



Entrepreneur Accelerator Summit 2022 Hopin Tool – Attendee's Guide

January 10 – 14

Presented by the Metro New York Chapter of the National Black MBA Association & bcelerator, Inc.

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1. Entrepreneur Accelerator Summit Platform

<https://hopin.to/events/eas2022>

2. Attendee Guide

Welcome to the Entrepreneur Accelerator Summit 2022 Tool Guide. Here you will find all necessary information regarding our conference tool Hopin, divided into three basic categories:

- an introduction to Hopin
- speaker and session-hosts instructions
- a troubleshooting section

If further questions arise during the event please contact a member of the EAS support staff in hopinchat or for technical problems contact hopin support directly.

If you have not received any invitation to hopin, please contact us at eas@nyblackmba.org

3. Introduction to Hopin

Hopin introduction and frequently asked questions are in the Hopin Knowledge Base under <https://support.hopin.to/en/>. We recommend using our own guide below as it has been adapted to the EAS.

First, please make sure, ...

- that you are using the latest version of **Google Chrome** or **Mozilla Firefox**. Please **avoid** any Brave, Safari, and Microsoft IE or Edge since these browsers are incompatible with the Hopin platform.
- that you **set your Hopin password**. This allows you to access Hopin without access to your email. Instructions on how to set your password can be found in the **Troubleshooting** section.

Note: Sometimes, third-party extensions block some of the Hopin interface elements. Therefore, we recommend opening the event in Incognito mode (command+Shift+N on *macOS* or Ctrl+Shift+N on

Windows) on Chrome or Private tab (command+Shift+P for macOS or Ctrl+Shift+P for Windows) on Firefox.

4. Web Browser

- For the best experience please use a laptop or desktop computer with Chrome or Firefox.
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5. How is Hopin structured?

There are five areas used in the EAS 2022 Hopin event:

1. Reception

The Reception area is the welcome page or “lobby” of EAS. Here you can quickly find out what’s happening at the event currently: the EAS 2022 welcome message, daily schedule, and speakers. In the Reception area you’ll find announcements, important links and event updates.

2. Stage

The Stage will be used for the announcements, including keynotes, welcome, farewell, and updates.

3. Sessions

The Sessions segment of Hopin will be used for all EAS presentations.

Sessions will automatically appear on schedule and automatically hide once their time is up. Attendees can view the list of previous sessions by clicking Show past segments at the Reception area of the event. In sessions with multiple people, you can double-click any screen to enlarge it.

Additionally, you will also find the following room here:

- **The Helpdesk** – your main way of reaching the local organizing team. If you need assistance contact us here in chat or by Sharing Audio and Video to talk to us directly.

4. Networking (The NYBLACKMBA café, 1-on-1 Afternoon Networking, & Virtual Evening Networking)

- **The NYBLACKMBA café** – our main mingling room. Here you can freely join the session to talk (by clicking “Share Audio and Video”), chat and socialize. There will also be breakout rooms posted here. This segment is designed to recreate the “the NYBLACKMBA Cafe” conversations or watercooler chats that are important at an in-person event
- **1-on-1 Afternoon Networking during Lunch & Virtual Evening Networking Segment** on Hopin is pure engagement and is similar to one-on-one meetings on a FaceTime call. The Networking area automates the discovery of new connections. When you click on “Networking”, you are matched with a **random attendee** and meet for a set time preset by the organizer.

Attendees can click the Connect button during a call to **exchange contact information** and after the event the newly made contacts will appear at <https://hopin.to/account/connections> page of their individual Profile. For more information click [here](#).

5. EAS Small Business Expo

The Expo area is the virtual exhibitor hall with **EAS Small Business Expo**. The **EAS Small Business Expo** will feature small business resource partners and scheduling for 1-on-1 consultative sessions for business services. During designated Spotlight times, the respective contributors will be moved to the top and can be used same as sessions for live discussions.

In the Gallery **Booth chat** you will find **further downloadable resources** provided by the author(s), such as papers and presentations, **as well as content unsuited for video presentation**, such as posters.

