

University of St Andrews

Hopin User Guide



University of
St Andrews

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HEIRNETWORK
HIGHER EDUCATION INSTITUTIONAL
RESEARCH NETWORK

Introduction

The University of St Andrews warmly welcomes you to the 2021 Higher Education Institutional Research (HEIR) conference.

Since the University's foundation in the 15th century we have welcomed scholars from across the world to St Andrews to study, teachers to teach, and students to learn, a tradition that continues today, with more than 130 countries represented in the 2020-2021 student population. Our fundamental goal has always been to attract and nurture the best staff and the most promising students from around the world, and provide an environment in which they can produce their best work for maximum societal benefit.

As a truly international and world-class university, our ambition is to be a beacon of inclusivity. We are committed to the principles of respect and fair treatment for everyone, eliminating discrimination and actively promoting equality of opportunity and delivering fairness to all. As a University, we aim to act ethically, transparently, sustainably, and for the wider public benefit at all times. This broad commitment to social responsibility and sustainability shapes our policies, practices, and respect for our environment.

In our 7th century we strive to be a World-leading, Entrepreneurial, Diverse and Global institute, living up to the University motto, 'Ever to Excel.' We are therefore delighted to welcome colleagues from the UK, Ireland and beyond to the University of St Andrews for the 2021 Higher Education Institutional Research (HEIR) conference on Inclusive Institutional Research.

The conference will provide a forum for institutional research enthusiasts and practitioners to share the best evidence-based ideas and practices in enhancing inclusive learning and teaching and management decision making within Higher Education. On behalf of the members of the St Andrews HEIR Conference Organising Committee and the HEIR Network Planning Group we hope that you enjoy our conference and that the experiences you gain will contribute to increased inclusivity across UK and Irish higher education institutions.

This document provides guidance on the use of Hopin, the conference software that will be used to host the HEIR 2021 conference.

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System Requirements

Google Chrome is required for the HEIR 2021 conference, as it ensures that you will have access to the full functionality of Hopin and therefore a more enjoyable experience.

Installing Chrome on Windows

[Download the installation file.](#)

1. If prompted, click **Run** or **Save**.
2. If you chose **Save**, double-click the download to start installing.
3. Start Chrome: On **Windows 10**: A Chrome window opens after everything is done.

Installing Chrome on Mac

[Download the installation file.](#)

1. Open the file called "googlechrome.dmg." In the window that opens, find Chrome .
2. Drag Chrome to the Applications folder.
You might be asked to enter the admin password and if you don't know the admin password, please drag Chrome to a place on your computer where you can make edits, like your desktop.
3. Open Chrome.
4. Open Finder.
5. In the sidebar, to the right of Google Chrome, click Eject .

Checking your home network

Check your internet speed and network. Hopin recommend a minimum of 5mbps download and 2mbps upload. Ideally, we like to see 30mbps download and 10mbps upload or higher for the best quality. [Test your speed here.](#)

iOS and Android users

Hopin is only available for delegates, speakers still require to access the conference using a laptop or desktop. If you would like to watch the conference using a mobile device, it can be installed from the Apple App Store and Google Play Store.

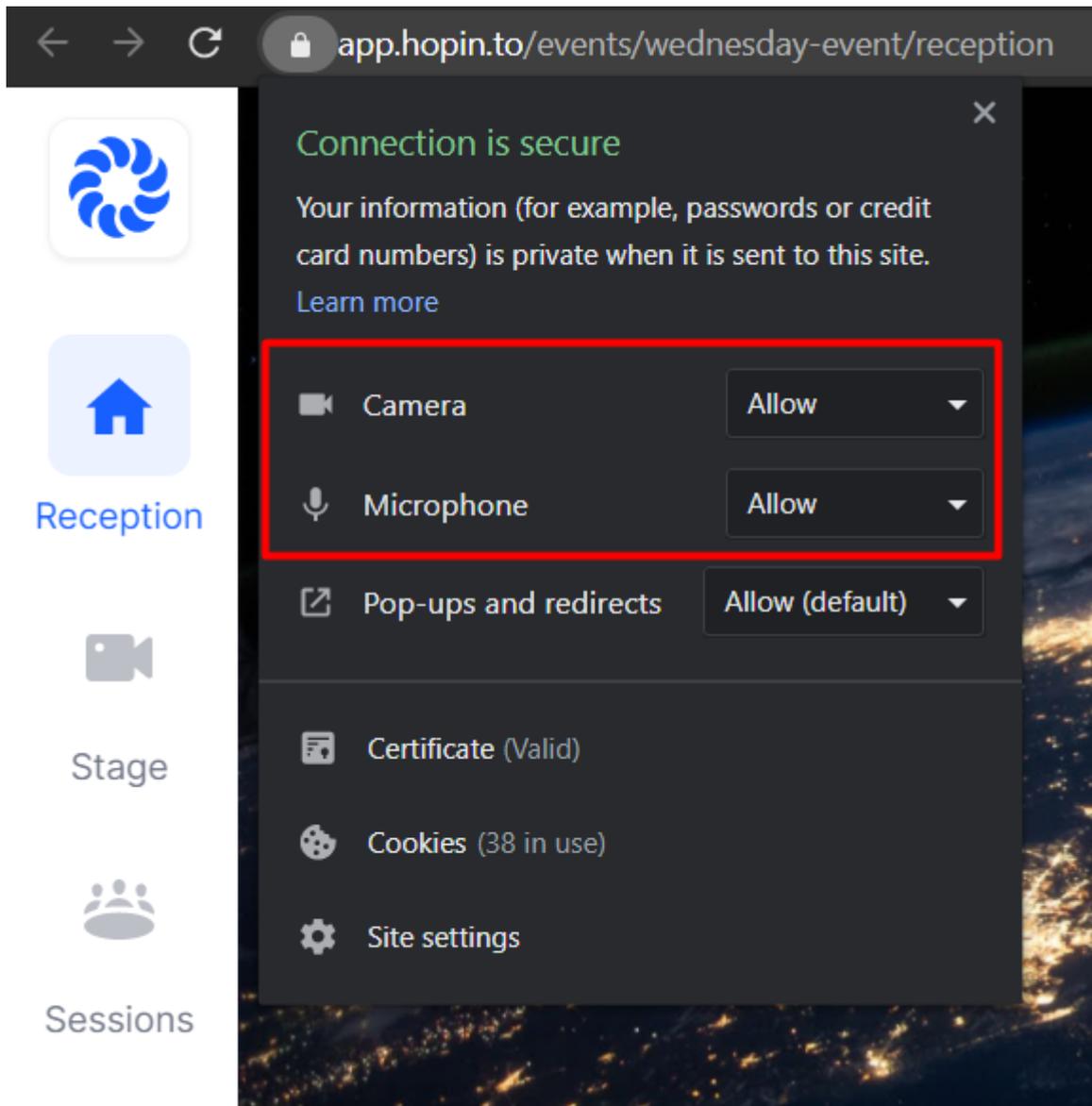
Please note that all speakers are required to use their laptop/desktop as the app has limited compatibility for sharing content.



Browser Requirements

Before attending the event, please ensure your browser and computer are set to share audio and video. If you are unsure on how to do this, please follow the steps below:

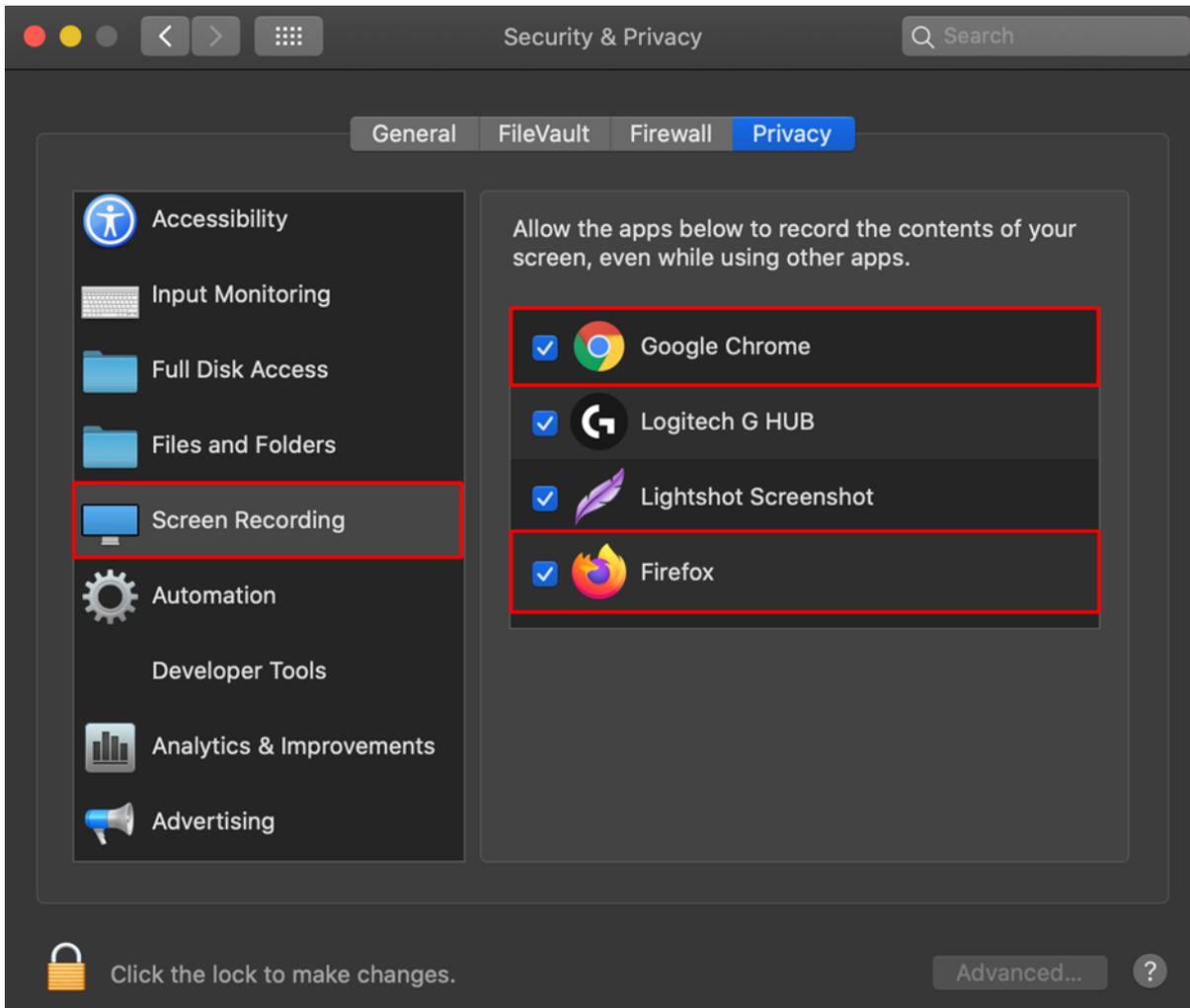
Click on the padlock icon next to the URL field and make sure *Camera* and *Microphone* are set to *Allow* for app.hopin.com web page.



