

STOP AND THINK

ECLAS 2021
SLU UPPSALA SWEDEN

13–15 SEPTEMBER
ONLINE



Introduction to the conference tool Hopin

Welcome to ECLAS 2021 'Stop and Think' Hopin guide. We have divided all necessary information concerning our conference tool Hopin into two sections: an **Introduction to Hopin** and **Presenter, Parallel session moderator and exhibition host instructions to Hopin**. Please read all this information carefully to prepare for the conference.

Contents

Introduction to Hopin	2
HOPIN STRUCTURE.....	2
FINDING YOUR WAY AROUND	3
CHATS	3
WHEN HAVING ISSUES	4
Presenter, Parallel session moderator and exhibition host instructions to Hopin	6
PRESENTER INSTRUCTIONS	6
PARALLEL SESSION MODERATOR INSTRUCTIONS	6
EXHIBITION HOSTS	6
SHARING YOUR SCREEN - POWERPOINT, POLL, WHITEBOARD AND VIDEO.....	7
How to screen share	7
Sharing YouTube video and Miro	10

Introduction to Hopin

First, please make sure you use Google Chrome or Mozilla Firefox to access Hopin and that your browser is up-to-date. Please avoid any other browser, since they are not as compatible to the Hopin platform as the browsers Google Chrome and Mozilla Firefox.

Note: Sometimes, third-party extensions can affect the experience blocking some of the Hopin interface elements. That is why we also recommend opening the event in *Incognito mode* (Ctrl+Shift+N for Windows, Command+Shift+N for macOS) on Google Chrome or *Private tab* (Ctrl+Shift+P for Windows, Command+Shift+P for macOS or) on Mozilla Firefox.

HOPIN STRUCTURE

There are five areas used in Hopin:

1. Reception

The Reception area is the welcome page or “lobby”. Here you can quickly find out what is happening through the ECLAS 2021 welcome message and the schedule.

2. Stage

The Stage will be used for the plenary sessions (the welcoming, keynotes and farewell).

3. Parallel sessions

In the Parallel sessions’ area, you will find a list of the parallel sessions happening at that particular time slot. Sessions will automatically appear 10 minutes prior to the starting time at the Parallel sessions’ area and automatically hide once their time is up. However, the session room, with all its participants, will continue to be open when the time is up even though you cannot find the session room at the Parallel sessions’ area in Hopin. Attendees can view the list of previous sessions by clicking *Show past segments* at the Reception area.

Up to 20 people can participate in a Parallel session with their camera on, with up to 500 people watching off-camera and interacting via the session chat. In sessions with multiple people, you can double-click any screen to enlarge it.

You will also find the following two rooms in the Parallel sessions area in Hopin:

- The Ultuna “fika” room – our main mingling room during the conference. Here you can freely join the session to talk (by clicking “Share Audio and Video”), chat and socialise. “Fika” is a common Swedish term, both used as a noun and a verb, to know more about it read [here](#).
- Help desk – your main way of reaching the local organizing team. If you need assistance, contact us here in chat or by clicking “Share Audio and Video” to talk to us directly. Please visit the help desk prior to your presentation to test you audio, video and screen share.

4. Networking

The Networking segment at Hopin is designed to recreate the “coffee-in-the-lobby” conversations or watercooler chats that are important at an in-person event. When an attendee participates in the Networking, they are matched with a random attendee and meet for 10 minutes. As such, the Networking area automates the discovery of new connections.

Attendees can click the “Connect” button during a call to exchange contact information. However, both participants need to click the “Connect” button for the contact information exchange to happen. After the event the newly made contacts will appear at <https://hopin.to/account/connections> page of your individual profile.

5. Exhibition

The Exhibition area is the virtual exhibitor hall with booths ready to be discovered, such as videos and posters. The exhibitors will be available for discussions and Q&A during a designated time slot. More information on this will come.

FINDING YOUR WAY AROUND

Similar to a physical event, the Hopin event experience is self-directed and attendees choose where they want to go. Still, there are wayfinding tools and signs to help you get around easily.

By default all Hopin segments are open during the entire event. However, Hopin direct attendees to the most relevant segment via signposting options:

Event Schedule - The Schedule at the Reception area shows the attendees what is happening, where they should be and when.

Live and Now tags - When the Stage is live or Parallel sessions, Networking and Exhibition are happening according to the Schedule, the red LIVE and NOW tags will appear on the left side panel.

Highlighted chat messages sent by Organizers - Chat messages sent by the organizer are always highlighted.

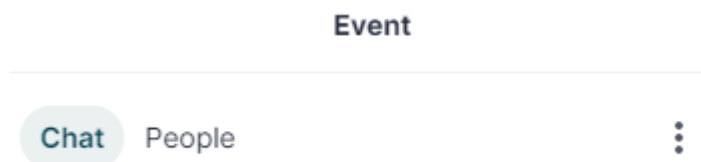
Pinned chat messages - Any extra information or useful links to related content can be pinned by organizers to always be visible to Attendees on top of any Stage, Parallel session or Exhibition chat.