6. Where can I chat and socialize?

There are multiple chat channels in a Hopin event. Each one serves a different purpose.

- **Event chat** — global event chat where all participants can post messages. Here we will post general announcements. You may want to post your e-elevator pitch here.
- **The NYBLACKMBA café** – our main mingling room. Here you can freely join the session to talk (by clicking “Share Audio and Video”), chat and socialize. There will also be breakout rooms posted here.

- **The Helpdesk** – your main way of reaching the event organizing team. If you need assistance contact us here in chat or by Sharing Audio and Video to talk to us directly.
 - **Session chat** — each presentation in Sessions has dedicated chat rooms. Attendees who are on or off-camera can chat to interact with people on camera and vice-versa. Feel free to post questions and comments in session chat for your respective speaker, but please follow the instructions provided by the session host, technical host as well as the EAS 2022 local organizing team.
 - **Gallery-booth chat** — like Sessions, each booth has its own chat for group discussions and interaction. Here you will find further downloadable resources provided by the author(s), such as papers and presentations, as well as content unsuited for video presentation, such as posters.
 - **Meeting chat** — in Networking, a private 1:1 chat channel is set up between participants when they are connected.
 - **Direct messages** — anyone can send messages to an individual at a Hopin event via DMs in the People tab. To send a DM, find the person you wish to chat with in the People tab (top right corner of the event page window) , click their profile photo, and send a direct message to them. Additionally you can invite people to a 1-on-1 chat using the direct message option in the people-tab.
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7. How do I join a discussion with live audio and video?

Sharing Audio and Video is possible in sessions as well as during a gallery spotlight time.

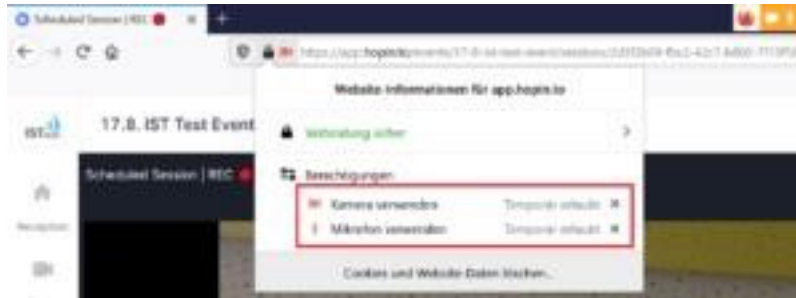
1. Click “Share Audio and Video” in open sessions or if you are a session moderator or “Ask to Share Audio and Video” first and then “Share Audio and Video” afterwards in moderated sessions.
 2. If you haven’t allowed access to your camera or mic in the event, you will be prompted to do so at this time.
 3. Once you see yourself on the main screen, you’re live to your audience.
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8. I'm having issues, how should I proceed?

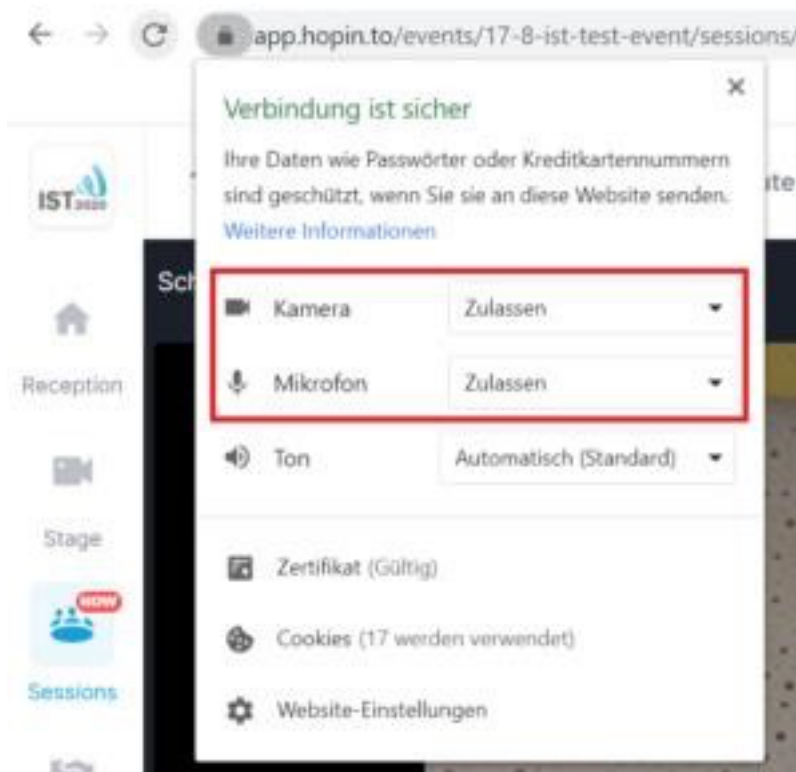
First, we recommend for you to skim the **Troubleshooting Section** at the end of this document.