Additional steps are required for all MacOS users running Mojave 10.14, Catalina 10.15 and Big Sur 11. These steps involve enabling the “Screen Recording” option within system preferences, which will allow attendees and presenters to successfully share their presentation or screen where appropriate.

Screen Recording

- Open the *System preferences*
- Navigate to *Security & Privacy* and select *Privacy*
- Choose *Screen Recording* and allow browsers to record the contents of your screen



Once the permissions are granted, your browser will be able to choose any applications for screen sharing.



Accessing Hopin

Our Accommodations, Conferences and Events (ACE) department will use the details provided during conference registration to generate various emails for the event.

These include:

- ‘Invitation to event’ email – this email will include an ‘Accept registration’ button. Please click the ‘Accept registration’ button immediately to confirm your registration.
- ‘Registration confirmation’ email – this email confirms your successful registration. Use the link contained within the email to access the conference. You can also use this email to add the event to your calendar, or save it for fast access to the event on the day
- Once registered, you will also receive reminder emails in preparation for the start of the conference.



Hello [REDACTED]

Thank you for registering for Dhani - Test for HEIR 2021 - Demo 23 Aug.

To confirm your registration for the event, please click on the Accept Registration button below **now**.

You will then receive a verification email containing a link whereby you can join the conference.

Please click on the link in the verification email in order to join the event.

The verification link is only **active for 10 minutes once selected**. If you leave the conference after this time, the verification link will have expired. In this event, please click on the link in the original verification email and you will be issued a new link to access the conference.

We recommend that you use Google Chrome as your browser, or Firefox.

We look forward to meeting you!



If your “access the event” link expires (10 minute duration)

If the link within the ‘Registration Confirmation’ email (see image below) has expired, and/or you have logged out of your Hopin account during the conference, a new verification email will need to be triggered and re-sent.

You can request a new event link by selecting the “Confirm & Join Event” button in the same email and await a new verification email containing your new event link

HEIR 2021 - Demo 23 Aug
by University of St Andrews

Just one final step to complete your registration - please click the button below to reserve your ticket.
Until you click the button (or access the link) below, you will not be fully registered for this event.
Please note that your unique link in the button below **will expire in 10 minutes**. Upon expiry, you can click the same button again to send a new verification email with the new link.
When the event starts, you can use this same link to join the event, going through the same verification process.
Please note that this link is unique to you and should not be shared with anyone for your own security.

[Confirm & Join Event](#) [+ Add to Calendar](#)

If you are experiencing issues in joining the event by clicking the button above, please copy and paste the following URL directly into a browser tab.
https://hopin.com/magic_links/c79118c0-c18e-49b1-9a6f-471447e0cdc/accept

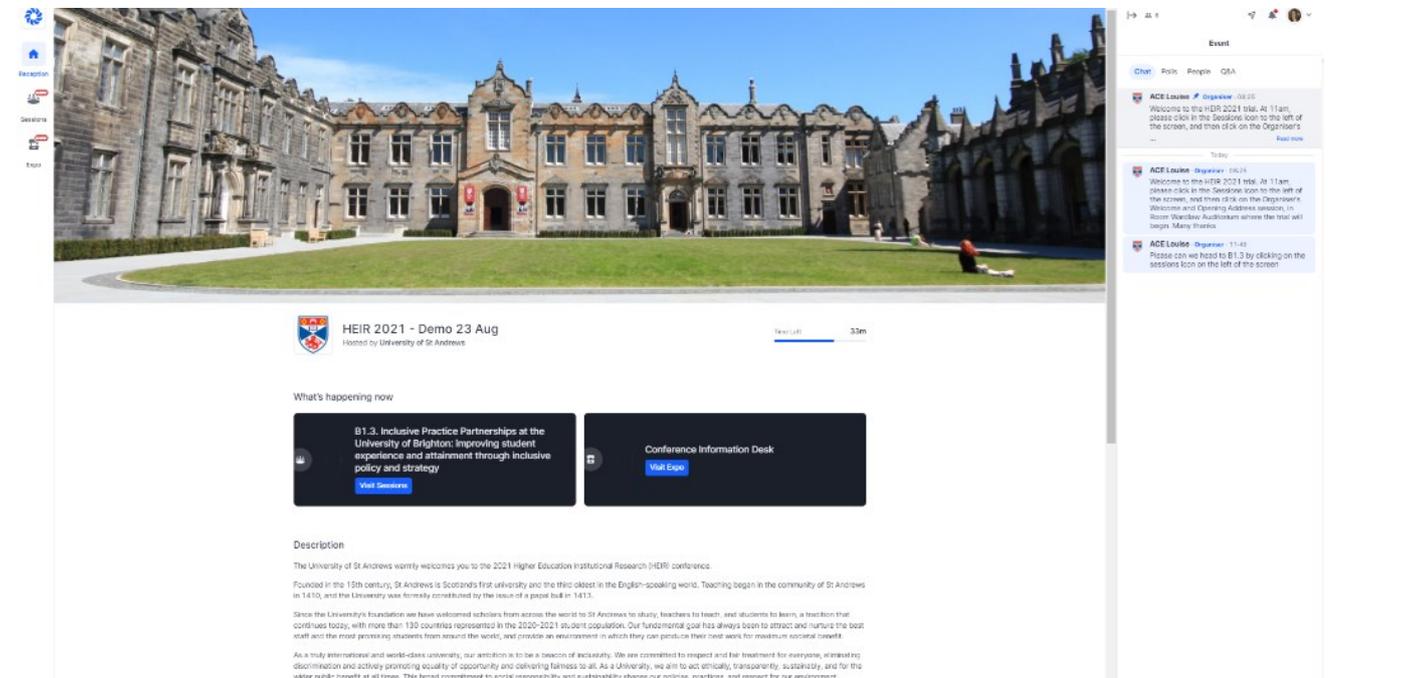
Event Date & Time
Monday, 30th Aug 2021 09:00 BST → 17:00 BST



Navigating Hopin

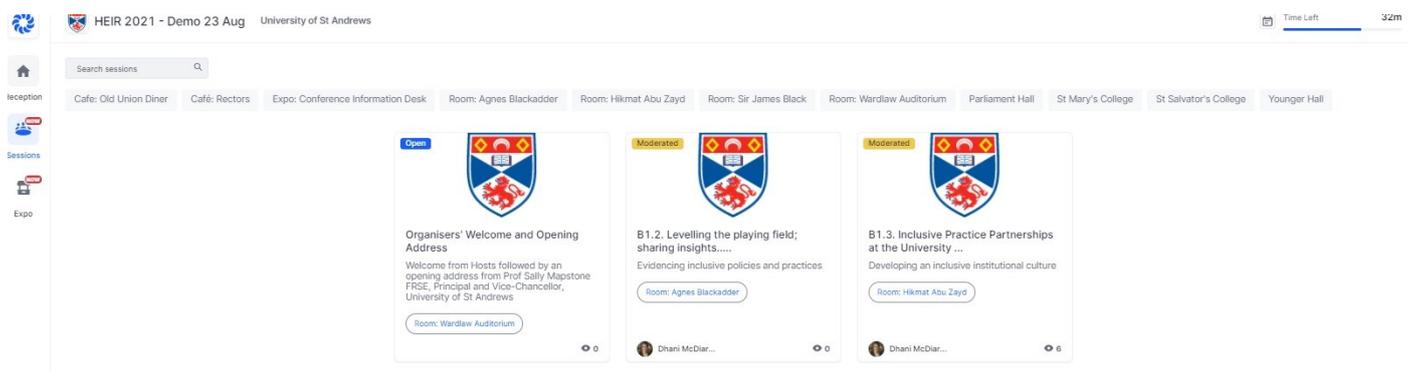
Reception

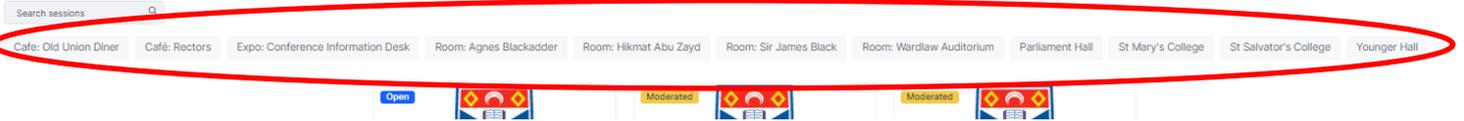
The Reception area is the “lobby” of our event. Here you can quickly find out which sessions are currently running and browse the complete schedule for the conference. The sessions that are currently live will have a red ‘now’ marker next to them in the left panel.



