



## GENERAL FAQs

### Q. How do I access the Strategies conferences online?

**A.** As a registered attendee, you will receive an email from “NASPA <no-reply@hopin.to>” with the subject line “Invitation to Online Event – 2021 NASPA Strategies Conferences” which will give you access to the official conference in Hopin.

If this is your first time using the Hopin platform, you will need to click the blue “Create account & join event” button to enter the conference. If you have previously attended an event on Hopin, you will click the blue “Login & join event” button to access the conference.

You've been registered to attend **2021 NASPA Strategies Conferences** by NASPA



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## **Q. What technology do I need?**

**A.** Hopin runs in your web browser; you do not need to download any software for this. An internet connection that allows you to participate in a Google Meet or Zoom call should be sufficient for the Hopin platform.

Google Chrome or Mozilla Firefox are the preferred browsers for the event platform. Please ensure you have the latest version of your browser installed.

Web browsers in mobile devices (Android and iOS) are supported with limited capabilities, but a desktop experience is highly recommended.

## **Q. Can I join a Hopin event from a mobile device?**

**A.** Yes, Hopin's web app is available on mobile devices with limited functionality. You are able to view the Main Stage, access the Conference Rooms and Exhibit Hall, chat, and use the Networking features of your event.

For the best experience please use a laptop or desktop computer with Chrome or Firefox.

## **Q. What time zone is the conference?**

**A.** Our conference is taking place on Eastern Standard Time, but please note - the Hopin platform automatically updates the conference time and schedule to match your local time.

## **Q. How can I access the program book?**

**A.** The program book can be found [here](#). You will also have access to the program book in the "Conference Lobby" of the event.

## **Q. How do I attend a session and when will I gain access?**

**A.** Live sessions will take place in the "Conference Rooms" area of Hopin. Additional on-demand content and poster sessions are located in the Exhibit Hall.

You will be able to access the session 5 minutes before it's scheduled to begin. Click on "Conference Lobby" at any time to see the full schedule and to build your personal calendar. When a session is currently occurring, it will be noted with a red "Now" button on the schedule.

**Tip:** During the presentation, you can double-click on the video area to expand the speaker or screenshare view.

## **Q. Will I be able to see other participants in my session?**

**A.** Participants will be able to see the names of those who are in the room and can reach out via the "Session Chat" or direct message.

## **Q. Will sessions be recorded and will I have access?**

**A.** Most content sessions will be recorded and registered conference attendees will be able to access recorded sessions, whether you attended the session originally or not. We will provide you with additional information after the conference concludes.

## **Q. Will closed captioning be integrated into any/all presentations?**

**A.** During registration, all attendees provided or updated their accommodations for event participation. We have monitored and followed-up on access accommodation requests. All of our on-demand content is captioned, but live sessions will not be captioned. Prior to hosting live content recordings, we will add captions to these recordings.

## **Q. Where can I find conference information and announcements?**

**A.** Important conference information can be found in the “Conference Lobby”. Event announcements will be posted in the “Event-Wide Chat” and highlighted in purple.

## **Q. How do I join a discussion with live audio and video?**

**A.** Sharing audio and video is possible in live sessions and during dedicated sponsor engagement time.

1. **Moderated Sessions:** Most of our live sessions are moderated, which means you will need to be approved before you can share audio/video. When prompted by the presenter, click on “Ask to Share Audio and Video” and then “Share Audio and Video”. For Open Sessions, you can simply “Share Audio and Video”.
2. If you haven’t allowed access to your camera or mic in the event, you will be prompted to do so at this time.
3. Once you see yourself on the session screen, you’re live to the audience.

## **Q. Can I interact with other conference attendees during Strategies?**

**A. Yes. All sessions will have a chat box where you can ask questions and interact with your peers.**

1. The event-wide chat is for conference announcements, general Q&A’s and dialogue. The event-wide chat is accessible in every area of the platform.
2. The main stage chat is for discussions specific to the featured presentation happening on that stage. Stage chats are where you can ask our keynotes and plenary speakers questions during the live Q&A portion of each presentation.
3. The session chat is specific to each conference room you’re in and will only display to those who are that session with you.

