

EU|UK FORUM

Your Virtual Event Guide

✓ Access to the event

- You will receive a unique URL which will take you directly to the event the day before the event.
- If you have any issues with access, please email info@eu-ukforum or call Rebecca Matheson on +44 (0) 2920 783 078

✓ Have your tech ready

- The platform uses WebRTC and works optimally on **Google Chrome** and **Mozilla Firefox**. It is also possible to use the latest version of Microsoft Edge.
- A laptop or computer should be used to be able to use all the interactive features, but the conference can also be watched on a phone or tablet.

✓ Join the Event

- The platform will open 30 minutes before the event is due to start. To gain access, please click the unique link in the reminder email that you will receive the day before the event.
- Use this time to fill out your profile so other delegates know a little about you. You can connect your Twitter account or LinkedIn profile here if you wish and upload a photo of yourself.
- You will find the schedule and speakers of the day displayed on the reception page. Once the event has begun, you will see the stage labelled 'LIVE': click to join.
- Be an active participant! Do not hesitate to respond to speakers and moderators' questions & ask questions via the chat function.

✓ Troubleshooting

If you experience any technical difficulties, please do try the following:

- Are you using a media friendly browser? Our virtual event offering works best on Google Chrome and Mozilla Firefox, but can also be accessed on the latest version of Microsoft Edge.
- Clear your browsing data - this can be done by pressing CTRL+SHIFT+DELETE.
- Refresh your browser, either by clicking the refresh button at the top of your browser page to the left of the address bar, or by hitting F5.
- Log out of Hopin, and log back in.
- Are you connected to the internet via WiFi? If possible, connect via a wired network, or ethernet cable. This will help to stabilize your connection.
- Close out of any other web browsers that you have open.
- Make sure your system is flash enabled.
- No sound from the broadcast? Check to make sure your tab is not muted by right clicking on the tab at the top of the page. Check your computer settings to ensure you're connected to the correct output speakers or headphones.