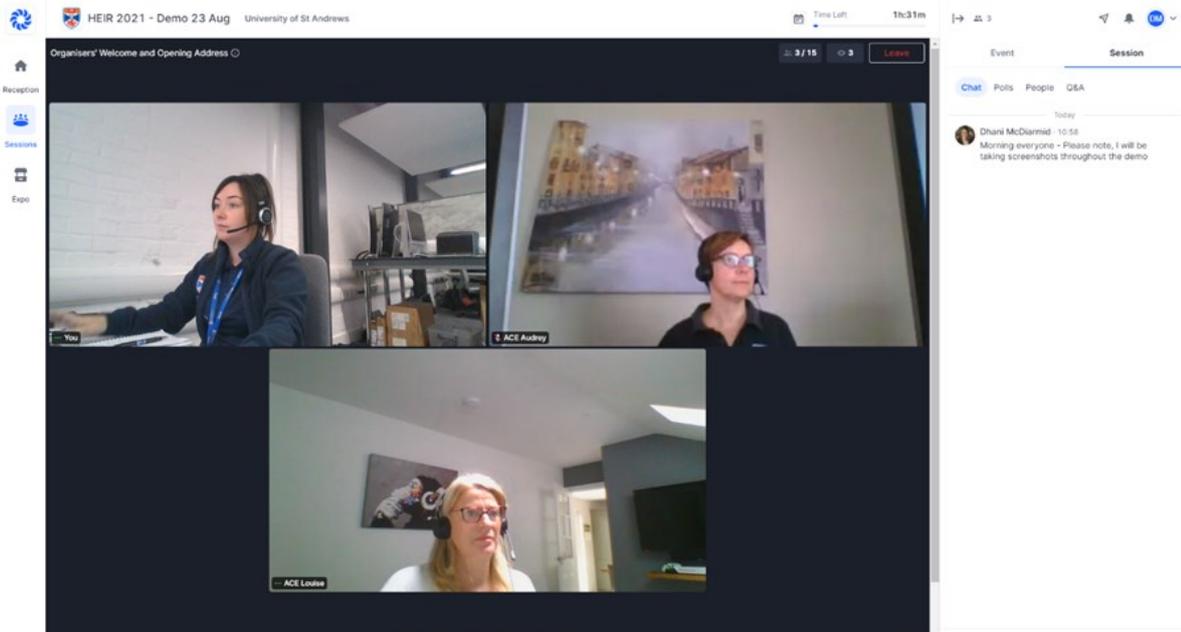
Sessions

Sessions allow speakers and attendees to interact with each other and provide a facility for attendees to ask questions to the speakers on camera. When selecting the *Sessions* tab, you will be presented with tiles of sessions that are live or running within the next five minutes. You can view the list of previous sessions by clicking *Show past segments* at the Reception area of the event.





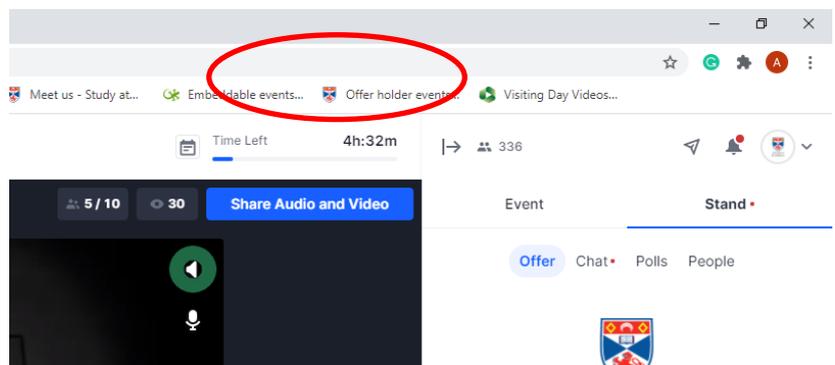
Highlighted above are our conference venues. Please select the venue you require in accordance with our conference programme. Once selected, you will be presented with sessions currently live and sessions starting in the next five minutes.



Here is an example of what you will see when attending one of our sessions. Each session can host up to 10 people on the screen at one time. If you would like to participate in the Q&A or Discussion, you have the ability to share your audio/video or use the session chat function.

How to share audio and/or video in a session

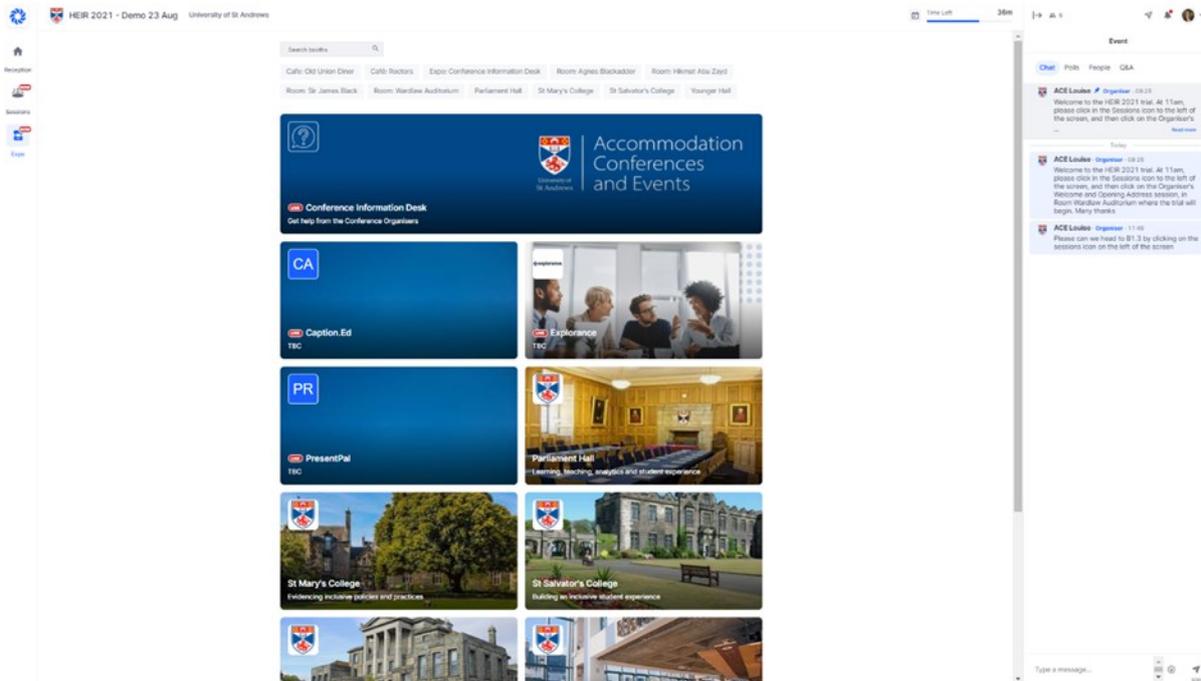
Once you have selected the session or expo booth of interest, you will see the hosts on screen. To engage with them you can either participate in the session/expo chat or, if preferred, select the blue *Share Audio and Video* button to request permission to participate on-screen along with them.



Expo

The Expo area is the virtual exhibitor hall with vendor booths and networking opportunities for attendees. Here you can find representatives from each of our sponsors to ask any questions about the products or services they offer.

To allow networking, we have created communal areas named after some of our University buildings. These booths will allow you and other delegates to discuss the identified topic of the booth. Topics can be found captioned under the booth name.

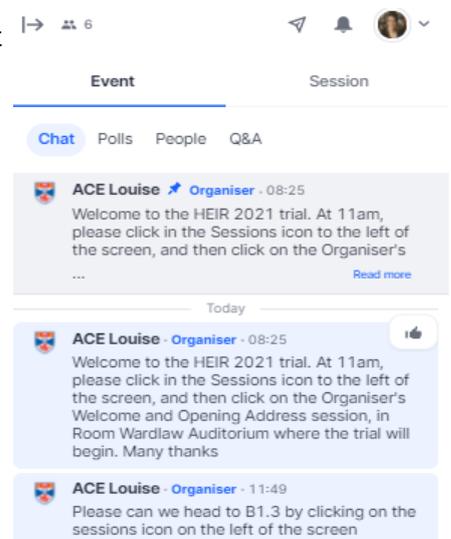


Chat

Each venue (session, expo and reception) offers a chat facility between attendees and organisers.