Shortened URLs - A URL of any area in Hopin (i.e., a particular Parallel session, a booth in the Exhibition area, the Stage, etc.) can be pasted in any chat, and Hopin will automatically shorten the URL to a clickable hashtag. This will give another attendee a one-click entrance into the specific area of Hopin.

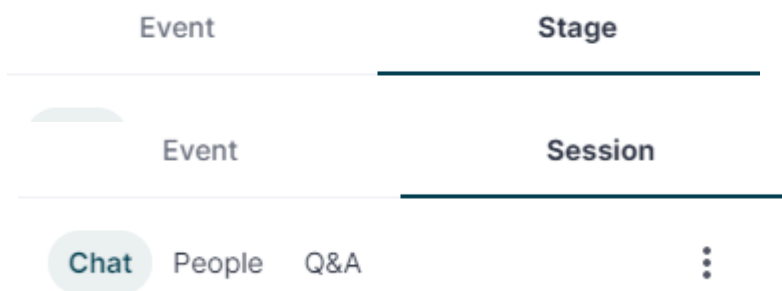
CHATS

There are multiple chat channels in a Hopin event. Each one serves a different purpose and you can find the available chat channels on the right hand side of your screen.

Event chat — global event chat where all participants can post and read messages. Attendees can reach this chat from all areas in Hopin. Here we will post important announcements so please refrain from using the event chat unless necessary.



Stage chat — when you are visiting the Stage area a chat and Q&A connected to the Stage is available. To access the Stage Chat click "Stage" appearing next to your Event chat (see picture below). Please follow the instructions provided by the plenary session moderator on how to use the Stage *Chat* and Q&A.

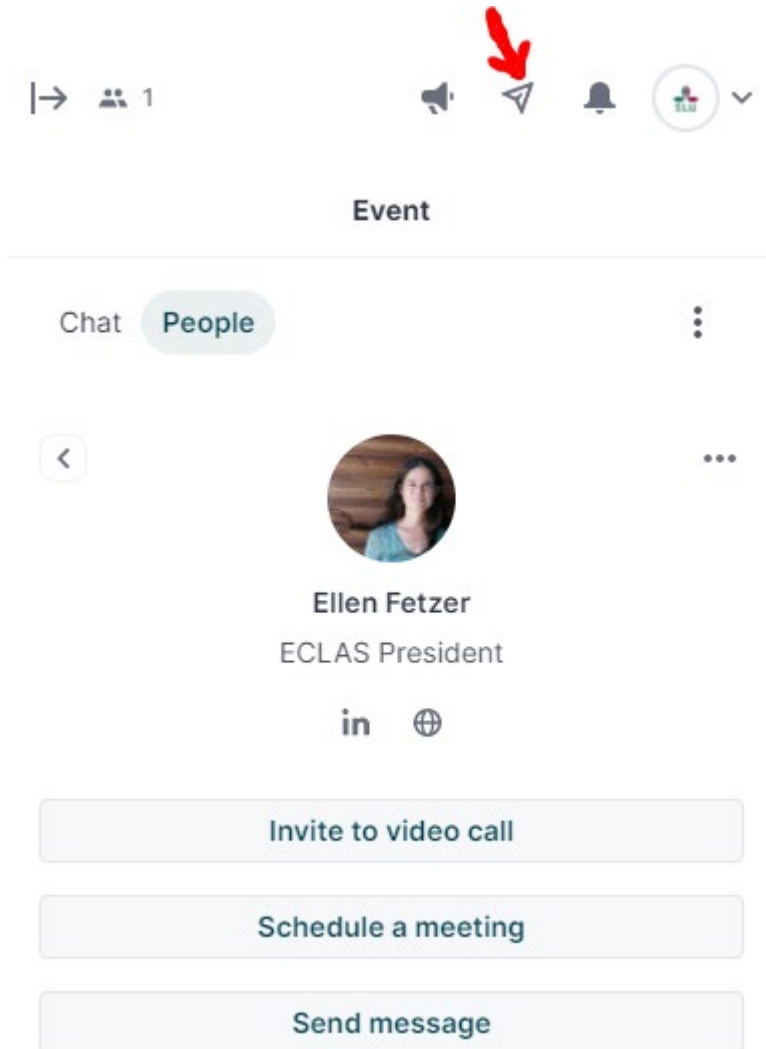


Parallel sessions chat — when you are visiting a Parallel session, a chat and Q&A connected to that particular Session is available. Attendees who are on or off-camera can chat to interact with people on camera and vice-versa. Please follow the instructions on how to use the session chat provided by the session moderator.

Exhibition chat - like in Parallel sessions, each booth has its own chat for group discussions and interaction.

Networking chat - in Networking, a private 1:1 chat channel is available.

