

Your Virtual Event Guide

✓ Access to the event

- You should have now received your unique access link to the platform in an email from the Event Manager.
- If you have any issues with access, please email fetsa-conference2021@forum-europe.com or call +44 (0) 7484733644.

✓ 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 09:00 CEST on 12 April, 30 minutes before the event is due to start, and will remain open until the event closes at 16:00 CEST on 14 April. To gain access, please click the unique link in the reminder email that you will receive ahead of the event.
- Don't forget 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.
- Visit the supplier partners in the 'Expo' area. You can watch highlights videos, view documentation (click the arrow under the highlighted information), participate in various active polls across the expos and chat with representatives.



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 opening, keynote speeches and panel discussions.
NETWORKING	The ' Networking ' feature connects you with other attendees via video. If both participants 'connect', contact information will be exchanged for follow up.
CHAT	The ' Chat ' function will appear on the right of your screen. The ' Stage ' tab should be used during the keynote speeches and panel discussions whilst the ' Event ' tab is to communicate with everyone in the event more generally.
EXPO	Drop into the Expo booths just like you would at a physical conference to discover what our supplier partners are demoing & chat with representatives.
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.