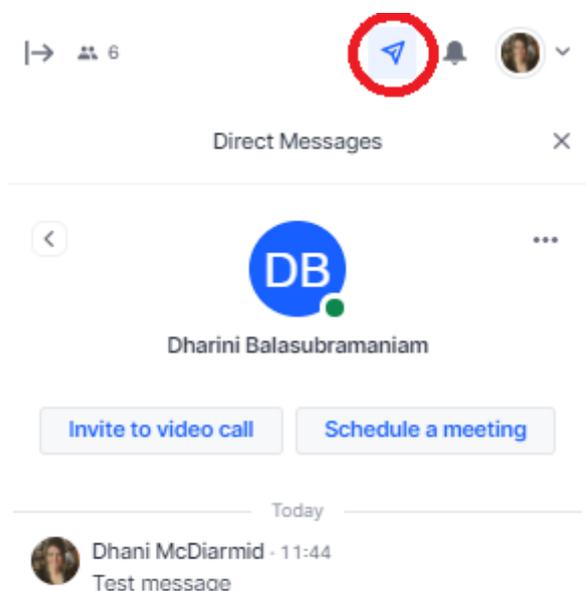
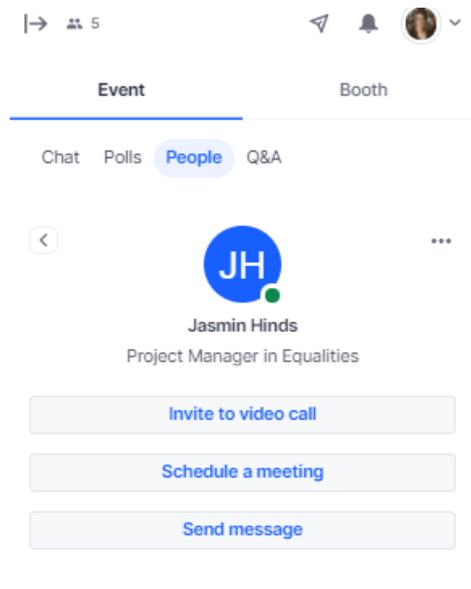
The main *Event* chat will be used to provide all delegates with important updates and announcements relating to the conference such as keynote start times and screen break reminders.

The *Session* chat allows delegates to communicate amongst one another and ask any questions relating to the session or expo booth content.



You also have the ability to contact other delegates attending the conference. Contact can be made using our direct messaging utility or, if preferred, by inviting the delegate to a video call.

The *People* tab lists all attendees currently attending the event. All session or event attendees are listed and when selecting a delegate name, you have the ability to invite them to a video call, send a direct message or schedule a 1-on-1 meeting.



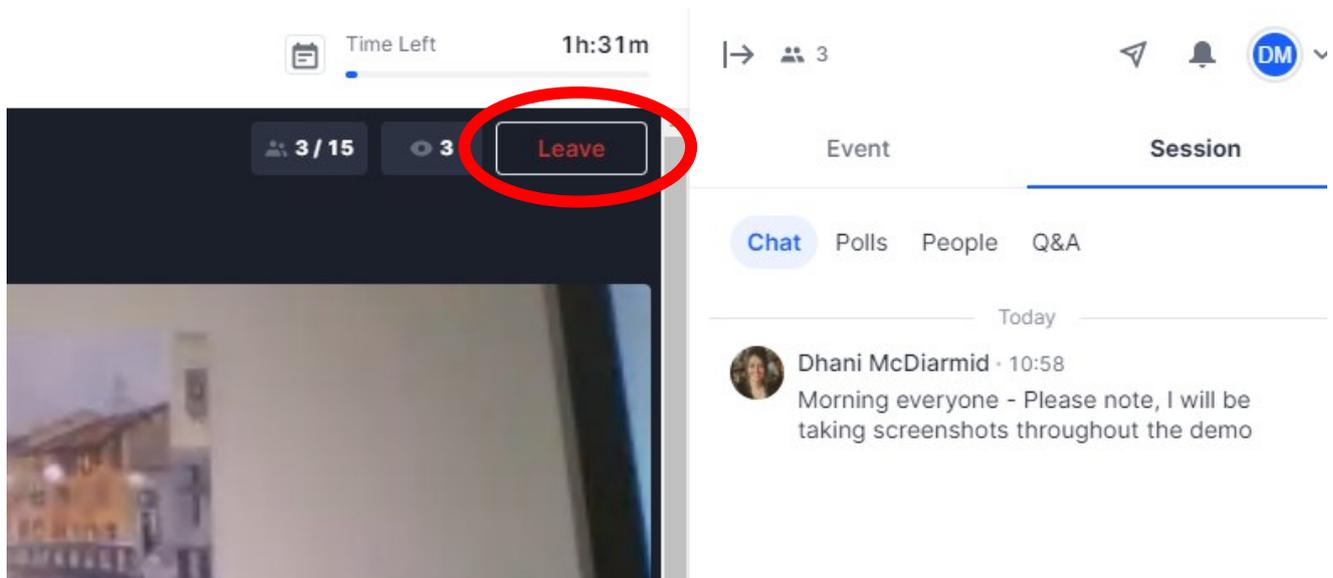
Highlighted in red is the *Direct Message* shortcut. This will always be available in the top right corner of the event and when selected, it will not close the current session or booth you are viewing.



How to exit a session

At the top of a session window, you will notice the number of people speaking/max number allowed and the number of people watching the Session. You can click on the *Leave* button at the top right corner to leave the Session at any time. The *Leave* button is circled in red in the image below.

Upon leaving a session, you will be redirected to the conference reception area. Please note, if you exit using the browser window, you will also leave the conference.



Captioning

The HEIR 2021 Conference is partnering with Caption.Ed to provide captions throughout the conference. Caption.Ed provides you with a desktop application or browser extension that you can use to receive captions for any live or pre-recorded media.

To access Caption.Ed please email heir2021@caption-ed.com and the team will set you up with an account immediately for you to use.



Tips and Troubleshooting

Conference Checklist

- Desktop/Laptop with preferred browser - Google Chrome
Where possible, use a laptop or desktop to view the sessions. Sometimes tablets or phones cannot support the full functionality.
- Headsets
These are not essential but they can minimise background noise and help cancel our noises at home and in the workplace.
- Neat work space
Hopin does not offer a “blurred background” wallpaper when sharing your camera. With this in mind, please make sure you are happy with sharing your webcam in your work space
- Complete conference pre-requisites
Complete registration using the link provided in the “Invitation to event” email and ensure Google Chrome and your device are allowed to share audio and video. Hopin have created a handy tool that uses the same technology as their platform allowing you to set up your camera and microphone before the conference [here](#).
- Restart your device before joining the event
This ensures that there are no other video applications holding on to your device’s audio or video.

Tips

The screen is too small

You can make any video/audio sharing session larger by double-clicking the window.

Navigate conference

Before the conference welcome, you may wish to spend some time familiarising yourself with the platform by using the chat function to say “Hello” to other delegates or browsing the venues—reception, sessions and expo.

Plan your day

The full conference schedule is available in the reception area and the conference programme. You can identify the sessions you would like to attend using these resources



Troubleshooting

Windows/Linux users

If you experience audio/video issues or cannot share content please carry out the following steps:

1. Refresh the browser.
2. Quit and reopen Google Chrome.
3. Check volume control within taskbar and ensure you are controlling the volume on the correct device.
4. Ensure that your computer is not muted via hardware, like a dedicated mute button on your laptop or keyboard.
5. Confirm you have allowed Google Chrome access to your camera and microphone ([instructions here](#)).
6. Quit any applications that may have captured the devices (Microsoft Teams, Skype, Zoom, Go To Meeting etc).

MacOS users

If you experience audio/video issues or cannot share content please carry out the following steps:

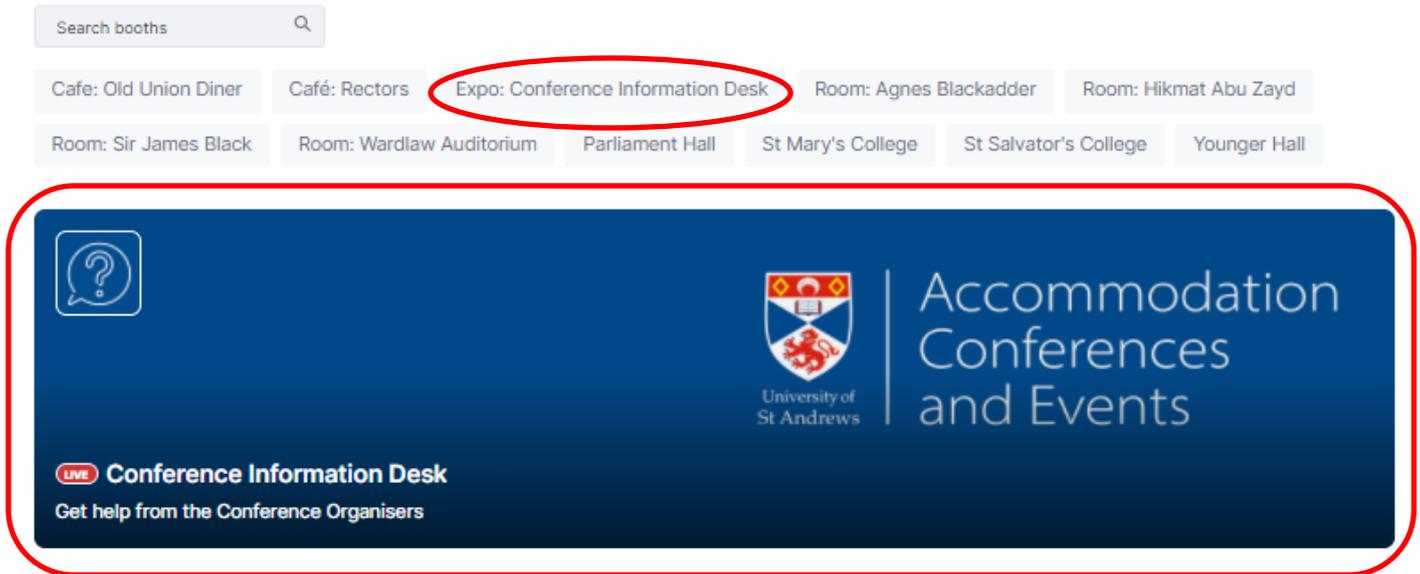
1. Refresh the browser.
2. Quit and reopen Google Chrome.
3. Confirm you have allowed Google Chrome access to your camera and microphone ([instructions here](#)).
4. Ensure your browser has permission to record your screen (open your computer's System Preferences > Security & Privacy > Screen Recording > find your browser in the list and check the box). Then quit and relaunch your browser.
5. Quit any applications that may have captured the devices (Microsoft Teams, Skype, Zoom, Go To Meeting etc).

