



University of  
St Andrews

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## Accommodation Conferences and Events

*Quality conferences and events  
intertwined with technological  
advancement*



# Moderator Guide to Hopin

## WELCOME TO HOPIN

As part of our additional support to have the capability to continue to host conferences and events in a virtual environment, the Accommodation, Conferences and Events team are here to offer solutions for virtual and hybrid events.

### Top Tip

*Use the latest version of Google Chrome or Mozilla Firefox as your Desktop (web )browser, Hopin may not operate optimally in other browsers such as Internet Explorer, Edge and Safari.*

*Attendees can access via Mobile Devices, but this offers limited compatibility for Speakers and Moderators.*

*Android - Google Chrome*

*iOS, iPadOS (Apple) - Safari*

## GETTING STARTED

### Accessing the event

When you receive an invitation email to the event from Hopin, please click on Accept Registration - this will automatically generate a confirmation email and give you access to the event. Please accept registration as soon as possible. We need time to add you as a moderator before the event.

### Event updates

You will receive a reminder 60 minutes before the conference or event is due to begin, and there will also be a link to access Hopin. A chat option is also available in the main lobby before the event begins.

If you have not managed to register or have not received a confirmation email with event link, please email [aceteam@st-andrews.ac.uk](mailto:aceteam@st-andrews.ac.uk) at least two hours before the event.



Dear Kerry

You've been registered to attend the Academic Fayre 2020.

Representatives from academic schools and departments will be available to chat to students about their chosen modules. Students who are still unsure about their module choices can also get advice and guidance.

Please click the "accept registration" button below to confirm your attendance.



Academic Fayre 2020

hosted by University of St Andrews

Accept Registration



Dear Kerry

Academic Fayre 2020 will begin in less than 60 minutes.

When it's time, you can join the event using the button below.

Access event

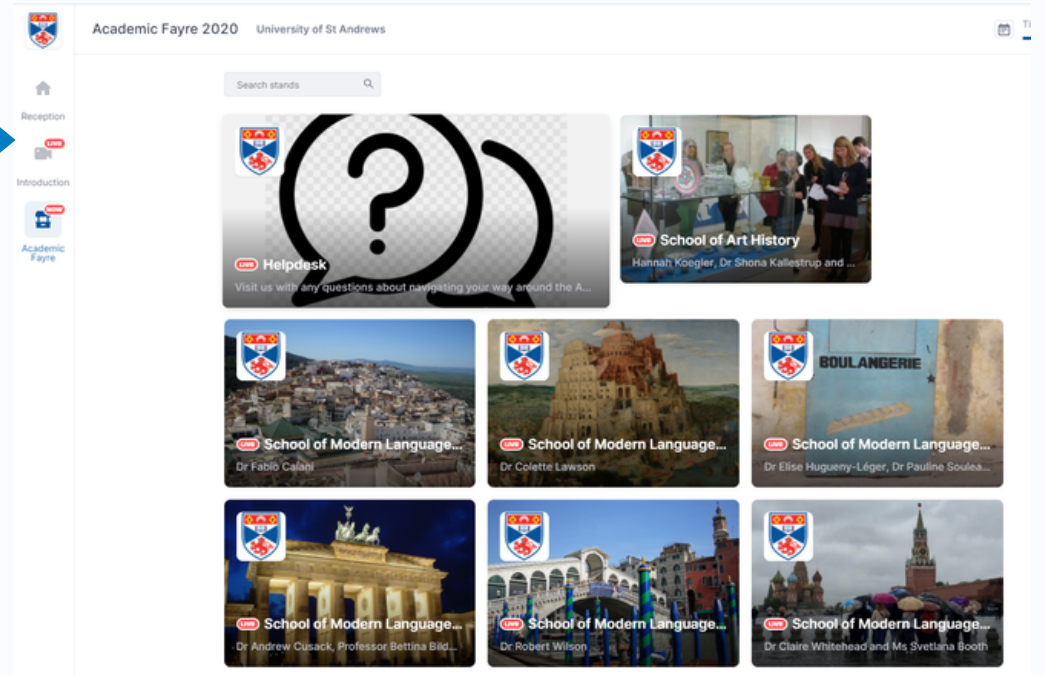
Please use Chrome or Firefox browsers for optimal experience. Explorer, Edge and Safari are not recommended.