You can type the @ symbol and a few characters of an attendee’s first name to highlight that person’s name and profile within the chat stream. The mentioned attendee will not receive a notification.

In the public chats, as in all online communication during Strategies, registered attendees have agreed to follow our [Code of Conduct](https://www.naspa.org/files/dmfile/Strat_-_Event-Code-of-Conduct.pdf) ([https://www.naspa.org/files/dmfile/Strat\\_-\\_Event-Code-of-Conduct.pdf](https://www.naspa.org/files/dmfile/Strat_-_Event-Code-of-Conduct.pdf)).

**Q. Since presenter and attendee emails are not shown when viewing profiles, how will people be able to contact each other during the conference?**

**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. The envelope icon (top right) will inform them of a new message.

You can also start a private video meeting once you click on an attendee's profile photo. For private video meetings, you can share your meeting url with up to 3 additional people (5 participants, or 4 participants and a screen share).

**Q. How does “Speed Networking” function?**

**A.** The speed networking area is an opportunity to meet 1:1: online during the conference. Similar to an experience that feels like FaceTime or Hangouts, Hopin pairs two people over a direct video call.

When you click the “Ready” button you are matched with a random fellow attendee via face-to-face video for 3 minutes. You both can choose to extend your meeting or leave and connect with someone new.

To share contact information with each other, click on the “Connect” button. If both of you click “Connect,” you can find each other's contact information (email address and social media) via the Connect section of your Hopin profile during and after the conference.

**Q. Why can't I leave my speed networking 1:1 chat with someone?**

**A.** In Speed Networking, sometimes the “Leave” button might not be visible right away when you first meet someone. This is because there is a minimum amount of time each conversation has to last before you can choose to end the call.

If you don't see the button right away, enjoy the conversation and it will become available very shortly.

## **Q: Why should I visit the Exhibit Hall?**

A: The Exhibit Hall is live throughout our conference days. You can visit the Exhibit Hall anytime and click on each exhibitor booth to visit with NASPA Strategies sponsors, exhibitors, and partners. Please check the schedule for dedicated live exhibitor hours. On-demand content and poster sessions are also available in the Exhibit Hall.

## **Q. How can I get help during the conference?**

A. NASPA staff will be available for support throughout the conference. You can pop into the [NASPA Information Lounge \(https://meetings.ringcentral.com/j/1494414780\)](https://meetings.ringcentral.com/j/1494414780) during the following times:

- Tuesday, 1/12: 2:00pm - 6:00pm ET
  - Wednesday, 1/13: 10:30am - 6:00pm ET
  - Thursday, 1/14: 10:30am - 6:00pm ET
  - Friday, 1/15: 10:30am - 1:30pm ET
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## **PRESENTER FAQs**

### **Q. Are there options for breakout rooms or virtual backgrounds in Hopin, similar to Zoom?**

A. Breakout rooms and virtual backgrounds are not supported in the platform. All conference rooms will be displayed in gallery view (think *Brady Bunch*) and presenters can allow attendees to share their video and audio on screen.

### **Q. When presenters join their session, does it launch for attendees at the same time, or do the presenters have a "practice" space?**

A. Presenters can access their "room" by clicking on their direct link 15 minutes before the scheduled start time and can practice in that environment. The room will open 5 minutes in advance and attendees can begin to filter in.

### **Q. If there are multiple presenters, are any of the presenters able to set up their session, or just the coordinating presenter?**

A. Yes. All registered presenters will have moderator permissions and access to the shared live session. All presenters assigned to a room will be able to add a PDF link to handouts in the session chat, set polls, answer Q&A, etc. Remember that each presenter must accept their invitation to enter Hopin before entering their live session.

### **Q. How do we know what day and time our session will take place?**

A. This information was emailed to all presenters in mid December. Additionally, each morning, presenters will receive an email confirmation from NASPA with the date and time of their session(s). Please add the date and time of your session in your personal calendar.

## Q. Will someone from NASPA make comments before the session starts (e.g. review technical info) and introduce the presenters?

A. Much like the place-based conference, only keynote speakers will be introduced before their sessions begin. Other general session presenters will be responsible for beginning their sessions and introducing themselves, as well as managing the time of the session.