If your issue persists, please visit us in at the Conference Information Desk booth for assistance.

If you cannot access the conference, please contact our Accommodations, Conferences and Events Team (ACE) at aceteam@st-andrews.ac.uk for assistance.



Conference Information Desk



Our conference information desk is available throughout the conference to provide support and programme guidance. Our information desk team consists of representatives from our HEIR 2021 committee and our university ACE team.

You can access the *Conference Information Desk* using the venue shortcut or selecting the *Conference Information Desk* booth within *Expo*. Both are highlighted in the image above.

All queries relating to the Hopin platform should be sent directly to aceteam@st-andrews.ac.uk



Additional Guidance for Presenters and Chairs

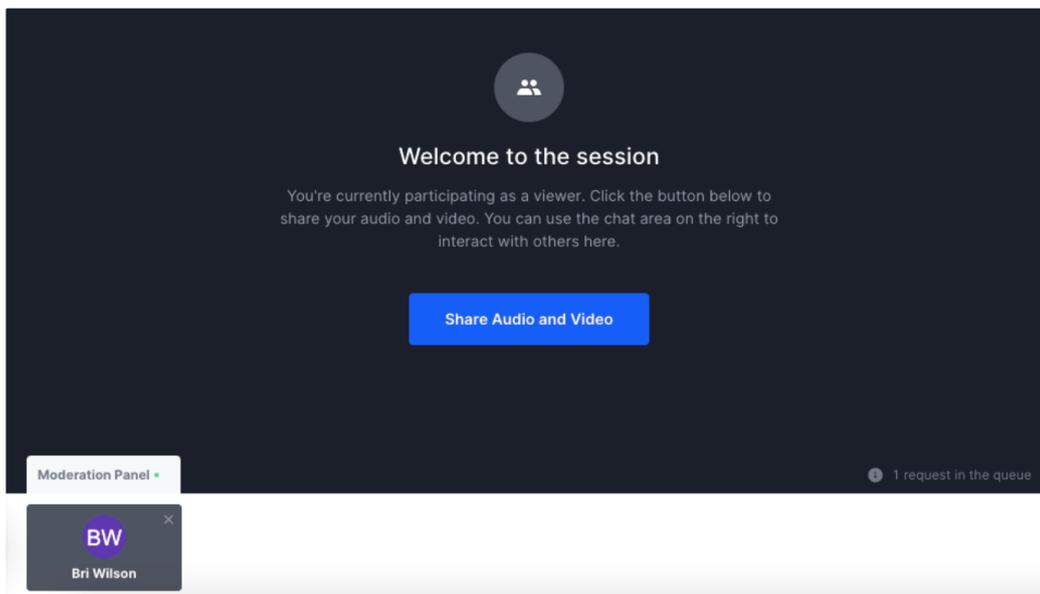


Presenters Guide

Your session will be available for entry five minutes before the scheduled start time within our programme. To enter the session, please select your venue using the shortcuts or *Session* button within the sidebar when possible.

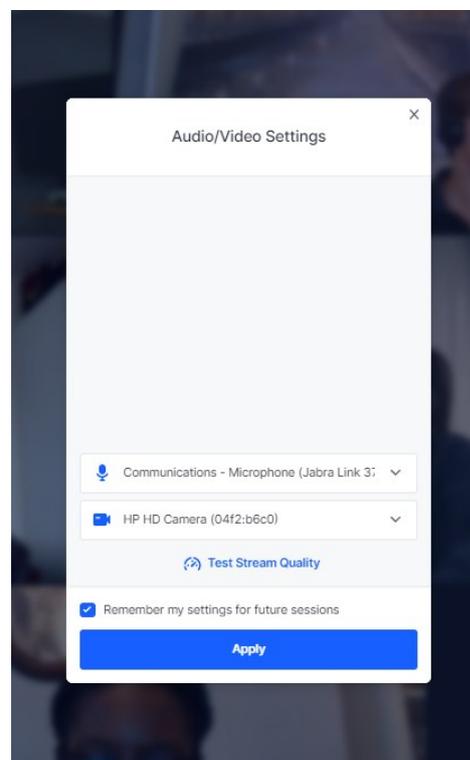
Sharing Audio and Video

To share your camera and microphone in a session, you must click the blue *Share Audio and Video* button.



If not already permitted, Google Chrome will prompt you to allow access to your camera and microphone. If you would like to ensure this permission is in place beforehand, please follow [these](#) steps.

You can then select the preferred camera and microphone for your session. If you don't see the pop-up window, you can look for the camera icon in the URL bar and check whether Hopin has permission to use it.



Sharing Content

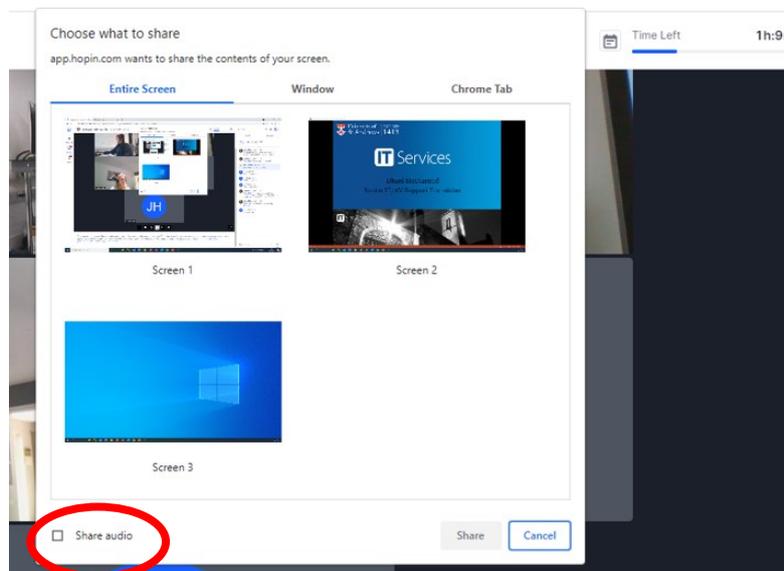
Hopin allows you to share content from the following sources:

- Entire desktop
- Individual programs
- A browser window

Please note, that if you want to present content with sound, you must also share your audio.

Windows/Linux

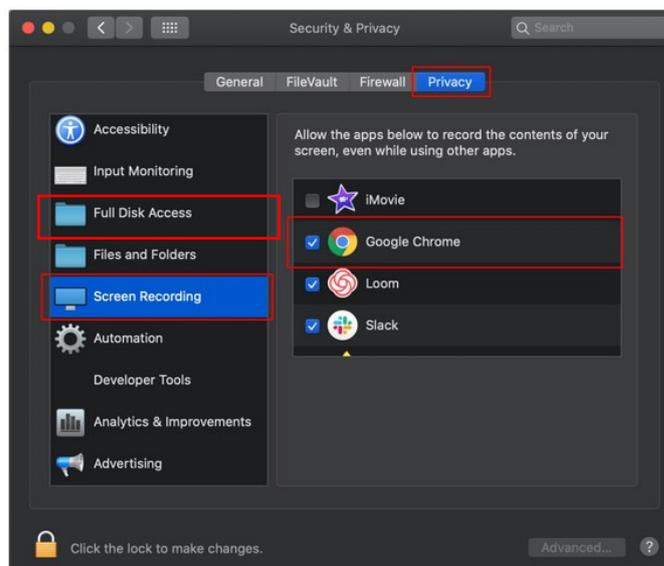
1. Open up the application (PowerPoint, keynote etc) or prepare the window you would like to share with the audience.
2. If you would like to share a PowerPoint presentation, please select *Reading View* at the bottom left corner. This will switch your presentation to a movable box, instead of taking up the whole screen and allow you to observe Hopin if required.
3. Open your Hopin window within Google Chrome and select the screenshare button. This option is circled in red in the image to the right.
4. You will be provided the option of all sources available to share. Select the required screen, application window or Google Chrome tab and click *Share*.
5. If your content includes audio, please select *Share Audio* before sharing the selected source. This option is circled in red below



MacOS

Firstly, you must make sure that Google Chrome has the appropriate permissions to share content:

1. Open *System Preferences*.
2. Navigate to Security & Privacy > Privacy.
3. Select the padlock in the bottom left corner to allow you to make changes to the system preferences.
4. Find *Full Disk Access* on the left side and check the box next to Google Chrome.
5. Find *Screen Recording* on the left side and check the box next to Google Chrome.
6. Quit and restart Google Chrome for the changes to take effect.