1. Make sure you use Google Chrome or Firefox.
2. Refresh the browser and try to join again.

3. If problem with audio or video – Click “Leave” on the top right of the session panel, and request permission to moderate panel again (click “share audio and video”).
4. Check the lock-symbol next to your browser’s URL-Panel (where you enter websites like www.google.com) – check if access to microphone/camera is allowed. Firefox:



Google Chrome:



5. If you are in a session, ask the event volunteer (whom will identify themselves) for help in the chat.
6. If your problem persists, join the Helpdesk Session or if you aren’t able to do that, write us an email at eas@nyblackmba.org

9. Can I join a Hopin event from a mobile device?

Yes, Hopin’s web app is available on mobile devices for attendees.

While still in beta, you can now attend the Hopin event from your phones and tablets with limited functionality. You can view the Stage, view Sessions, view the EAS 2022 Gallery, chat, and use the Networking features of the event.

For the best experience please use a laptop or desktop computer with Chrome or Firefox

10. Error completing my profile

If you keep receiving the following error while completing your profile: “There was an error, please contact support if continues” — you will probably be redirected back to the confirm page every time you click the event.

To fix this, follow these steps:

1. Sign out of your Hopin account.
 2. Go to the Hopin homepage at <https://hopin.to/events/eas>.
 3. Sign in and go to My Account.
 4. Add your information on my “Profile” page in “My Account” and click on Save.
 5. You will be able to enter your event now.
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11. 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.