You can decide how you want to run the session and inform attendees at the start of the presentation how you would like them to engage. It may help to leave 10 minutes at the end of your presentation to review submitted questions and answer them out loud as part of a final Q&A.

## Q. In the event of a technical issue during the presentation, where should I seek help?

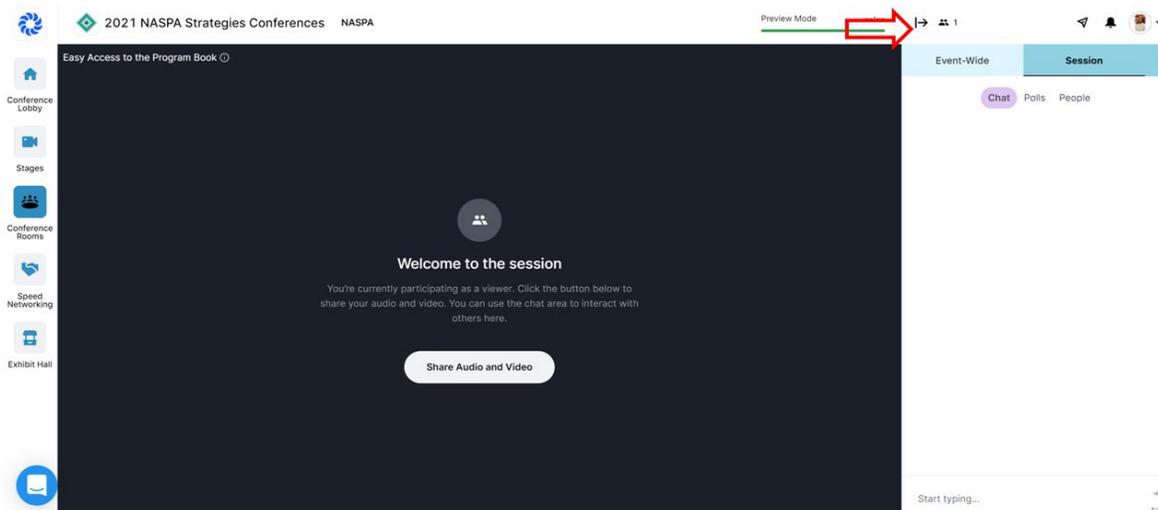
A. A NASPA staff member will join the presenter team prior to the start of the session to check in and assist with any issues or answer questions. If you need assistance once the staff member leaves, you can send a direct message to a Conference Staff member via the Event-Wide “People” tab function or you can pop into the [NASPA Information Lounge \(https://meetings.ringcentral.com/j/1494414780\)](https://meetings.ringcentral.com/j/1494414780) for assistance.

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# TROUBLESHOOTING TIPS

## Q. My session-window is too small. | How do I minimize chat?

A. Currently, we are unable to view sessions in full screen. What you can do is click the |→ button in the top right of your browser to minimize the chat. You can click on the button a second time to open chat again.



## Q. I'm having trouble creating my profile. What should I do?

**A.** When you click on your Hopin invitation and enter the event platform, you will have the option to complete your profile information. If you can't finish this process, or run into any errors, close the browser, return to your email and click on the blue "Login and join event" button from your email. You should be able to complete your profile information here and can join the event.

## Q. I'm getting a 500 error or a 404 error. What should I do?

**A.** Whenever you run into a 500 error or 404 error, please try the following tips:

- Refresh your web browser
- Restart your web browser
- Sign out of your Hopin account and sign back in
- Restart your computer

If you're still experiencing errors, contact Hopin support using their Intercom chat located on the bottom left panel of the event platform (image below) or pop into the [NASPA Information Lounge](https://meetings.ringcentral.com/j/1494414780) (<https://meetings.ringcentral.com/j/1494414780>) for assistance.