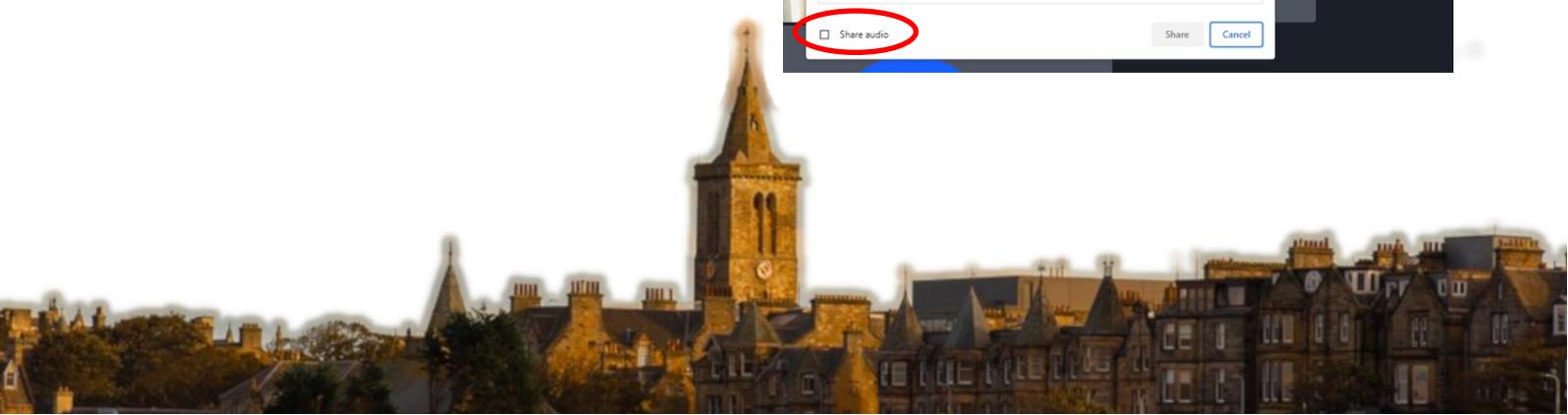
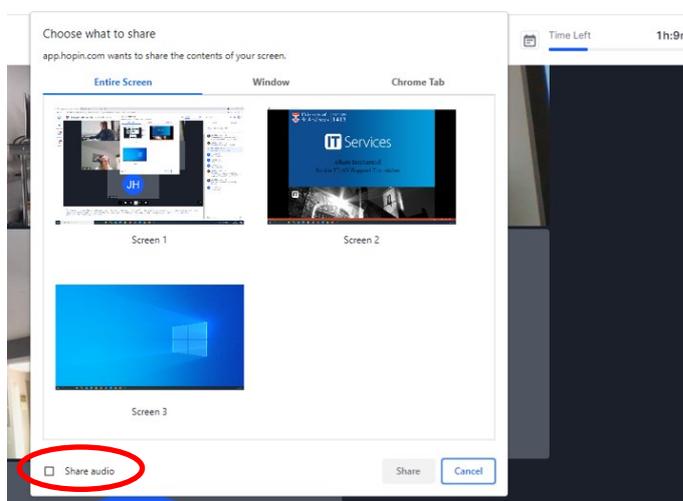
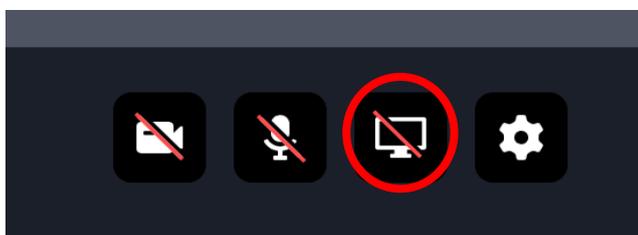


When sharing a PowerPoint presentation, the following setup is recommended:

1. Open up your PowerPoint presentation and click *Set Up Slide Show* in the slide show menu.
2. Select *Browsed by an individual (window)* and select *OK*.
3. Start your presentation and enter into *Presenter (slide show)* mode.

Sharing content within a session

1. Open your Hopin window within Google Chrome and select the screenshare button. This option is circled in red in the image below.
2. You will be provided the option of all sources available to share. Select the required screen, application window or Google Chrome tab and click *Share*.
3. If your content includes audio, please select *Share Audio* before sharing the selected source. This option is circled in red below



Sharing Presentation Materials with Moderators

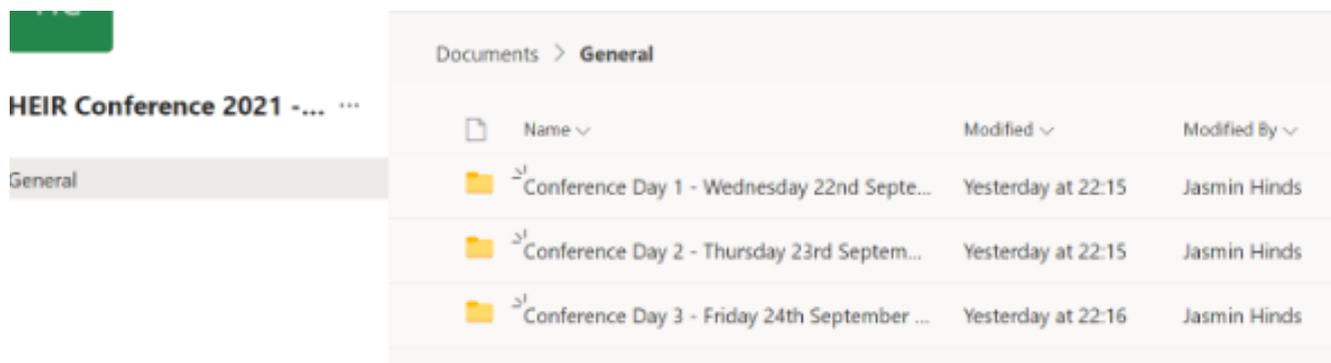
Whilst we envision that you will be able to share your PowerPoint slides during your presentation, the organising committee feel it may be helpful for conference organisers to also have a copy of your presentation, as a further safeguard against technological difficulties on the day.

If agreeable to you, we would ask that you upload your presentation to the “HEIR conference 2021 – University of St Andrews” Microsoft Teams site. Invitation to join this team will be sent to the email provided during the conference registration.

Please upload all materials you would like to share during your session.

1. Click the link ‘Open Microsoft Teams’ contained within the Teams channel invitation email (which you will receive shortly).
2. If you have the Teams windows application installed, for the purpose of uploading your presentation, please use the web app, by clicking the option ‘use the web app instead’.
3. The web browser should open directly into the HEIR Conference 2021 Teams channel. Please upload your presentation within the files tab in the channel. This can be achieved through using the ‘upload’ function in the toolbar or by using the ‘drag and drop’ function, once you have opened the appropriate folder.
4. If file name of your presentation is not already in this format, please rename the file in the format – “Name of author, full title of presentation.
5. Within the files tab of the conference Team, there is a folder structure already in place reflecting the conference programme (pictured below). Please upload your presentation to the appropriate folder

For example, if you are presenting on Wednesday 22nd, in breakout session 1, open the folder entitled “*conference day 1 – Wednesday 22nd September 2021*”, which will reveal subfolders, including a folder called “*Breakout session 1 (B1.1 – B1.4)*”. Please choose the appropriate folder and embed your presentation.



If you are unsure as to which folder to upload your materials to, please use the [conference brochure](#), to determine the appropriate folder for your presentation. The conference brochure corresponds to the file structure within the MS Teams site



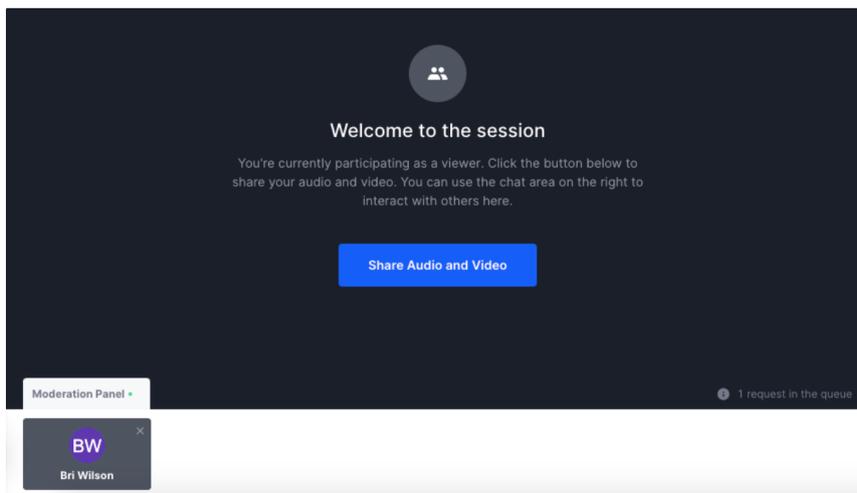
Session Chair (Moderator) Guide

Your session will be available for entry five minutes before the scheduled start time within our programme. To enter the session, please select your venue using the shortcuts or *Session* button within the sidebar when possible.

Sharing Audio and Video

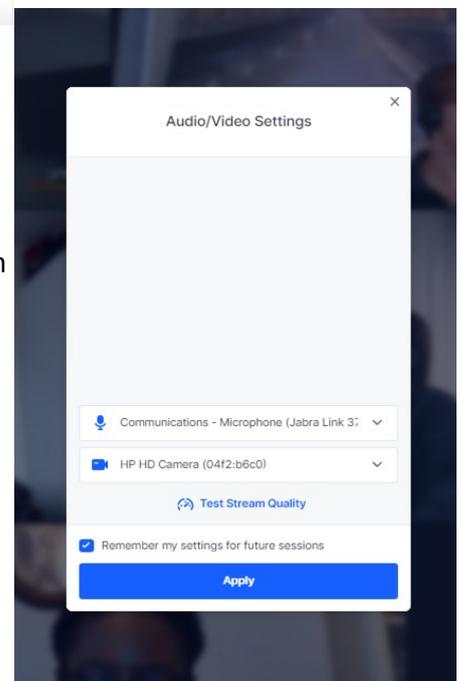
As a session chair, you will be required to communicate with our delegates to welcome them to a session and organise the Q&A.