Private messages and private video call - anyone can send messages or video call other individuals at Hopin in the People tab. To send a message or video call, find the person you wish to chat with in the People tab, click on their name or photo, and click on either option stated below their name. The person you message or invite to a video call will receive a notification in the upper right hand corner (see red arrow), leading the person to their Direct Messages page in Hopin.

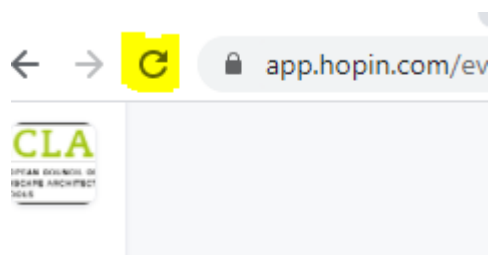


WHEN HAVING ISSUES

If you are experiencing problems, you can always visit Hopin's support site: <https://hopin.zendesk.com/hc/en-us>

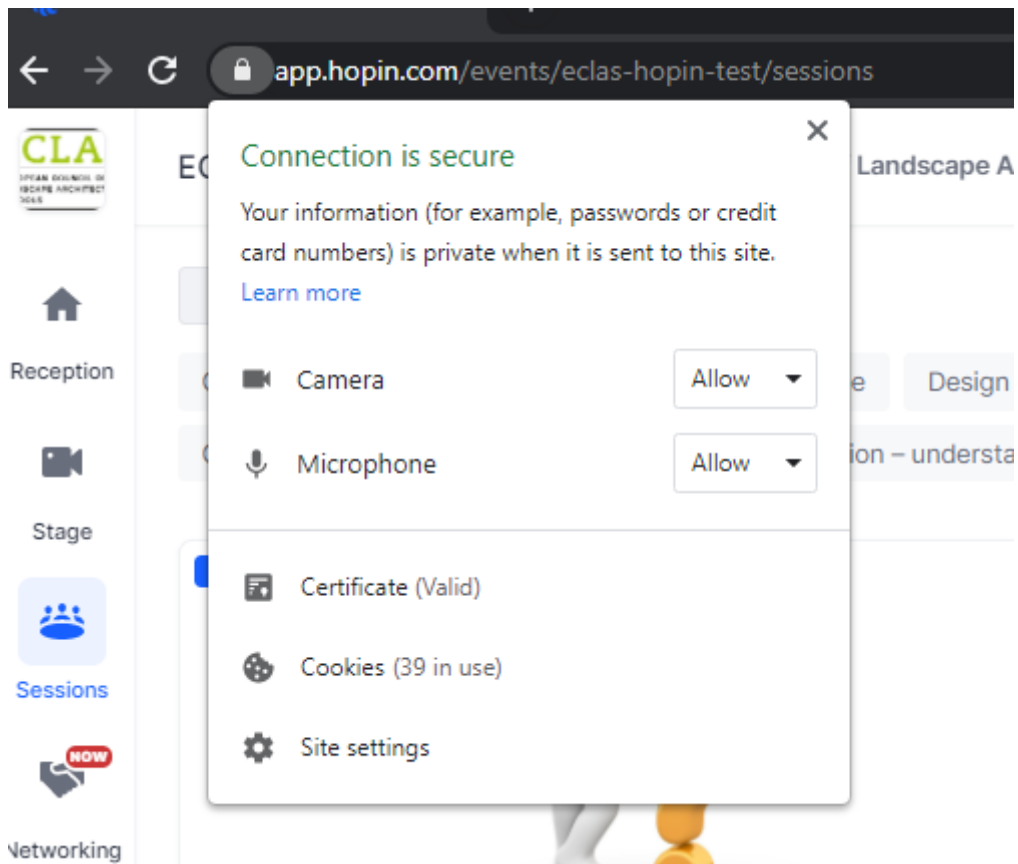
Here is a quick guide for solving common issues:

1. Make sure you use Google Chrome or Mozilla Firefox.
2. Refresh the browser (circular arrow) and try to join again.

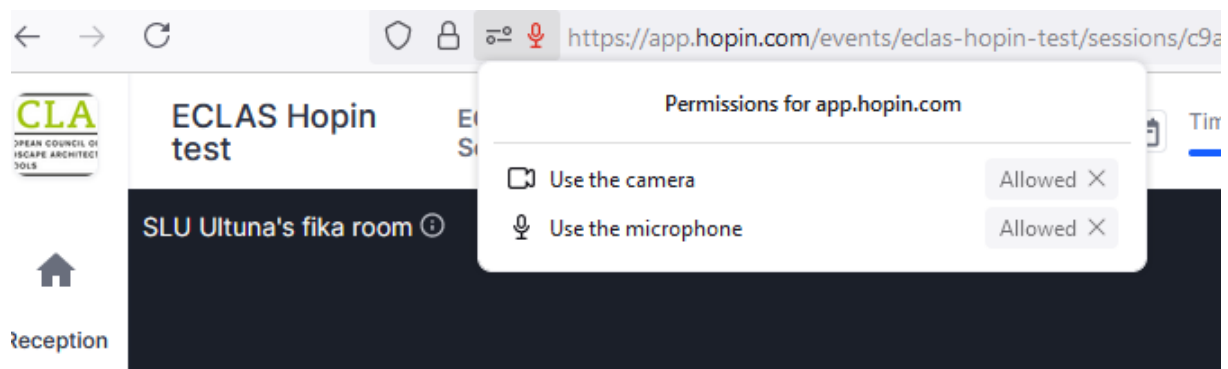


3. If problem with audio or video in Parallel session – Click “Leave” on the top right of the session panel, and join again.
4. Check the lock-symbol next to your browser’s URL panel (where you enter websites names) – check if access to microphone/camera is allowed.

Google Chrome:



Mozilla Firefox:



5. If your problem persists, join the Help desk at the Parallel sessions area or send us an email at eclas2021@eclas.org.

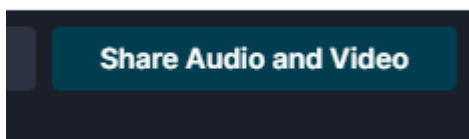
Presenter, Parallel session moderator and exhibition host instructions to Hopin

If you are experiencing problems or wish to dig deeper into Hopin's features, Hopin has their own support site:
<https://hopin.zendesk.com/hc/en-us>

PRESENTER INSTRUCTIONS

You need to find the session where you will present by yourself. Your session will appear 10 minutes before the session begins at the "Parallel sessions" area in Hopin.

To join the moderator(s) up on stage to present you need to click "Share Audio and Video" in the upper right hand corner of the main screen.



If you have not allowed access to your camera or mic beforehand, you will be prompted to do so your first time going live. Once you see yourself on the main screen, you are live.

Still, **please make sure your audio and video settings work properly before your presentation. Visit the Help desk session prior to your presentation to test your settings or meet up with a colleague at Hopin through a private video call and support each other in checking audio and how to screen share (see instruction for private video call above).**

Presenters will be able to share their screen ([PowerPoint](#), documents, etc.) and show YouTube clip if needed during their presentation. Miro.com can also be used with the participants as it is integrated in Hopin. **Please note that you, as the presenter, will be responsible for and in charge of broadcasting your material. Do also test how to share your material prior to the presentation so you are prepared.** You stop your screen share by clicking on the same (screen) symbol you used to start sharing your screen.

Read more about how to share your screen further below (Sharing your screen - PowerPoint, Poll, Whiteboard and YouTube video).

In addition, please respect the netiquette – if you are not speaking, please mute yourself to avoid any background noise. We kindly ask you to be in time for your presentation and to stick to the time limits for your presentation decided upon by the session moderator.

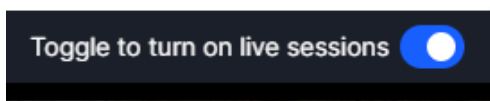
PARALLEL SESSION MODERATOR INSTRUCTIONS

You need to find the session where you will moderate yourself. Your session will appear 10 minutes before the session begins at the "Parallel sessions" area in Hopin.

Moderators will be able to share their screen ([PowerPoint](#), documents, etc.) and show YouTube video. Miro can also be used with the participants as it is integrated in Hopin.

EXHIBITION HOSTS

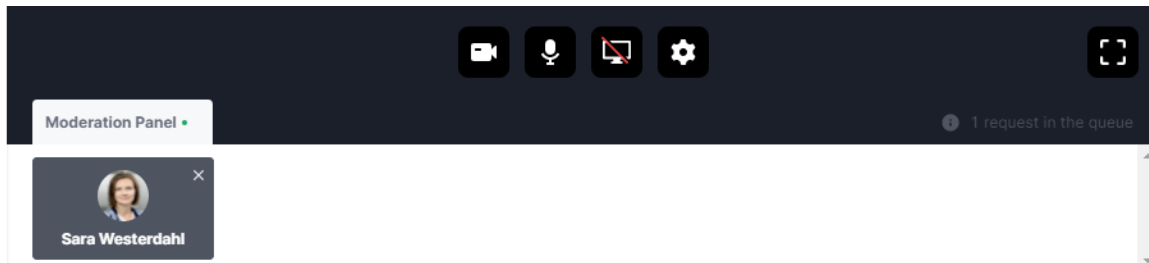
Your booth has been set up by us in advance and can be found in the Exhibition area in Hopin. It will be displayed throughout the whole conference.



To be live in front of the people that is in your booth you need to click "Toggle to turn on live sessions" in the upper right hand corner.

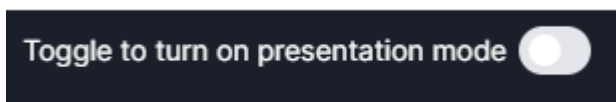
While you are live in your booth, your material will not be displayed any longer. Instead the booth will operate just like a Parallel sessions room with your audio and video feed displayed for the audience. Note that you can post the external link to your material in the chat to the participants while you are live in your booth.

