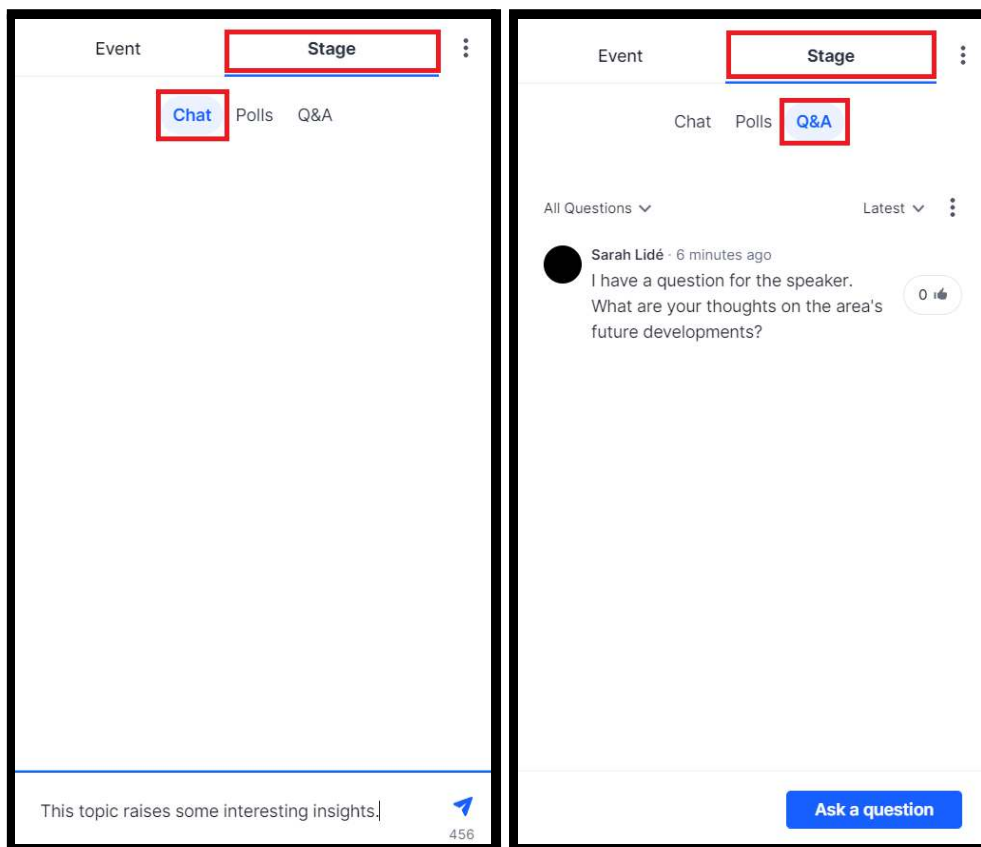
2. Stage

The Stage area is where most of the event will take place. This is where you will watch our industry experts deliver their presentations.

In the right-side chat area, use the **Stage Chat** tab to comment on the presentations and **engage with other attendees**, and use the **Stage Q&A** tab to ask **questions to the speakers**.

Use Stage Chat (left) for commenting on the presentations and engaging with other attendees, and use Stage Q&A (right) for asking questions to the speakers.
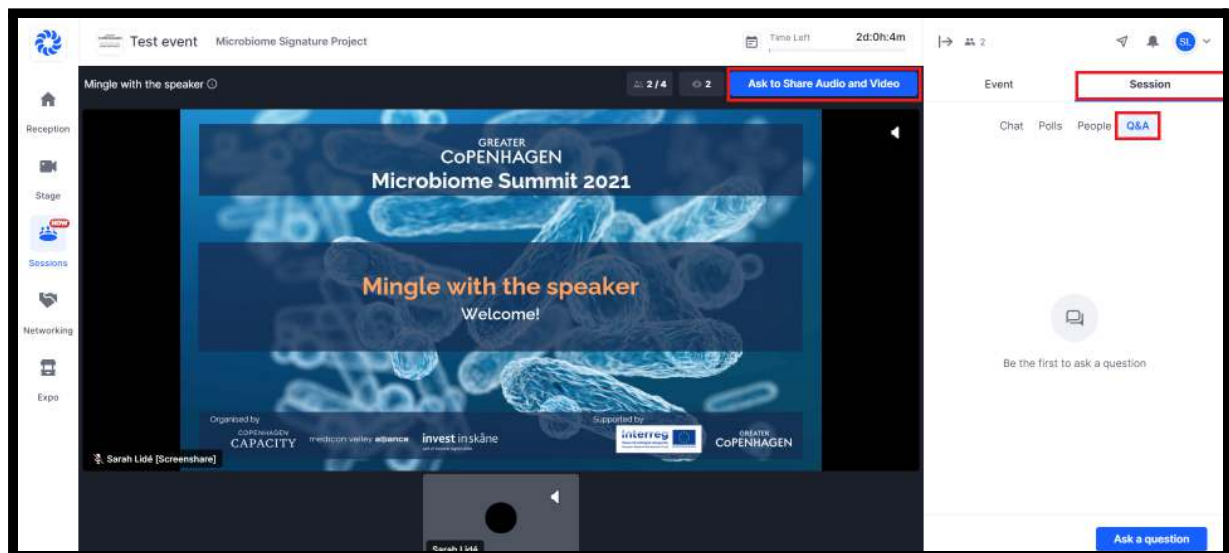

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3. Sessions

The Sessions area holds all scheduled breakout room sessions, where we will be able interact with the speakers in smaller, more intimate groups.