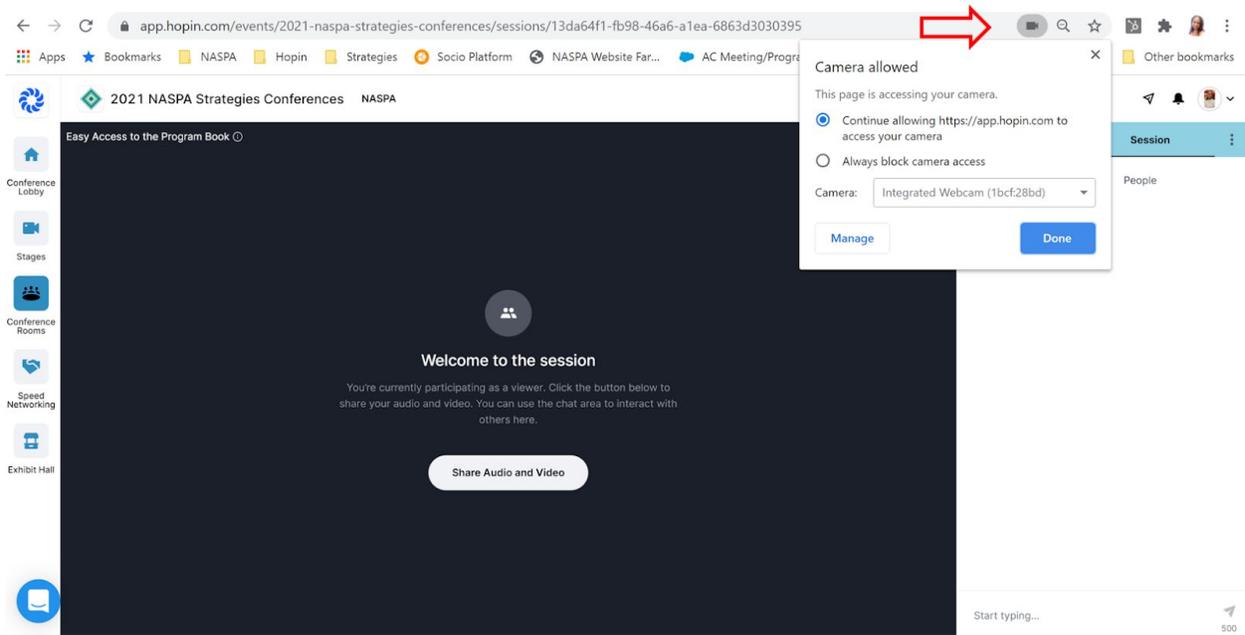


## Q. What happens if I'm having video/audio problems?

**A.** To appear on screen in a session or exhibitor booth, you'll be prompted to select your audio and video device so that people can hear and see you. If you are unable to select your AV options, it is probably because you need to give browser permissions for Hopin to access your AV devices.

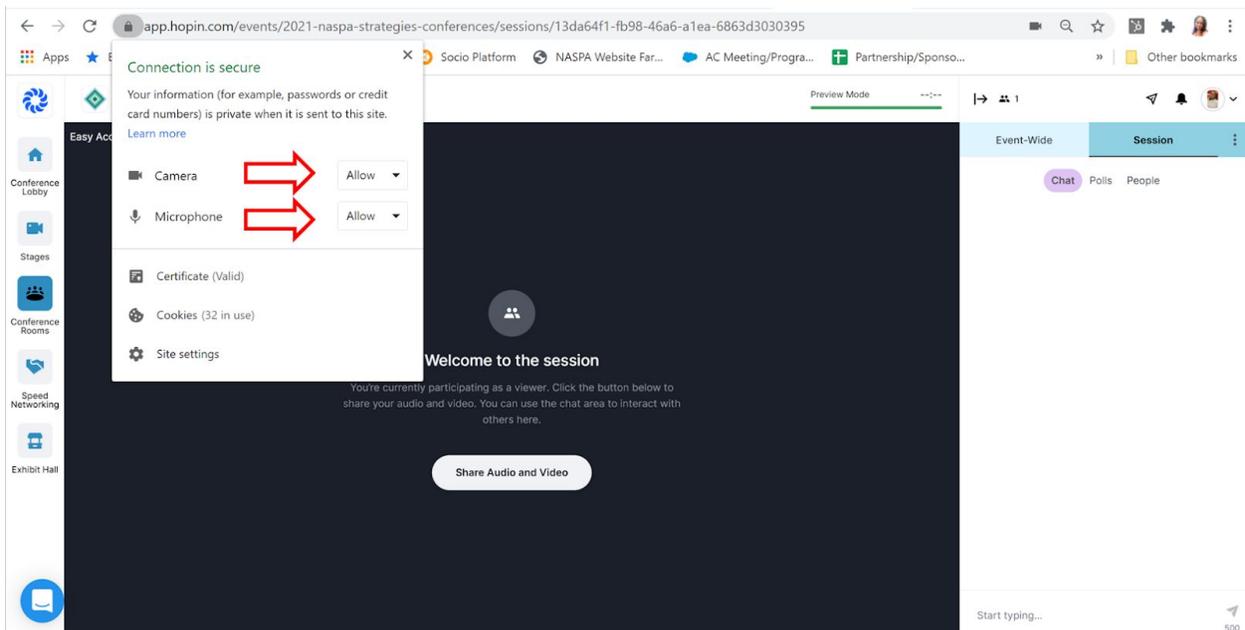
First, please be sure that you are using Firefox or Chrome (preferred) and that it is up to date. If that doesn't work, be sure to give browser permissions in Chrome:

