



## HOPIN FAQ FOR THE 70<sup>TH</sup> LINDAU NOBEL LAUREATE MEETING

Below, you will find answers to the most important questions related to attending the 70<sup>th</sup> Lindau Nobel Laureate Meeting, the event platform Hopin and how to get started. Should you not find your question answered here, please contact [support@lindau-nobel.org](mailto:support@lindau-nobel.org) or find our tech support in its own [Expo booth](#) (read more below). Lastly, find an [attendee's tutorial of Hopin here](#).

### Technical Requirements

#### Which technical equipment do I need to attend a Hopin event?

##### Hardware

If you want to participate actively in a live Hopin event, you need a webcam, microphone and speaker/headphones. If you are using any external audio/video devices, make sure they are correctly installed. Once you have done this, make sure you have enabled browser permission for Hopin to access your camera and microphone. It may be necessary to refresh the webpage. It's advised to access Hopin on a desktop computer with sufficient screen size.

##### Internet

A minimum speed of 5mbps download and 2mbps upload is recommended. Higher internet speeds guarantee a smooth and uninterrupted experience. Low internet speeds may result in poor video and audio quality.

##### Browser

Currently Hopin events are compatible with Google Chrome, Edge Chromium or Mozilla Firefox. The use of Safari or Explorer/Edge is not advised. Be sure to run the most recent version of your browser – check for updates.

Please direct any technical requests only to [support@lindau-nobel.org](mailto:support@lindau-nobel.org) or the tech support's [Expo booth](#) (read more below).

#### Do I have to download additional software to attend a Hopin event?

No. Hopin runs solely in your browser, you do not need additional software.



## Can I use the Hopin app for mobile devices instead?

In order to best participate actively in all parts of the event, using the browser version of Hopin is advised. However, the Hopin app for mobile devices can be used if needed.

## Registration & Log-in

### How do I register on Hopin? How do I sign up for the event?

#### 1. Registration & Log-in Instruction

Please consult our detailed [step-by-step instruction](#) for new as well as existing accounts. You have additional questions or forgot your email address? Please contact [support@lindau-nobel.org](mailto:support@lindau-nobel.org). Forgot your password? Please follow the instructions on [www.hopin.to/sign\\_in](http://www.hopin.to/sign_in)

#### 2. Complete your Hopin profile

Visit 'My Account – Profile'. Here you can upload a profile picture and fill in further information about yourself. Click 'Save changes'. Please note: The information given here will help other participants find you and interact with you during the event. We recommend sharing as much as you are comfortable with, to enrich the collective experience.

### What if I already have an account on Hopin?

If you have already created a Hopin profile, you can easily re-register by clicking on 'Sign in'. Please enter your email address and password. If you forgot your email address, please contact [support@lindau-nobel.org](mailto:support@lindau-nobel.org). If you forgot your password, please follow the instructions on [www.hopin.to/sign\\_in](http://www.hopin.to/sign_in).

## Orientation and Participation on Hopin

### Where do I go after the login?

After having claimed your ticket, you have successfully registered for the 70<sup>th</sup> Lindau Meeting. When joining the Hopin event through the link in your registration confirmation mail, or directly through your Hopin account after login, you will land in the reception area. This is your entrance point and where you can find a detailed programme and an overview and schedule over all available sessions. You will then find the actual programme sessions under 'Sessions' on the left-hand side.



After leaving the event you can always re-register on [www.hopin.to](http://www.hopin.to). After logging back in, you may have to re-select the correct event. Find your account in the upper right corner, then click 'My Account' and find the event 70<sup>th</sup> Lindau Nobel Laureate Meeting.

## Which Hopin sections do I need to know?

### Reception

The reception area is the first page you see after you have successfully registered and the starting page of the 70<sup>th</sup> Lindau Nobel Laureate Meeting. It provides an overview of the entire event, what is currently happening and the week schedule.