To share your camera and microphone in a session, you must click the blue *Share Audio and Video* button.



If not already permitted, Google Chrome will prompt you to allow access to your camera and microphone. If you would like to ensure this permission is in place beforehand, please follow these steps.

You can then select the preferred camera and microphone for your session. If you don't see the pop-up window, you can look for the camera icon in the URL bar and check whether Hopin has permission to use it.

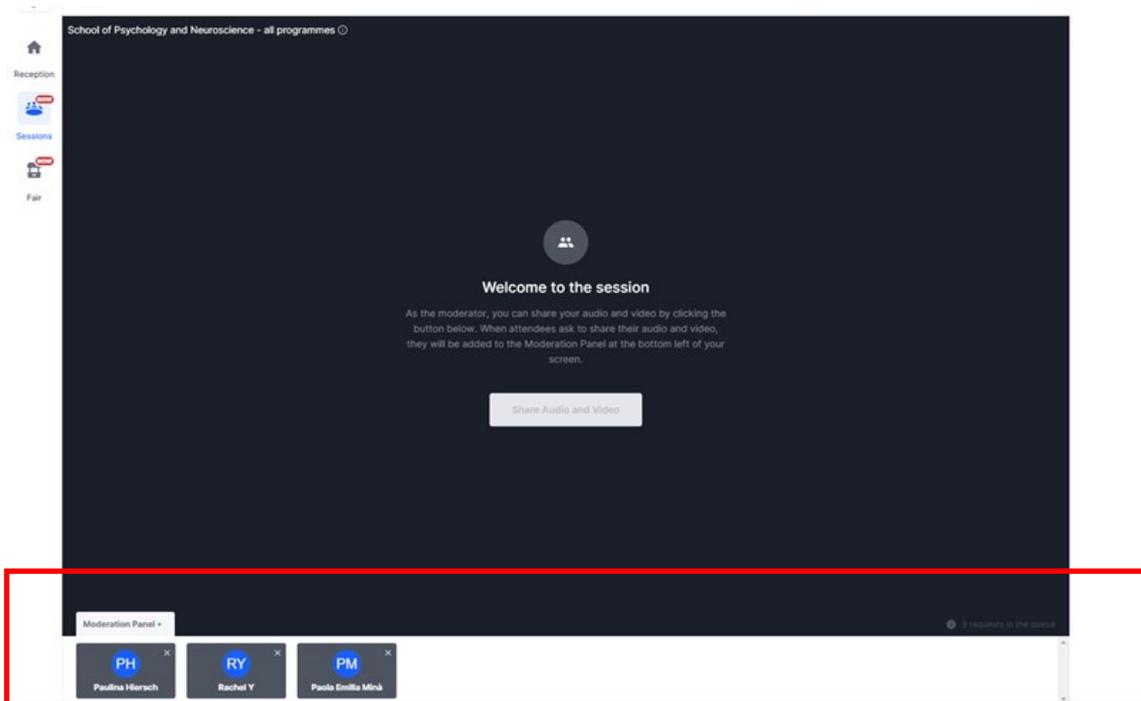


Muting Microphone

During presentations, please make sure you have muted your microphone. This can be done within your device settings or select the microphone icon within the moderator control panel.

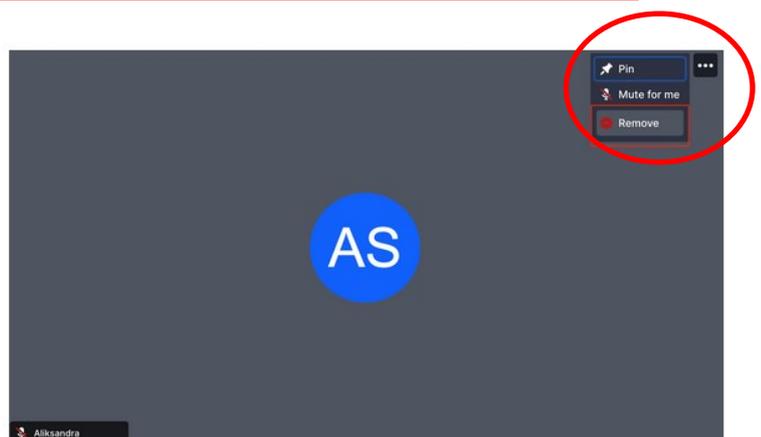
Approving/Denying Delegate Requests to Share Audio and Video

All delegates have been provided guidance on how to request to share their audio and video within our conference sessions (please refer to [page 9](#)). The request will appear in the moderation panel at the bottom left of the session window.



To approve the request, select the user icon in the middle of the tile. To deny the request, select the X in the top right hand corner of the tile. Once permitted, the delegate can choose their preferred audio and video device to appear on the session.

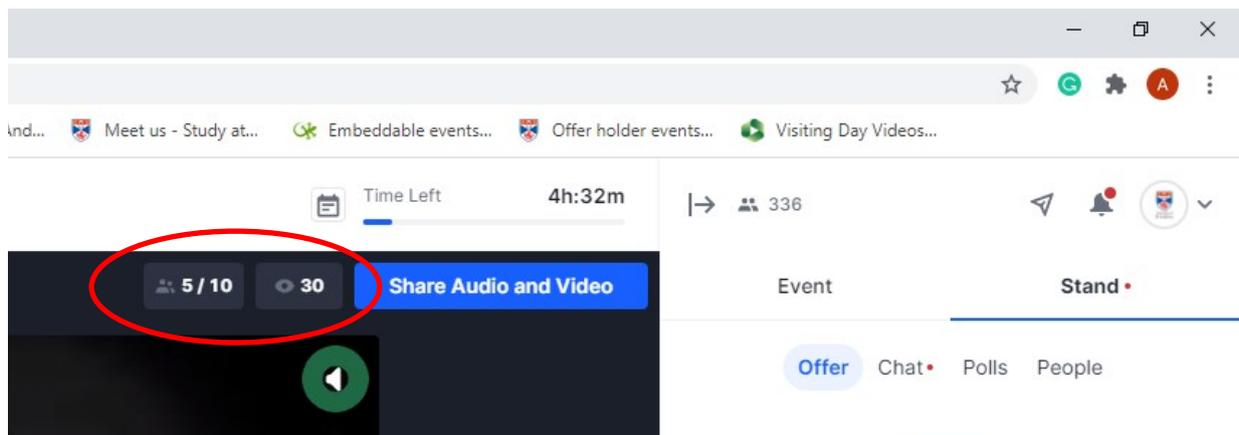
Moderators have the ability to remove speakers from the session screen by selecting the three-dot's in the top right hand corner of their video or screen share and selecting *Remove*. This has been circled in red in the image to the right.



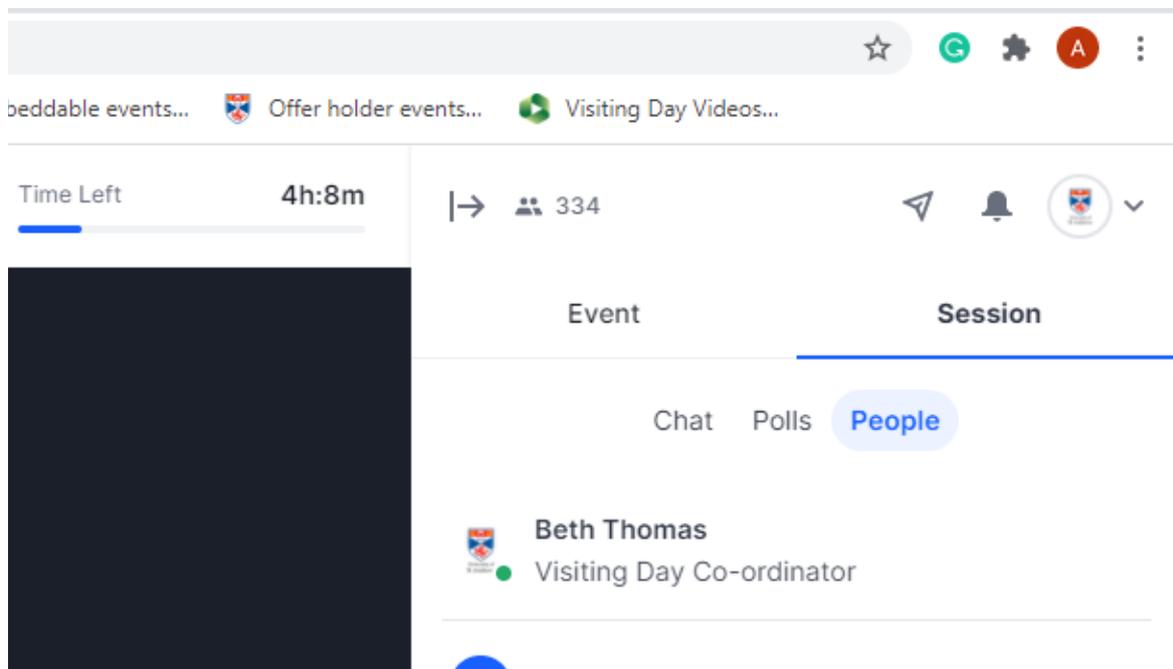
Managing Access to Sessions

Since delegates have the ability to access sessions automatically, moderators are not required to permit each viewer to join. As a session chair, you can monitor who is attending the session.

To find out how many people are in your session in total (including you), you can use the 'eye' at the top of the screen. You can also identify the maximum number of attendees allowed. These are circled in red in the image below.



