

## How to access the Virtual Conference

The 54th Conference will be hosted on Hopin, a well known and established online event provider. Like any other Conference venue, there are some specific things you will need to know before you 'arrive' at the event.

### Logging into Hopin

All delegates will be emailed a unique login link to access the Conference. You can use the link to create your profile prior to the Conference but you will not be able to access the event until 08.00 (UK time) on Saturday 19 June 2021.

**You will need to use the link in this email every time you want to access the event, please don't delete it.**

### Creating your profile

When you first log into Hopin, your profile will include only your name. You must add your Headline (your place of work) and then you also have the option to add a photo, and further contact details. The photo and contact details are not compulsory but will help others to connect and engage with you throughout the event.

To access your profile, click the icon containing your initials in the top right-hand corner of the event and select "Edit profile".

### Get chatting!

Within Hopin there is an event chat box that will be open at all times to all delegates. It's a place where you can post comments on your experience of the event and introduce yourself. IATEFL will also use this area to send key messages and reminders, so do keep an eye on it.

There is also a chat box specific to each academic session, exhibition booth and plenary session. You can use these chat boxes to communicate within those areas.

### Getting around the event

Consider this your venue map. There are five main areas within Hopin for you to explore:

#### Reception



This is the first page you will see when you enter the event. You will find an outline of the schedule and a chat box where you can say hello.

#### Stages



Use this area to access the Plenary sessions and the Exhibition Pop-up Stage. Events will appear here just before they happen.

#### Sessions



The academic sessions can be found here. You will be able to see a list of live sessions, filter them by content focus, or search for a presenter.

#### Meet Others



Get matched with another delegate to have a quick one-to-one chat. You will need to be using a device with a camera and microphone to take part.

#### Exhibition



Visit Exhibition stands and Careers Fair recruiters. Booths are searchable either by category or you can enter the name of a specific organisation.



Throughout this Programme you will see this symbol. This is where we will give you some further information about how to use Hopin to make the most out of the event.

## Technical help

If you have any technical issues during the Conference, please visit the IATEFL Technical Helpdesk in the Exhibition. There you'll see helpful advice, as well as answers to frequently asked questions. If you're still having problems click on the link on the right of the screen in the Helpdesk which will take you to Hopin's main help site. You can also drop your question into the chat box in the Helpdesk and we'll do our best to help you.

If you're having difficulty logging in to the Conference platform, then please read the information on page 8 and try a second time. If you still cannot connect, please email us at [iatefl2021@iatefl.org](mailto:iatefl2021@iatefl.org).

### Connection Problems

1. Make sure you are using Google Chrome as your browser.
2. Turn off all other online conferencing applications such as Microsoft Teams, Zoom or Skype.
3. Do not use a VPN (virtual private network).
4. Check your internet connection speed.
5. Try opening the Hopin link in an Incognito or Private tab. Sometimes, third-party extensions can affect the experience by blocking some of the Hopin interface elements and using a private/incognito tab to open the event can prevent problems.
6. Make sure Hopin has permission to access your camera and microphone in your browser settings.
7. Check your connection speed. We 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.
8. If you're using your work computer, check that your organisation does not restrict access to sites for security reasons and, if so, ask them to whitelist Hopin.
9. Restart your computer. Hopin have advised us that if the above tips do not help, then restarting your computer will often clear issues and help your Hopin connection.

### Audio/video problems

If you are having difficulties with your audio or video, go to the IATEFL Technical Helpdesk where you will find some useful tips.

### Frequently asked questions

There are a range of FAQs covered within the IATEFL Technical Helpdesk, here are a few that may be of use to you if you have difficulties getting into Hopin.

#### [Can I listen to the conference via phone?](#)

No. Audio can only be heard through Hopin directly.

#### [Error completing my profile](#)

When you first create a Hopin account, you'll be prompted to fill out your profile information. This account needs to be filled out to join an event.

If you can't finish this process, or run into any errors, close the browser, reopen the browser, and return to <https://hopin.to>.

Click My Account and go to Profile on the left hand menu. You can complete your profile information here and can join an event thereafter.

#### [I'm getting a 500 error or a 404 error](#)

Whenever you run into a 500 error or 404 error, please try the following troubleshoots:

- Refresh your web browser.
- Restart your web browser.
- Sign out of your Hopin account and sign back in.
- Restart your computer.

If none of the above fix the problem, contact Hopin support on the Hopin website's Intercom chat.

#### [I'm trying to use the Hopin App but having problems](#)

The Hopin App has recently been relaunched and might not be fully functioning in all aspects of the Conference that we will be using. It is also only designed for delegate use, and is not suited for participating as a speaker. We would therefore advise you to use the main internet browser version of Hopin, rather than the App, on tablets and smartphones as well as personal computers and laptops.

### Find out more

We have created a helpful video about the different elements of Hopin and how to get the most out of the event. The video will be sent to all delegates prior to the Conference and can be viewed by clicking on the image below.