### Sessions

The section 'Sessions' is where you find almost all programme points of the 70<sup>th</sup> Lindau Nobel Laureate Meeting. The only exception are the Networking events and certain formats in the Expo section (more below). Under 'Sessions' you will always find the session "70<sup>th</sup> Lindau Nobel Laureate Meeting". This is the main session, where most of the varied programme will take place. However, while consulting the schedule, you will notice that some programme points – Agora Talks, Open Exchanges and Partner Events – are running parallel. Participants can choose which one they would like best to attend. These parallel sessions will likewise be visible under 'Sessions', but will only be visible during their scheduled time slot, respectively.

### Networking

The networking area in Hopin is the place for automated, short one-on-one interactions, similar to other virtual meeting platforms. Hopin's 'Networking' pairs two people over a direct video call for a one-on-one exchange – to chat, discuss, network, joke, etc. In order to join a conversation through 'Networking', click the 'Join' button – Hopin then matches you randomly with someone who has done the same. Once matched, the video chat lasts for 4 minutes, a countdown is shown on the upper screen. After the 4 minutes, the encounter automatically ends – but don't worry: during the video chat, a 'Connect' button is shown at the bottom of the screen. It gives users the ability to exchange contact information quickly, securely and easily, similar to exchanging business cards. If both people click 'Connect', they will see each other's contact info in their Hopin account (visit: My Account – Connections).

### Expo

In the Expo section, you can virtually wander different booths or expositions and discover more of what the 70<sup>th</sup> Lindau Meeting has to offer. Here, the Council of the Lindau Meetings is presenting



various Outreach Projects. Further, young scientists presenting their research during the Next Gen Science Sessions will be available at their own booth afterwards (read more below). Finally, our [Tech Support is available in the Expo](#) section via live chat and video chat to answer any questions you might have.

### Next Gen Science Follow-up

The 20 young scientists that have been chosen to give a presentation during the Next Gen Science Sessions (please refer to the schedule) will have their own Expo booth. Please note, that the Expo times are not all scheduled adjacent to the respective young scientists' presentations, but as follows.

For Tuesday's Next Gen Science presentations:	Wednesday, 30 June, 8.30 – 9.00h
For Wednesday's Next Gen Science presentations:	Wednesday, 30 June, 16.30 – 17.00h
For Thursday's Next Gen Science presentations:	Thursday, 31 June, 11.00 – 11.30h

### How do I find the programme session I want to attend?

Please go to the reception area to find an overview of the entire programme. The button 'What is happening now' navigates you directly to the live programme. Please note the red 'LIVE' tag when an area (e. g. stage) is live according to the schedule. In the sessions area, you will see the sessions that you can currently join.

### Where can I go in between programme points? What can I do during breaks?

The 70th Lindau Nobel Laureate Meeting offers many opportunities for exchange and pass-time on top of the rich official programme. Should you find yourself in between sessions or in need of new social or academic input, these are the places to go.

#### Session Moderation

The session "70th Lindau Nobel Laureate Meeting", found in the Hopin 'Sessions' section, offers an accompanying moderation even during programme breaks. Here you can hear more about the Lindau Meetings and more!

#### Hopin Networking

The Hopin section 'Networking' offers the opportunity to meet peers for a 4-minute video chat encounter. Read more about it above.



## Hopin Expo

The Expo section of Hopin always offers the opportunity to find out more about different outreach projects of the Council of the Lindau Meetings and to reach our Tech Support. Further, selected young scientists will be available here in certain times. Read more above.

## How can I participate in a session?

When you join a session, you are by default in watching mode. You can follow the session and hear and see the speakers. If the screen is dark, that means no speakers are currently actively participating. During some programme sessions, participants will be able to pose questions and thus actively participate – meaning they will be on live video and audio so others can see and hear them. If at some point you would like to actively participate (e. g. to pose a question to a speaker during Q&A) in a session that offers the opportunity, click ‘Share Audio and Video’. Your request to participate will have to be approved by the moderator – this might take a while. Attendees, who do not want to join actively, can simply remain in watching mode. Please note that not all sessions allow for the possibility to participate actively.

