General link to the conference

https://hopin.com/events/eclas-conference
Dear all,

We kindly urge you to check notes in this PowerPoint before the conference days.

Best regards
Sara & Ellen
Agenda

Common issues in hopin

General information

Camera and/or Microphone issues

Camera and/or Microphone issues on Windows

Camera and/or Microphone issues on Mac

I can't share my screen on Mac

Echo in Sessions or Stage

Sharing your Screen

Sharing your PowerPoint
Do note that:

1- Make sure you are using **Google Chrome (first choice!)** or Mozilla Firefox.

2- You will need to **change your password** at the Hopin platform! So make sure you have time for the logging-in process.

3- Make sure you are **on time** for your session! Your session can be found 10 minutes before it starts at the *Parallel session* area.

4- It is **not** possible to have a **Virtual Background** in Hopin!
5- Sharing YouTube might create an **echo**. Please use headphones or mute if necessary.

6- **Refresh** the browser when having issues.

7- Presenters need to **test** their settings prior to presenting. Join the **Help desk** if you need help.

8- When sharing audio and video, default settings are usually the ones you already use.
Camera and/or Microphone issues
Allow camera and microphone in a web browser

Chrome
• Click on the padlock icon next to the URL
• Set Camera and Microphone to Allow

Firefox
• Click the video icon in the URL field
• Choose the Camera and Microphone to share
• Hit Allow for changes to take effect
Camera and/or Microphone issues on Windows
Check your app permissions

• **Select Start > Settings > Privacy > Microphone / Camera**
  In 'Allow access to the microphone/ Camera on this device' select *Change* and make sure 'Microphone/ Camera access for this device' is turned on.

• Then, **allow apps access to your microphone/ Camera**. In 'Microphone/ Camera settings' go to 'Allow apps to access your microphone/ camera' and make sure it's turned on.
Camera and/or Microphone issues on Mac
Check your privacy setting

- Open the System preferences
- Navigate to Security & Privacy > Privacy
- Choose **Camera and Microphone** and allow browsers to access
I can't share my screen on Mac
Share screen on Mac

- Open the System preferences
- Navigate to Security & Privacy > Privacy
- Choose **Screen Recording** and allow browsers to access
Echo in Sessions or Stage
Echo issues

• Ensure you have only one session/stage tab open. If you must have more than one session/stage tab open, mute the other tabs and keep only the active tab with sound on.

• You can make use of headphones to eliminate the echo.
Sharing your **Screen**
The different programmes you have open on your computer will be displayed.

A list of the different tabs you have open will be displayed.

Share “Entire Screen”

Choose what to share
app.hopla.com wants to share the contents of your screen.
Sharing your PowerPoint
Sharing PowerPoint

1- Click **Reading View** at the bottom left corner of your PowerPoint.

2- **Switch to your Hopin** window and **click on the Screenshare** button at the bottom of your video.

3- Then, **click Application Window** and select your PowerPoint.

**Note:** You might need to move the PowerPoint to the side in order to see the Hopin screen (people and chat). The audience won't notice.
If what you wish to share also has **audio**, as for example a YouTube clip – don’t forget to click the box “Share audio”.

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**Sharing PowerPoint**

Choose what to share

app.hopin.com wants to share the contents of your screen.

- **Entire Screen**
- **Window**
- **Chrome Tab**

Screen 1

Screen 2

[Image of screen sharing options]

Share audio

Share  
Cancel
That is all for now.
See you next week.