- In the URL bar, find the video camera icon and click it. A dropdown modal will appear like this:



Make sure your camera and microphone are allowed for <https://app.hopin.com>

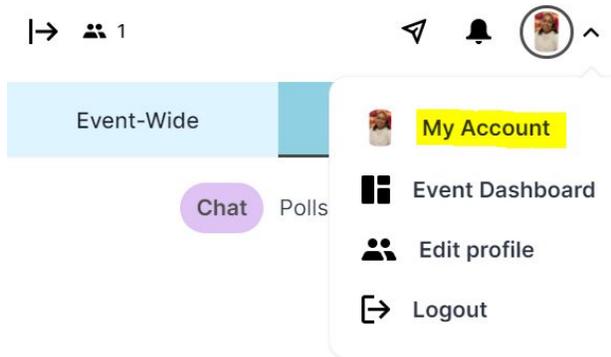
You can also check the lock-symbol next to your browser's URL-Panel (where you enter websites like [www.google.com](http://www.google.com)) – to allow access to microphone/camera.



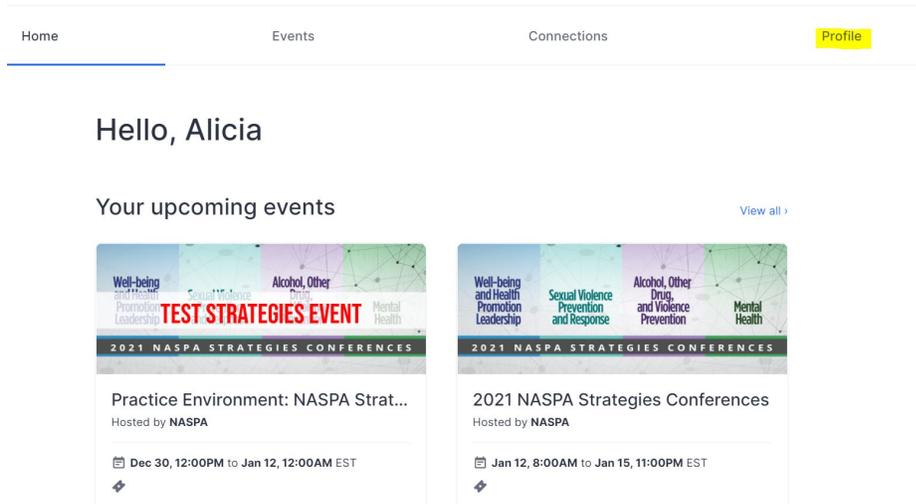
## Q. How do I set up or change my Hopin password?

A. To change your Hopin account password, you can do the following:

1. Click the icon in the top right with your profile picture or initials.
2. Click on My Account:



3. Click on Profile



4. Click Change Password

Email

amontague@naspa.org

Change password

Social profiles

Twitter

5. Enter your password in both fields and click Save

You can view additional Troubleshooting Tips at [Hopin](#).