## Interaction

### How can I ask questions and communicate during the event?

Besides the Hopin ‘Networking’ section (see above), there are several ways to reach out to your peers, ask questions and share the Lindau Spirit.

#### Event Chat

The event chat can be used to communicate with other attendees of the event. This is a ‘global’ chat: all attendees can see and post messages. Please do not use post technical requests and similar questions here, but direct them to our Tech Support via [support@lindau-nobel.org](mailto:support@lindau-nobel.org) or its [Expo booth](#). Questions for the Live Q&A should not be posted here (read below).

#### Q&A Tool

There is a dedicated tool to submit questions for the Q&A during sessions. Please only use that tool to post your questions for the Q&A; do not post them in the Event Chat, as questions posted there will not be considered, because the questions of the chat won’t be seen by the moderation.



## Direct Messages

Anyone can reach out personally to other attendees during the 70<sup>th</sup> Lindau Nobel Laureate Meeting via direct messages. To send a direct message, click on the people tab on the right-hand side and search the name of the person you want to chat with. Simply click their profile photo and start chatting via direct message.

If you have technical problems, you can also search for Tech Support and send a direct message.

## Video Calls

You can invite other attendees to a video call via Hopin. You will find the option in the personal chats (see 'Direct Messages' above). If you do so, they will receive a notification and the option to accept – you will then be placed in a separate, private video chat room. You may share the link of that chat room with up to three more people (total of 5). These video calls can also be scheduled ahead of time

## Organiser Announcements

You can easily identify announcements of the organiser by the name tag next to a name. Important announcements will be highlighted and pinned at the top of the event chat.

## Session Chat

Each session has its own chat, separate from the global event chat. The messages in a session chat are solely visible to participants of that specific sessions.

## Exchange on wonder.me

Besides the built-in Hopin section for networking, participants can always use the separate website wonder.me to interact with other participants. Here, they can move freely, digitally between conversation rooms and exchange. There is no time-limit (as is the case in Hopin Networking) and participants can video chat as long as they want.

**Please note:** The link for wonder.me will be communicated on Hopin in due time during the event.

## Requesting Participation

Some sessions allow for participating actively or addressing the moderator. Click on the 'Share Audio and Video' button and wait for the moderator to approve your request. This might take a while. Please also refer to the question "How can I participate in a session?"

## Name Tagging Others

By typing @ plus the first few letters of another attendee, you can tag them and either reach out or refer to them. Please note that they will not receive a notification and everyone can see your message.



## Technical and Operational Information

### Can I open multiple Hopin tabs at the same time?

To ensure proper functioning, please do not have more than one Hopin tab open at the same time. You will not be able to join more than one session at the same time through your Hopin account.

### Can I run other applications on my computer during the event?

Depending on your hardware, you might want to close other programmes while joining the Hopin event through your browser. Importantly, please do not use any other video conferencing tools (Skype, Zoom, Google Hangout etc.) during a Hopin event. Should you experience crashes, slow speeds or bugs, we advise to close all other browser tabs.

### My audio or video is not working properly. What can I do?

If you are using any external audio/video devices, make sure they are correctly installed. If so, make sure you have enabled browser permission for Hopin to access your camera and microphone. It may be necessary to refresh the webpage or delete your browser cache. If you are still experiencing problems, try these [Troubleshooting Tips](#).

### How do I ensure the best audio/video quality?

We highly recommend the use of a headset to prevent interfering noises or acoustic feedback from the microphone. If using an external device, please check whether you have selected the correct audio/video options. Make sure you have enabled browser permission for Hopin to access the respective camera and microphone. Running other applications or tabs while accessing Hopin might interfere with your audio/video quality.

### Which browsers work best with Hopin?

For a smooth running of the event, we recommend using Chrome, Edge Chromium or Firefox. Please avoid Brave, Safari, Opera, and Microsoft IE or Edge. Make sure to run the latest software update of your browser. If you have a technical problem, you can find some [Troubleshooting Tips here](#).

### Can I enlarge the contents of shared screens, for example slides?

In sessions with multiple people, you can double-click any screen to enlarge it. Double-click the screen again to make it smaller.