12. I'm having video/audio problems

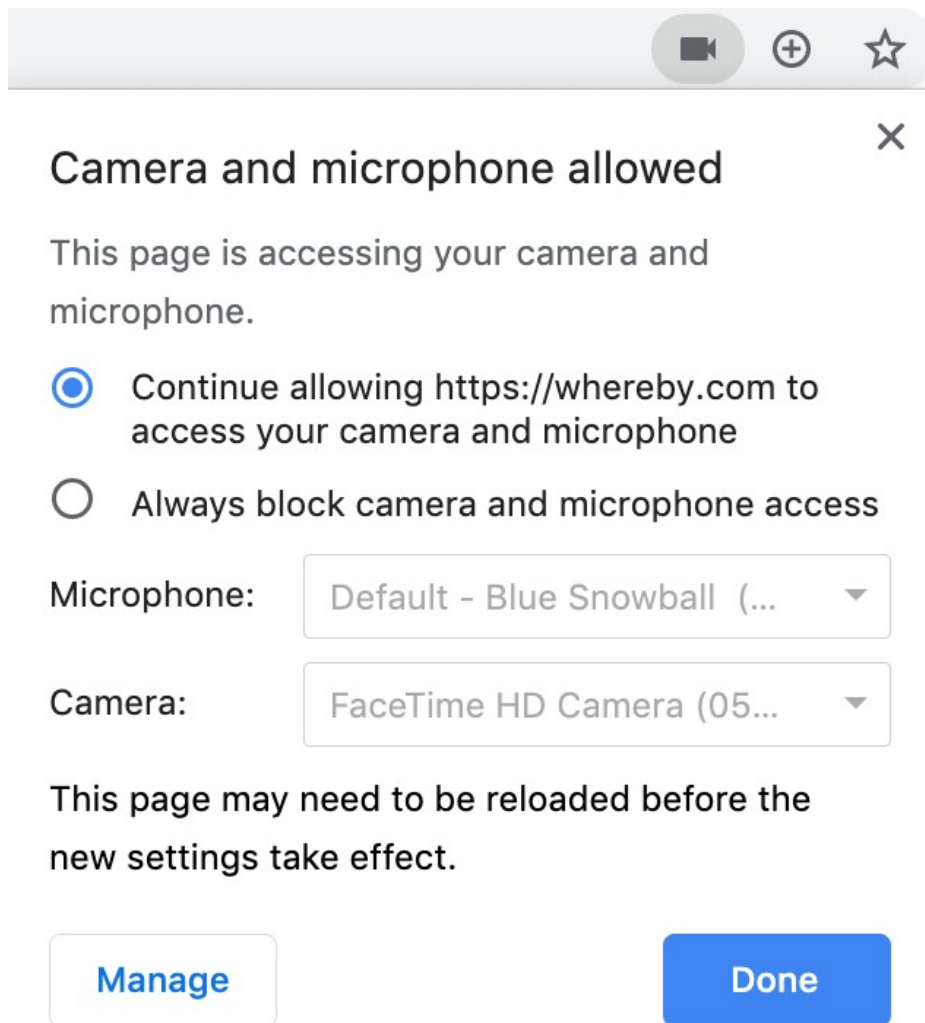
In Hopin, you’ll be prompted to select your audio and video device so that people can hear and see you at the event, but if you are unable to select your AV options, it is probably because you need to give browser permissions for Hopin to access your AV devices.

Firstly, close any unnecessary applications, notifications, alerts, browser tabs and windows.

Secondly, please be sure that you are using Chrome (preferred) or Firefox (backup) and that it is up to date.

If that doesn't work, be sure to give browser permissions in Chrome:

- In the URL bar, find the video camera icon and click it. A dropdown modal will appear like this:

