DIGITALEUROPE

DIGITALEUROPE EVENT

Security in the digital age: how can the public and private sectors combine to drive innovation?

13 APRIL 2021 | 10:00 - 11:30 CET | ONLINE

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 anna.harrison@forum-europe.com or call +447 590 612 825

✔ 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 at 09:30am CEST - 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 make comments via the chat & ask questions via Q&A 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.
- Are you using a work device? It could be that your device has a VPN or firewall for security purposes that is blocking the platform. Please check the settings of your VPN or firewall, if you have one enabled. You may have to ask someone in your IT department to look at this for you.
- 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.

✔ Using the Platform

For this event, we are using the industry leading platform, **Hopin.**
This enables multiple ways of interacting with content, other participants and speakers.

Key tools & spaces include:

STAGE	The main **'Stage'** will host the full session.
NETWORKING	The **'Networking'** feature connects you with other attendees via video. If both participants 'connect', contact information will be exchanged for follow up - this will be open for 30 minutes following the conclusion of the session
CHAT	The **'Chat'** function will appear on the right of your screen. The **'Stage'** tab should be used during the session, whilst the **'Event'** tab is to communicate with everyone in the event more generally.
Q & A	The '**Q & A Function**' will appear on the right hand side of your screen**.** The **'Stage'** tab should be used during the session. Please post all questions for speakers here.
PEOPLE	The **'People'** tab will show you who is registered for the event, and a green dot beside their name indicates that they are online presently. Click on someone to find out more information, start a private chat, or invite them to an on platform meeting. You can add up to four other participants to a scheduled meeting.
NOTIFICATIONS	On the top right of your screen, next to your profile image, you will notice 2 icons (see above). The 'plane' on the left indicates when you have a new private message from another participant. The 'bell' on the right will indicate when a session you have added to your schedule is about to commence, and inform you of incoming invitations to private meetings.