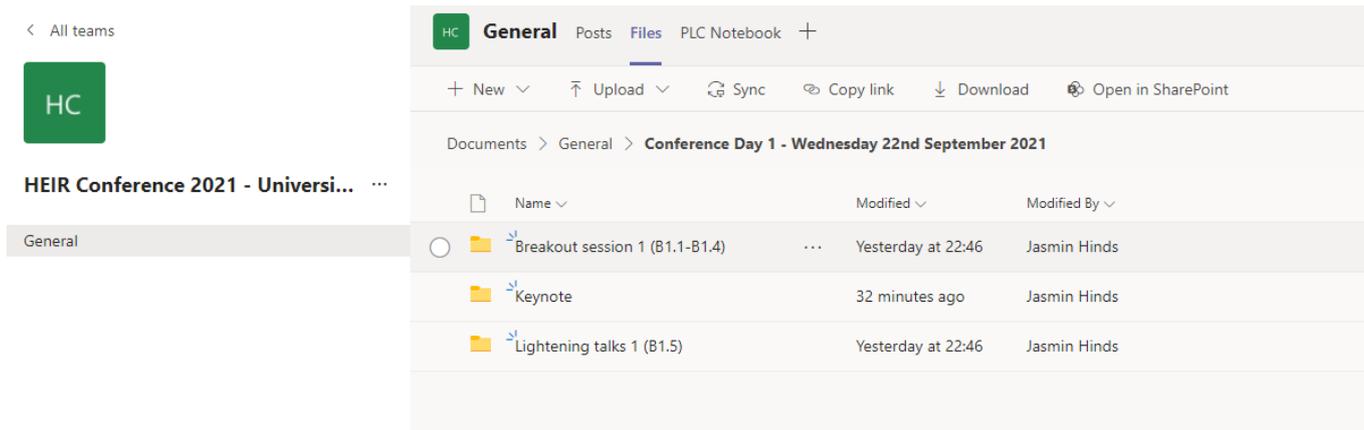
To find out which delegates are attending the session, go to the *People* tab under *Session* chat.



Sharing Content on Behalf of a Presenter

Presenters will be asked to provide a copy of their presentation to the organisers prior to the conference. Each Chair will be given access to the presentations for their session. Should anyone have difficulty sharing their screen for a presentation, please show the relevant slides for them.

All presentation materials can be found within the [HEIR Conference 2021–University of St Andrews](#) Microsoft teams channel. Navigate to General > Files and you will have access to folders corresponding to each day of the conference. Within each folder, presentations can be found under the relevant programme session.



Please load the required PowerPoint in preparation for you session, and if required share the presentation on behalf of the presenter by following the steps [here](#).

Advice for presenters if they experience issues when trying to share content

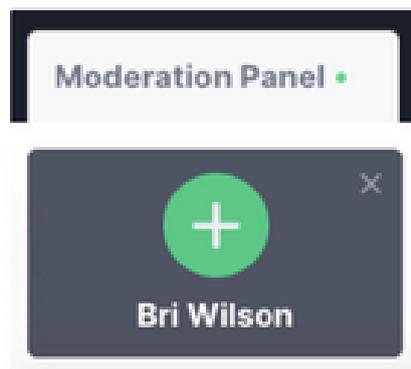
- If they are running MacOS, please make sure they have enabled all system preference permissions relating to Google Chrome ([see guidance here](#)). Please note, that Google Chrome will need to be quit and re-started once changes are made.
- If they do not have Powerpoint available within the list of application windows, make sure they have not minimised the application to the taskbar or dock.



Moderating Discussions

Depending on the format of the session, as chair you may need to facilitate the Q&A for a presenter. Delegates will initially ask their question through the *Session* chat and when appropriate, the chair will ask the delegate to share their audio and video to discuss the question.

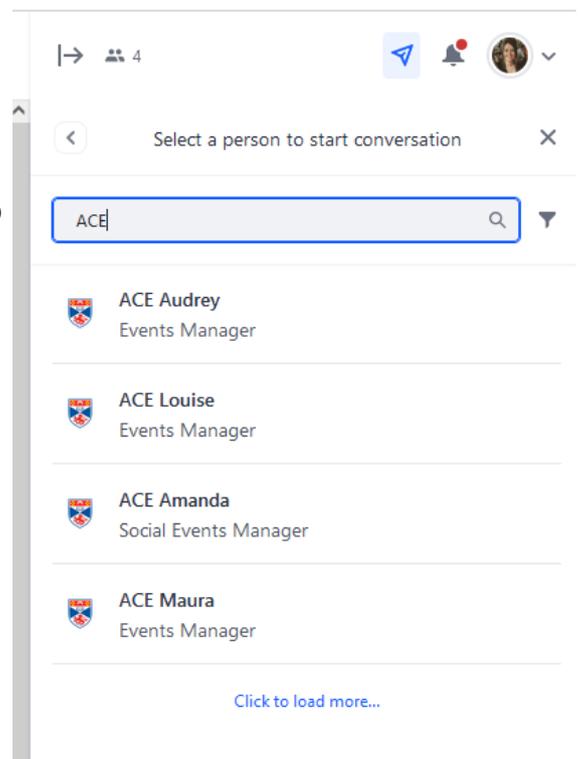
When an attendee requests to go on-screen, their name and profile picture appear under the Moderation Panel at the bottom left. The moderator can hover over the profile picture of an attendee they would like to add on-screen and click the "+" sign to add that attendee on-screen.

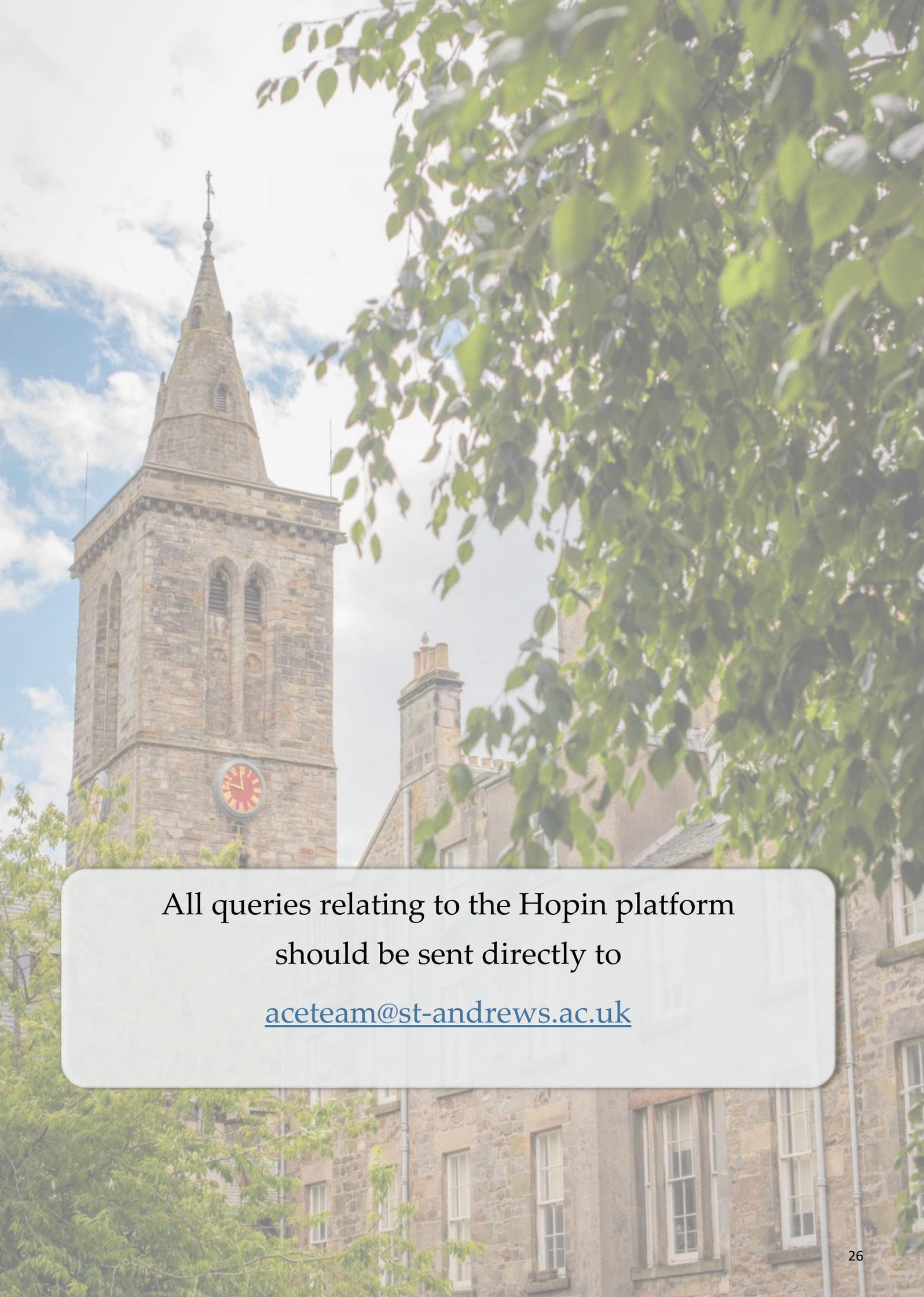


Requesting Technical Assistance

Our Accommodation, Conferences and Events (ACE) Team will visit each session before it starts to ensure the presenter or chair has successfully shared their audio/video and any content required.

However, if your session encounters any technical difficulties during the session, please direct message one of the event managers with the title of the session you are currently supporting. You can identify all support staff by searching for "ACE" in the contact book.





All queries relating to the Hopin platform
should be sent directly to
aceteam@st-andrews.ac.uk