When you see yourself on the screen, you are live to the audience. In the booth, you will act as the booths moderator. This role means that you can decide who is up on stage with you. Participants need to first click “Ask to share audio and video” in the upper right hand corner. Participants that request this will appear on your screen in a small *Moderation panel* at the bottom left (see picture below).



To accept the request – click on the person’s picture. To deny – click on the cross.

To stop your live interaction you need to click “Toggle to turn on presentation mode”. This also makes your material automatically displayed again.



SHARING YOUR SCREEN - POWERPOINT, POLL, WHITEBOARD AND VIDEO

Please note that the instructions below might differ to your experience due to different settings. It is therefore important that you practice your screen sharing in Hopin prior to your presentation. Still, please read through these instruction to get a better understanding of how you share your screen in Hopin.

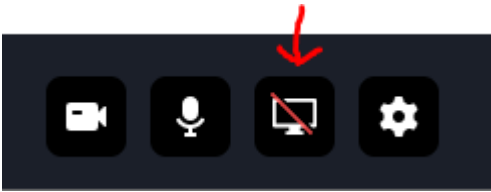
Here is a list of programmes recommended for screen sharing:

- **For using presentation slides**, we recommend PowerPoint. [Read more about how to share your PowerPoint here](#) **Note that you need to put your PowerPoint presentation in “Reading View”**. This turns your PowerPoint in to a movable box instead of it taking up your whole screen.
- **For web whiteboard**, we recommend www.miro.com (free, premium options available) as it is integrated with Hopin and is easy to display with the Google Chrome browser.
- **For polling** we recommend www.mentimeter.com and sharing the menti link in the chat for your particular session.
- **For sharing videos**, we recommend uploading them to Youtube.com and unlisting them, which makes them only available to people with the specific link. To unlist your video you need to:
 1. Sign into your YouTube Account.
 2. Go to your My Videos page.
 3. Select the video that you would like to unlist. Click the Edit button to access the video’s settings.
 4. Go to the Privacy section of the page. There you will see the option to mark you video as “unlisted”, “public”, or “private”. Select unlisted.
 5. Do not forget to click the Save Changes button. Once you have done this your video will be an unlisted video.

How to screen share

You must be part of the session with your video, to be able to share your screen. This is done by clicking “Share Audio and Video”.

To share your screen you click the screen share button (3rd from the left) below your video feed. Thereafter you choose what to share. Once your screen appear in the video feed, your screen is live.



To end you screen share, click on the same screen share button.