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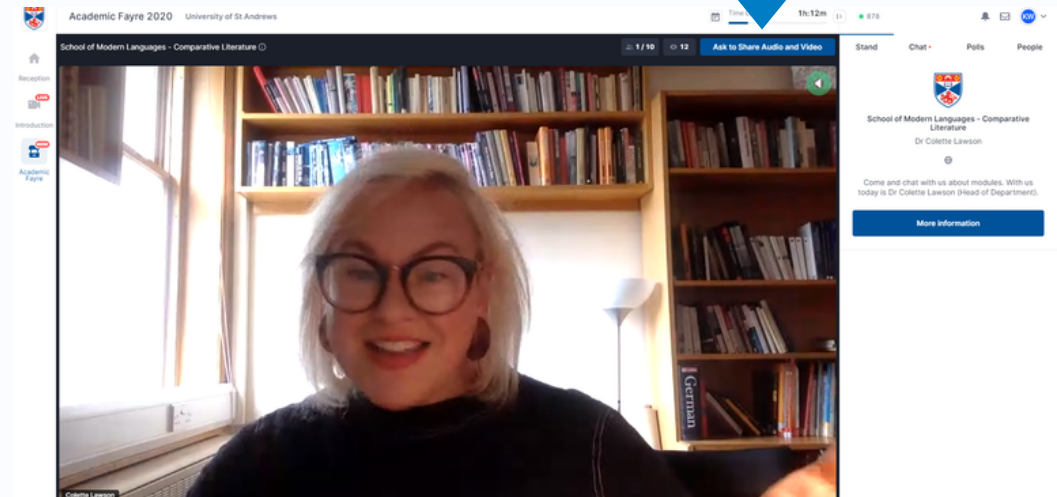
## Accessing the event

When you enter the event, you will find yourself in the reception area and you will be able to see options down the left-hand side of your screen: reception, introduction and your fayre.



## Accessing your event as a moderator

Please click on the image for your stand and you are in! There is an option asking to share audio and video - click on the button and you are ready to present.



### Top Tip

***Please remember that the stands are not private! Once you are in your stand, visitors can see and hear you even if they don't have their video or audio switched on. You can see how many are watching by the number beside the eye symbol on your screen***

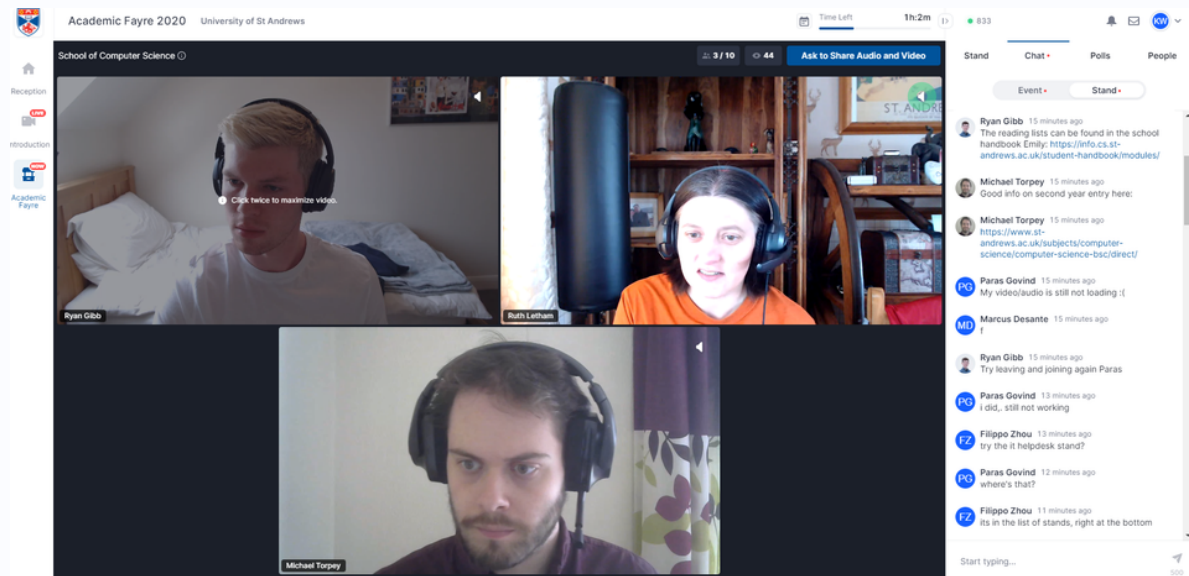




## Controlling access to your stand

You have moderator access and with that can control who can talk to you and be heard and seen by others listening in the stand. You also have a chat option in your stand where you can chat with all visitors.