You can interact with the speakers in two ways:

1) Join the queue to **go live with your audio and video** and ask a question to the speaker. If you wish to do this, click on the button "**Ask to Share Audio and Video**". Note that your browser will request permission to access your webcam & mic. Please be sure to allow this. Once you have done so, your request to go live will be received by the moderator, and the moderator will accept requests one at a time.

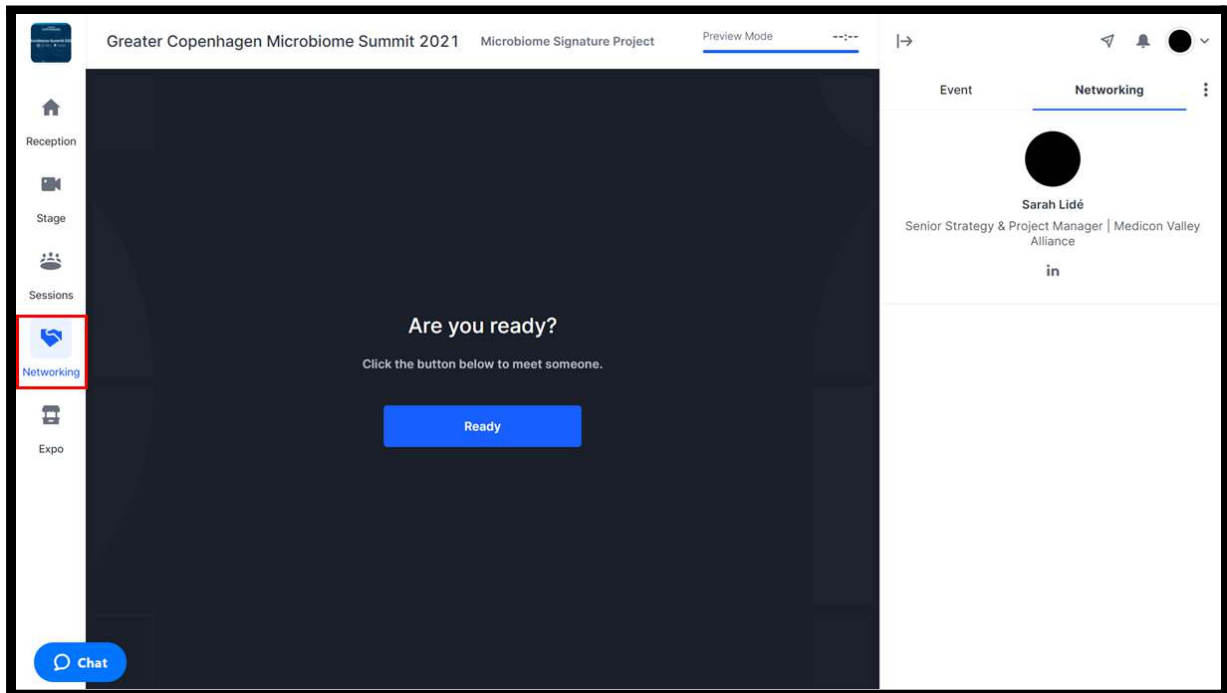2) Type your question in the **Session Q&A** tab on the right-side chat area.