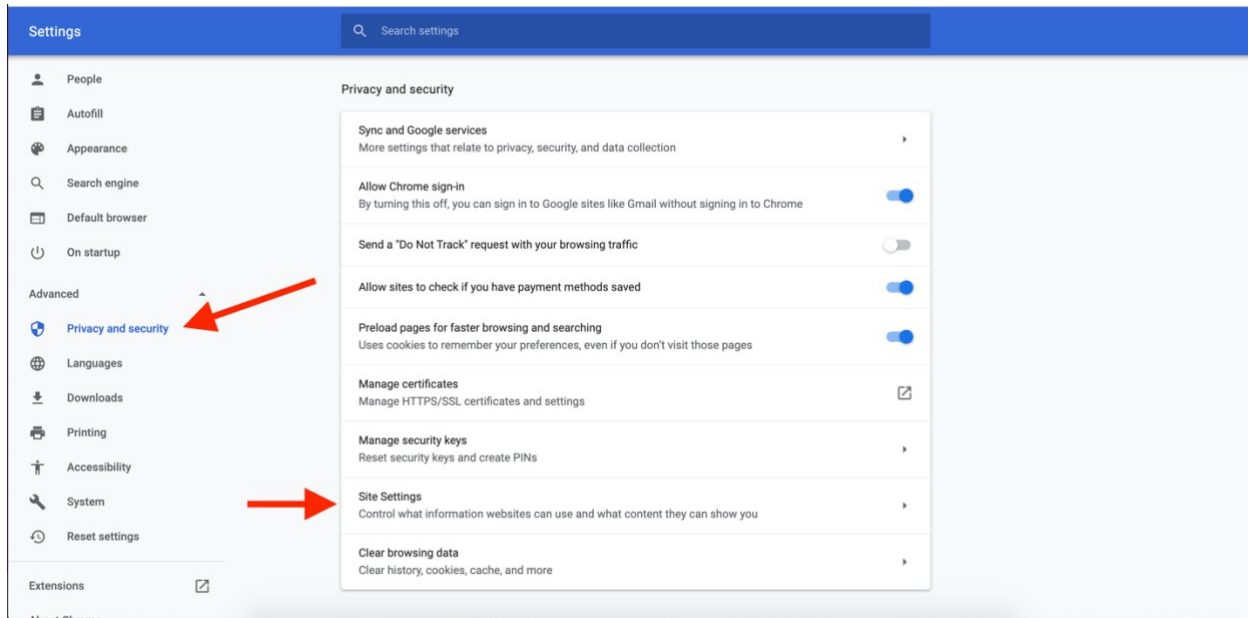


The image shows a Chrome browser interface with a dropdown menu open for the video camera icon in the address bar. The modal is titled "Camera and microphone allowed" and includes a close button (X). The text states: "This page is accessing your camera and microphone." There are two radio button options: "Continue allowing https://whereby.com to access your camera and microphone" (which is selected) and "Always block camera and microphone access". Below these are two dropdown menus: "Microphone:" with the selection "Default - Blue Snowball (...)" and "Camera:" with the selection "FaceTime HD Camera (05...". A message at the bottom says: "This page may need to be reloaded before the new settings take effect." At the bottom of the modal are two buttons: "Manage" and "Done".

Make sure your camera and microphone are allowed for <https://hopin.to>. You can also check to see if Hopin has access to your AV devices this way:

- In your browser, click **Chrome**

- Go to **Preferences**
- Under **Advanced**, select **Privacy and Security**.
- Find **Site Settings**

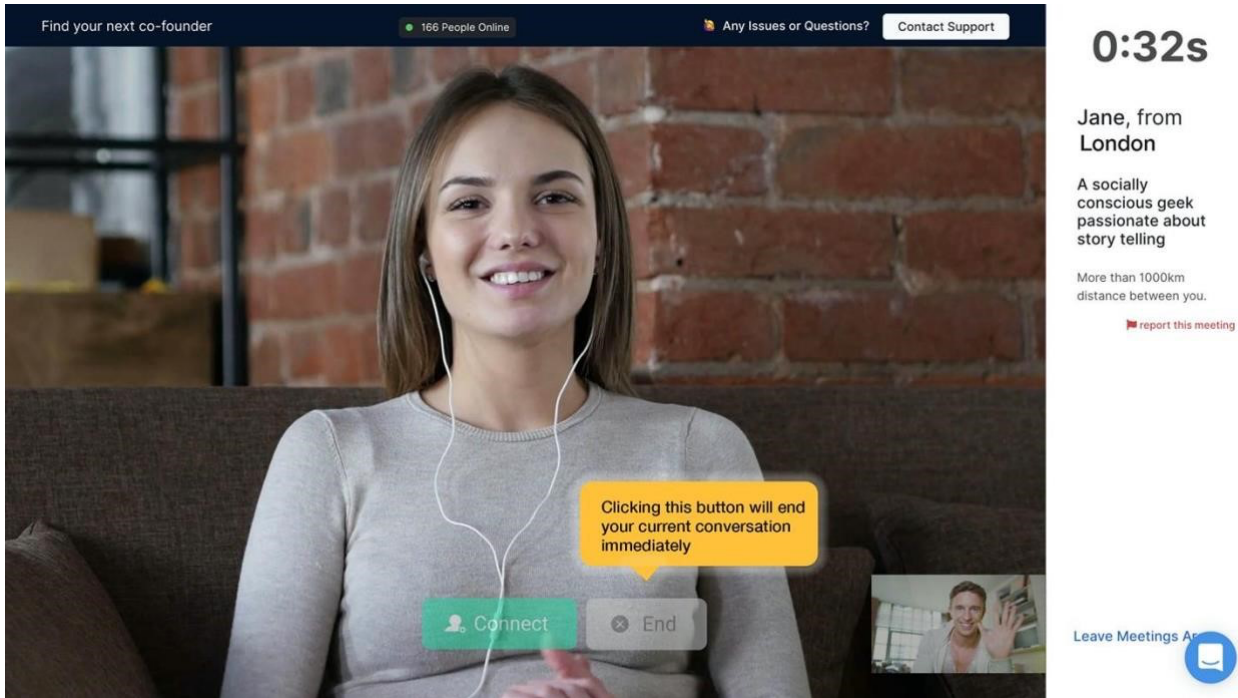


- Under Site Settings, locate Camera and Mic.
- Hopin should be one of the approved sites.

