Hopin 101

An Attendee’s Guide to Using Hopin
ACCESSING THE EVENT

The page won’t go live until 5 minutes before the start time, but you will know you have registered when you see Enter event!

You will receive a reminder email with the event link the morning the event goes live.

Click here to be brought to the event page. As you have already registered you should be brought straight to the event page.

If you are logging in from a different device than the one you registered with you will be prompted to enter your email and password.

If you have forgotten your password, you can click Forgot Your Password here to reset it.
When you log in you will be brought to the reception page. This has some general event info, the schedule, and sponsor details.

**Click** on the Reception icon any time you want to come back to the full schedule which you will find under the event description.

**Main Event Chat**
You can engage with other attendees and event hosts in the Event Chat here. If you need any help, let us know in the chat. Please note chat messages are public. Chat is only monitored when the event is live.
From the Reception Page you can go to the Main Stage by clicking here.

You will know there is content on the Main Stage when you can see the Live symbol.

Main Stage Chat
The Main Stage has its own specific chat function which can be used for comments and questions relating to the main stage content. If there is a Q&A element, speakers will be able to see your questions here.
You can find sessions by clicking the Session icon here.

You will know there are sessions taking place when you can see the Now symbol.

Sessions will appear on the Sessions page 15 minutes before they are due to start.

Click on the Session image to join.

The Wednesday and Thursday Networking sessions and the NASAO Board Meeting and State Director Roundtable will be on Sessions.

Session Chat
Each Session also has its own specific chat function which can be used for comments and questions relating to the session content. If there is a Q&A element, speakers will be able to see your questions here.
THE LIVE EVENT – NETWORKING

Ready to meet someone new?
Meet others in a 1:1 conversation. 3 minutes each.
Leave any time.

In the Networking area you can hit the Join button to be matched with another attendee for a quick 3-minute video chat.

Extending the Networking Session
You can extend the meeting by clicking the Extend button. As the button is clicked, the other participant will receive a notification to confirm if they wish to extend the meeting.

If you wish to leave the call, hit the Leave button. This will appear 30 seconds into the call.

If you want to share your contact information with the person you are talking to, hit the Connect button. If you both hit Connect your contact details will be shared with each other.
The Expo Area is where you can find the virtual exhibitor booths. Exhibitors could have live chat in the booth, or they can share a video or presentation. You can search for a specific exhibitor here.

Once you’re in the booth, you can chat to the exhibitor using the chat function here.

If there is no one in the booth and you would like some more information you can send them your contact details by clicking on the Register Interest button.
Here’s how you can make the most of your experience:

• Use **Chrome**.

• Sometimes, third-party extensions can affect the experience by blocking some of the Hopin interface elements. That’s why we also recommend opening the event in **Incognito mode** (command+Shift+N on macOS or Ctrl+Shift+N on Windows) on Chrome.

• Make sure your **ad blockers are off**.

• **Use the chat** on the right-hand side to connect with other attendees and share your thoughts. There is an event-wide chat, as well as a chat for the main stage, each individual session, and each expo booth. **Please note, this is visible to everyone attending the event.**

• If you are having trouble seeing or hearing content, please refresh the page. If the problem continues or you have other troubleshooting issues, please let us know by emailing **support@nasao.org**.

**Want to Learn More? Watch the Attendee Experience Demo:**
https://www.youtube.com/watch?v=JgGVOlbOPUU