Hopin – Virtual Platform Provider
Delegate user guide

Overview
Due to the Pandemic, this year's events will be taking place completely virtually and this particular event will be hosted via Hopin.

This user guide has been created to assist you in creating your profile and navigating the platform after you have registered through the CIHT website. In this guide you will find information about creating your profile through Hopin, the features the platform provides, what you have access to during the event, some basic technical assistance and some general FAQ's. If at any point you need clarification or further help, please contact us on conferences@ciht.org.uk or +44 (0)20 7336 1555.

Registration
Once you have registered on the CIHT website, you will then receive a confirmation email with a link in to go through and create your Hopin profile. Please do not share this link with anyone else as it is specific to you and if someone else registers using this link it may result in them taking your place on the platform. After this, you can update your profile including information such as full name, biography, headshot and company which we strongly recommend doing for networking purposes.

Please make sure that you save or take note of your login details including your password to ensure easy access on the day. If you forget your password, you will need to go through *'Forgot your password'* to reset it.

Whilst registering, please note that you will only be able to log into and access the full event 5 minutes before it has officially started. You can still view the general overview, sponsors, schedule, and the booths that will be live during the event on the registration page prior to this.

Technical Requirements
For the best Hopin experience we recommend the following:

- Using Google Chrome or Firefox (Please avoid Brave, Safari, and 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 - test your speed here.

- We recommend attending the event using a laptop or PC, as we cannot guarantee it will work flawlessly on an iPad or mobile.

Hopin Functions

The Reception function is where you will land as soon as you log into the event on once the schedule has started. The Reception area is similar to when you arrive at an event and you step into the Reception area. You can find key information in here such as the schedule – you can add certain presentations and sessions taking place throughout the event into your diary from the schedule should you wish to set yourself reminders.

The Stage function is where the speaker presentations and Q&As will take place. You can check the schedule to see who will be speaking when and on what topic. When a speaker is presenting, the stage will be labelled as 'LIVE' in red.

The Expo function is where you will find our Conference Partners booths. You can view what the exhibitors have in their rooms as well as watch their presentations and chat with them as well.

Please make sure you visit the exhibitors as they will undoubtedly have plenty of content of interest to you.

LinkedIn Group

We have created a closed LinkedIn community group which we would encourage all attendees to join. The group has been made to enable attendees to connect and network before and after the event takes place. It is called 'The Future of Transportation – CIHT Community Group'. When you request to join, the administrator will review and accept your request, but this may take a day or so.

FAQ's

Do I have to download something to run Hopin?
No, Hopin runs in your browser. Just ensure you are using Google Chrome or Firefox for the best experience.

Can I listen to the conference via phone?
No, audio can only be heard through Hopin directly.

How do I know when an area is live and what is happening next?
When an area is "live" according to the event schedule, the red "LIVE" tag will be shown, indicating to attendees where the action is at the time.

What is Hopin Networking? What happens when I click the 'Ready' button?
When an attendee clicks the 'Ready' button, they are matched with a random fellow attendee via face-to-face video chat. Attendees can leave at any time. Conversation partners may decide to share contact information via video call.

What happens when I send an attendee a direct message?
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. If you have received a message the envelope icon will notify you at the top right of your screen.

What happens when I invite another attendee to a video call?
The attendee will receive a direct message letting them know that you have 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.

I could not access the event; can I have a refund?
CIHT is not responsible for diary clashes, internet outages or technical difficulties. If you experience any issues during the event, please reach out to the event organiser via email.

I cannot seem to access the event, what should I do?

- Make sure you have registered and paid for the conference through CIHT.

- Locate your registration confirmation emails from either CIHT or Hopin and try joining through one of them.

- Ensure you are logged into Hopin here: https://hopin.to/ and that you have created your profile.

- Make sure you are using Google Chrome or Firefox and that the application you are using are up to date.

- Close all other browser tabs and applications such as Teams, Outlook etc.

- If you are trying to join from a work device and you know your company have firewalls, try joining from a personal device instead or talk to your IT department.

- If issues persist after going through the above, close everything down, re-boot your computer and try again.

- Contact the events team on conferences@ciht.org.uk for further assistance.