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4. Networking

We will use Hopin's Networking area to take our event networking to a new level. Here we will facilitate live, 1-on-1 video chats. When this area is open, click on the **"Ready"** button and you will be randomly connected to another attendee. Make sure that your camera and microphone are switched on.
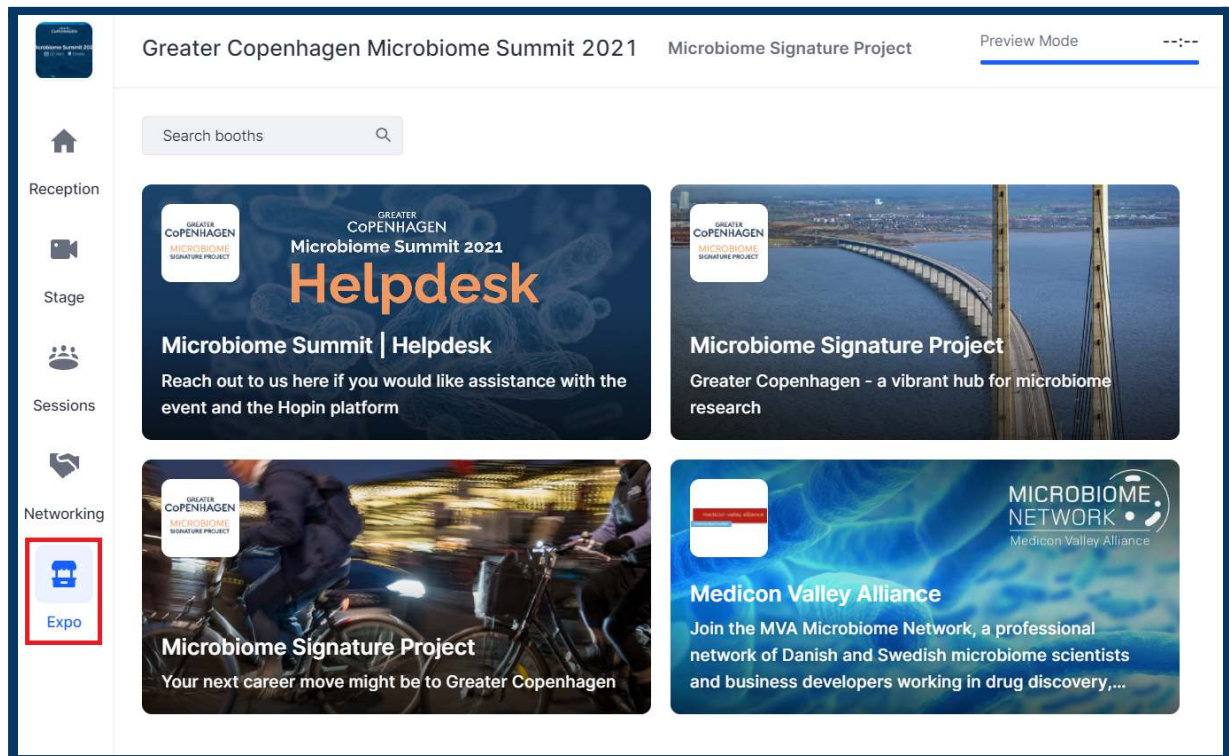
5. Expo

The Expo area is the virtual exhibitor hall where you can learn more about the partners behind the Greater Copenhagen Microbiome Summit and about what's happening in the Greater Copenhagen region.

You can also reach our **Helpdesk** here.

6. Chat/Polls/People

There are multiple chat channels in a Hopin event. Each one serves a different purpose.

Event chat — This is the overall global event chat forum where all participants can post messages. Look here for special event-related messages from the event organisers (highlighted in blue).

Stage chat — This is a dedicated chat forum specific to Stage-related presentation events. Use this to make comments during a presentation on the main stage and engage with other attendees..

Stage Q&A tab — Use this to ask questions to the speakers when the main presentations are in progress.

Session chat — Each session event also has a dedicated chat room. Use this to engage in discussions within each breakout room.

Sessions Q&A tab — Use this to ask questions to the speakers in each breakout room.

Meeting chat — In Networking 1-on-1s, a private chat channel is available to the participants.

Direct messages — Anyone can send messages to an individual at a Hopin event via Direct Messages (DMs) in the **People tab**. To send a DM, find the person you wish to chat with in the People tab, click their profile photo, and send a direct message to them. The envelope icon beside your Profile Avatar (top right of page) will indicate if you have a message waiting.

Direct video calls — You can also invite any attendee to join you in a 1-on-1 video chat. To request a video chat, find the person you want to connect with in the People tab, and click on the **"Invite to video call"** button that appears under their name. This will generate an invitation message for both participants. This message includes a direct URL link to a private Session event where both can meet. Should you choose to accept the invitation, simply DM each other to agree on a time to meet. Then use the link to access the private meeting room.

Please ensure to schedule any video chat meetings during the networking breaks.

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Helpdesk

Once the event goes live, you can also visit the Helpdesk for assistance. This can be found in the Expo area or using the direct link below.

Direct link to Helpdesk:

https://app.hopin.com/events/microbiomesummit2021/expo/430198

Demo video

Please take a moment to watch the following brief Hopin demo video.

How to use Hopin as an attendee:

https://www.youtube.com/watch?v=QRBVbUCNTTg&t=2s

Other helpful links

For further assistance and support, please use the links below to access Hopin's Help Center.

How to access an event as an attendee:

https://hopin.zendesk.com/hc/en-gb/articles/360056078812-How-to-access-an-event-as-an-attendee

How to ask questions in Hopin:

https://hopin.zendesk.com/hc/en-gb/articles/360057546752-How-to-use-Q-A-in-Hopin

Trouble Joining a Session:

https://hopin.zendesk.com/hc/en-gb/articles/360056527971-I-can-t-join-a-session

Audio / Video Problems:

https://hopin.zendesk.com/hc/en-gb/articles/360056527911-I-m-having-video-audio-problems

Follow up with another attendee:

https://hopin.zendesk.com/hc/en-gb/articles/360056527871-How-to-follow-up-with-a-connection-post-event

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