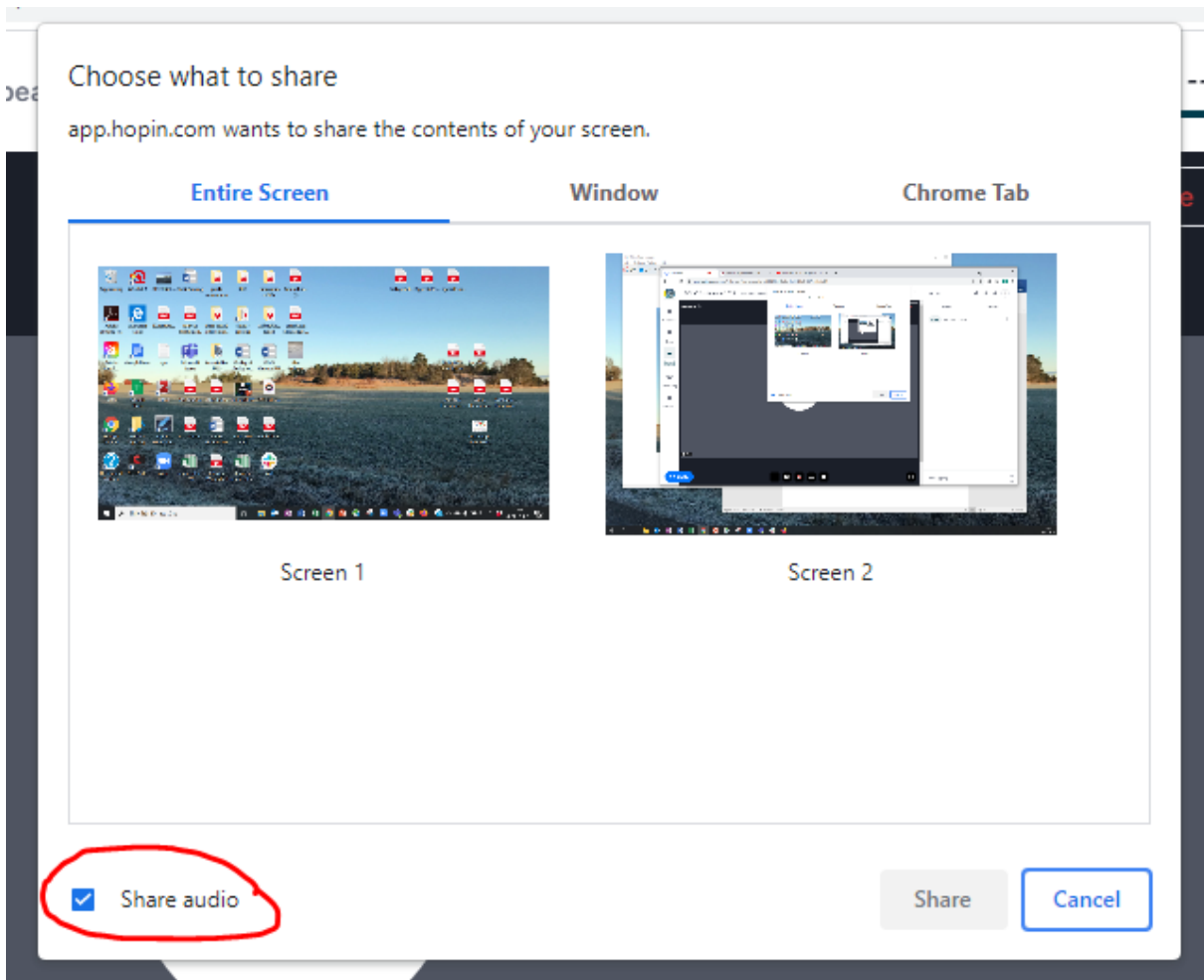
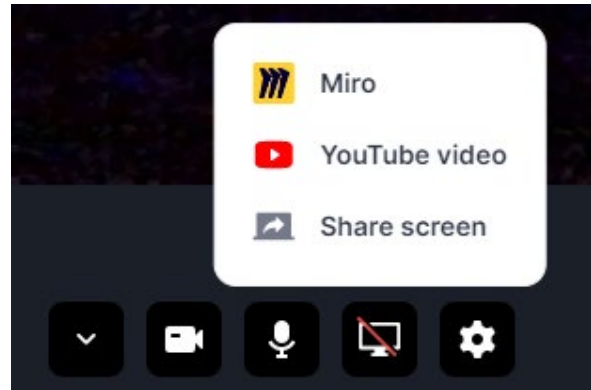
Do note that if you use macOS and you cannot screen share as shown below, your screen recording feature have to be enabled - Please look at this page on how to do that: <https://hopin.zendesk.com/hc/en-us/articles/360057546832-I-can-t-share-my-screen-on-Mac>

Sharing options using Google Chrome:

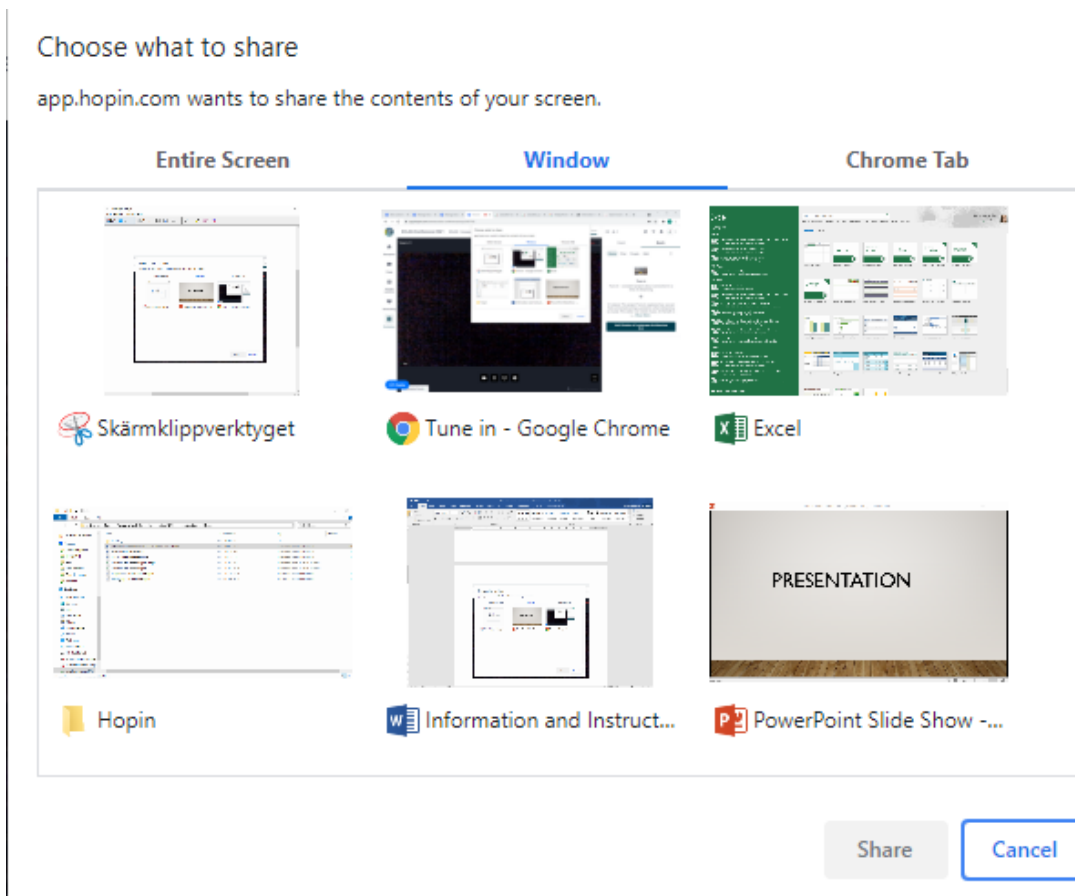
When clicking on the screen share button you get different options. When clicking on “Share screen”, the option at the bottom, you will get a pop up window and several different options.