In the unlikely event that you need to have an attendee removed, please contact one of the ACE team event organisers which you can do in several ways. Please see information below.

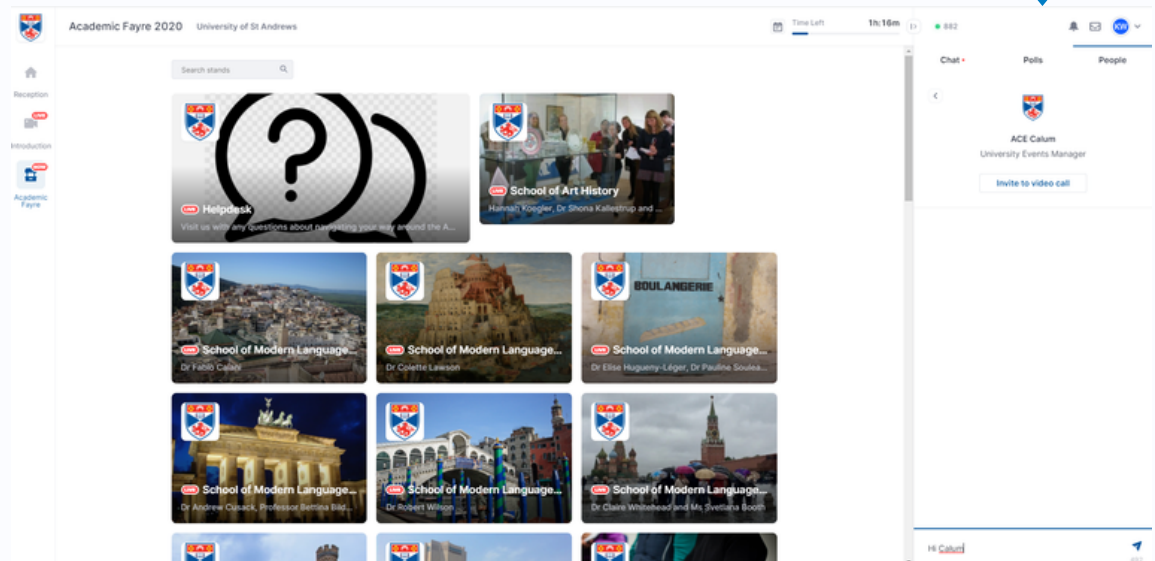


## Getting help during your event

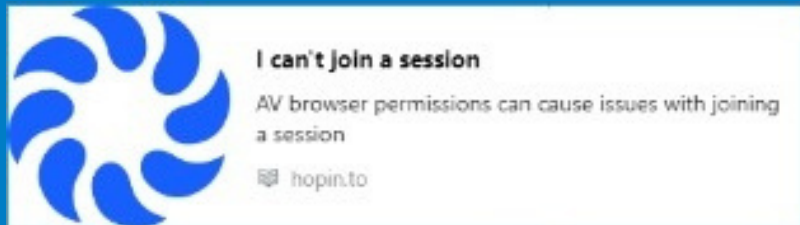
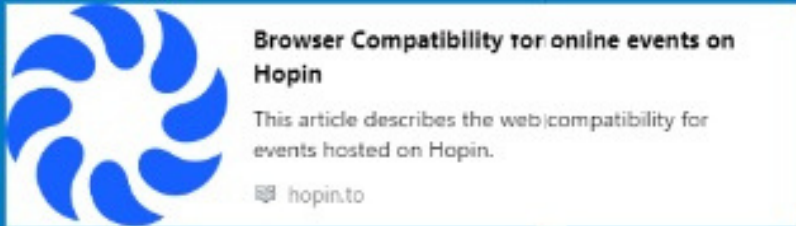
ACE team members are behind the scenes to provide support and help when required. A list of contacts will be available prior to the event.

If you have a question and cannot or do not want to leave your stand, then please just use the direct message within the “people” tab and they will be able to respond.

You can also use the direct video call function which will allow attendees to start one-on-one video calls with each other within the “people” tab.



# User Support Information - Hopin



## Accommodation, Conferences and Events

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