You can choose to share “Entire screen”, “Window” or “Chrome Tab”.

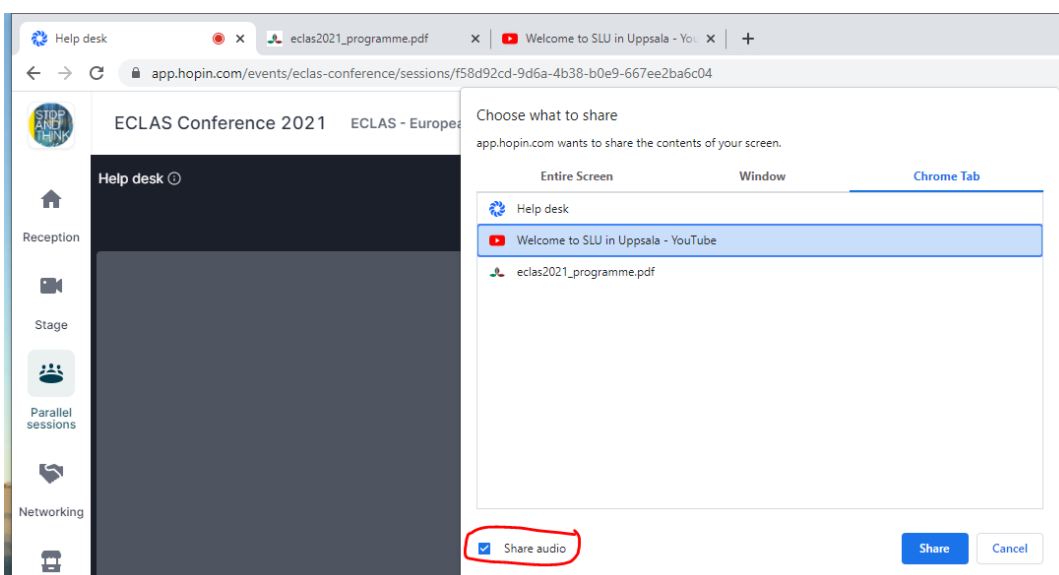
To share “**Entire Screen**” (see picture below for someone that has two screens). Click on the screen you wish to share and then “Share”. If what you wish to share also has audio – don’t forget to click the box “Share audio” at the bottom left.



You can also share a **“Window”** by clicking on the middle option (see picture below). The different programmes you have open on your computer will be displayed, click on the window/programme/document you wish to share and then click **“Share”**. Note that if you wish to share a PowerPoint this is where you will find it (don't forget to put your PowerPoint presentation in **“Reading View”**. This turns your PowerPoint into a movable box instead of it taking up your whole screen - <https://hopin.zendesk.com/hc/en-us/articles/360056527631-Sharing-your-Powerpoint>).

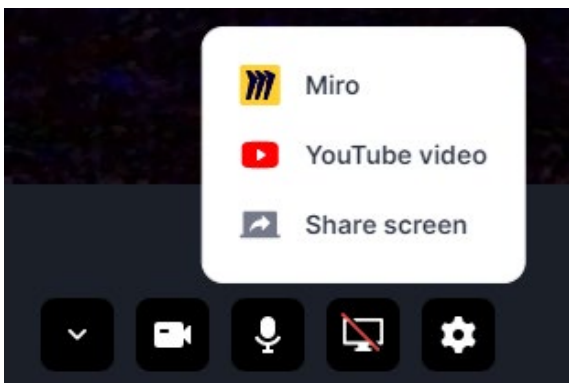


Your third option is to share a **“Chrome Tab”** from your Google Chrome browser. A list of the different tabs you have open will be displayed. Click your tab's headline in the list and then click **“Share”**. If what you wish to share also has audio, as for example a YouTube clip – don't forget to click the box **“Share audio”** at the bottom left before you click **“Share”**. You maneuver your screen share in the tab you are displaying. That is, if you wish to start the YouTube clip, you go to the tab with YouTube and press play in the YouTube feed.

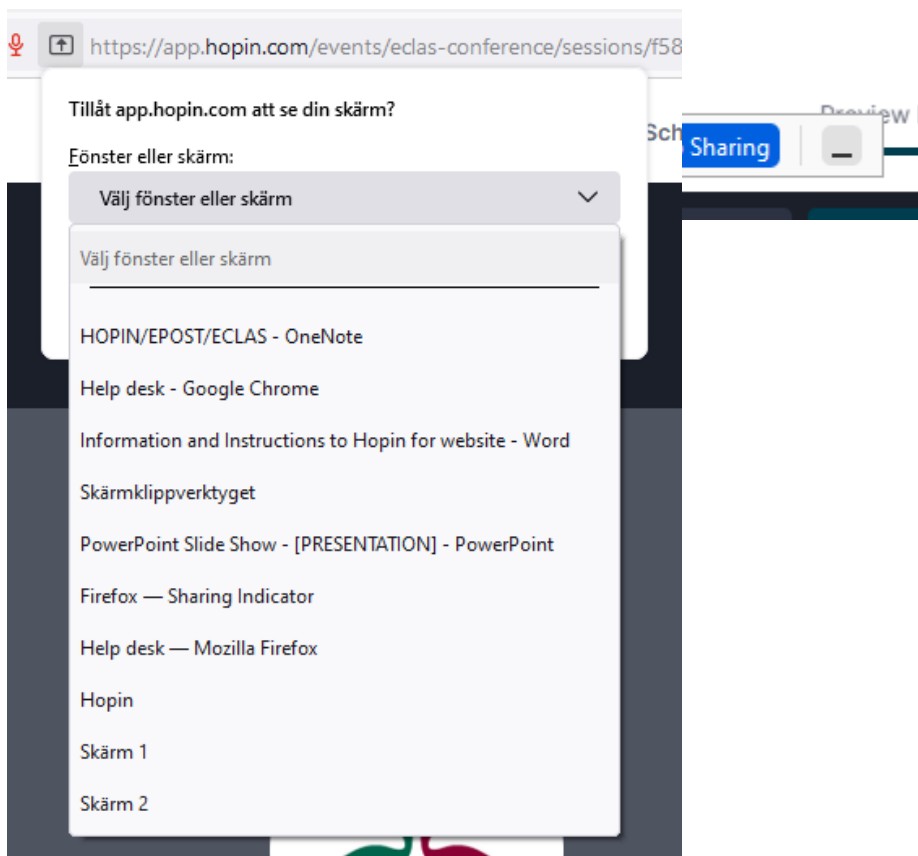


Sharing options using Mozilla Firefox:

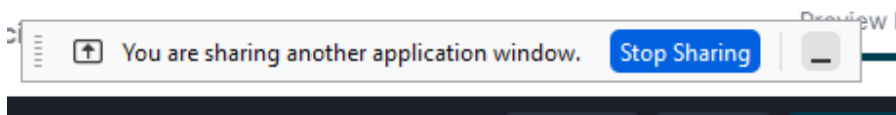
When clicking on the “Screen share” button, third from the left, you get three options.



When clicking on “Share screen” you get a pop up window at the top left, asking for permission to share your screen and what screen or programme/window/document to share. Choose programme by clicking on the drop down menu (see picture below). Click on the title of what you wish to share and then click “Allow”.



To turn off your screen share you click on the screen share button again. If this does not work, please note that a small pop up box might have appear at the top of your browser (see picture). Click “Stop Sharing”.

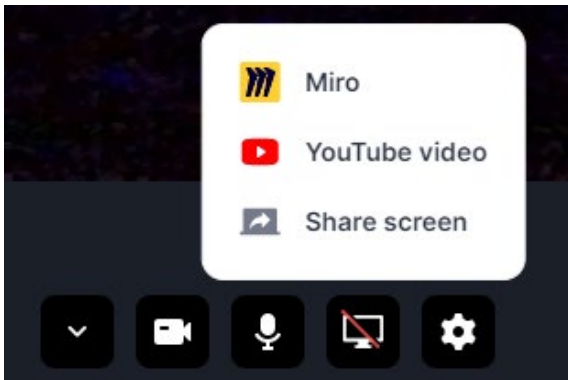


Sharing YouTube video and Miro

Using Google Chrome or Mozilla Firefox, you have the option to share YouTube or Miro as soon as you click on the screen share button at the bottom of your screen. When clicking on “YouTube video” a pop up appears and you can

post the YouTube URL and click “Share video”. This will integrate the YouTube video in your screen and you can press play and pause in your screen in Hopin.

When clicking on “Miro” a pop up appears and you get to log in to Miro, unless you have not done so already on a separate page/tab. You will then be able to choose which Miro board you wish to share.



These instructions are influenced by Ralf Merlin Schmid’s instruction texts to Hopin.