13. Why can't I end a one-on-one chat with someone?

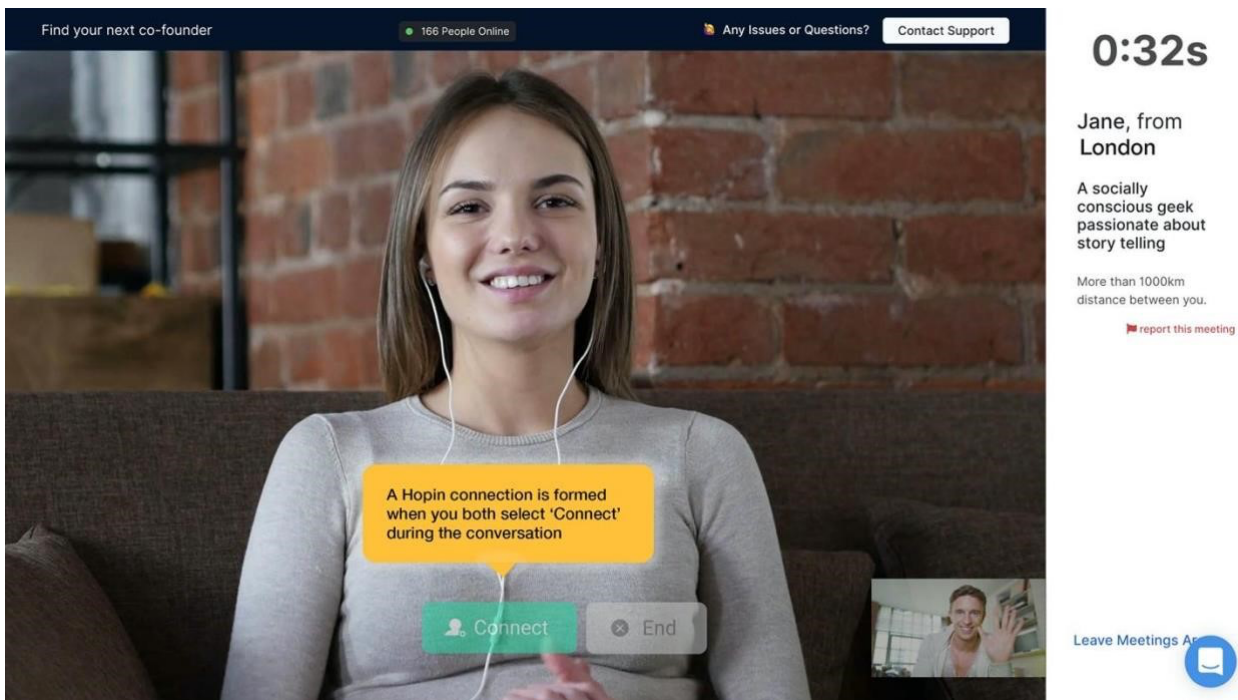
In Networking, sometimes the 'End' button might not be visible right away when you first meet someone. This is because the organizer has set a minimum amount of time each conversation has to last before attendees can choose to 'End' the call.

So the next time if you don't see the button right away, enjoy the conversation and it will become available very shortly.



How to follow up with someone post-event

During Hopin's networking segment, you and your conversation partner choose whether or not you'd like to select the **Connect** button.



If neither person or only one person selected Connect, a connection will not be made, and you will not be able to follow up with someone through Hopin. However:

After the conversation, if both parties selected 'Connect', you can follow up with them by:

- In your Hopin account, select '**Connections**' on the left panel to see all your contacts
- Select the way you want to follow up with them (Linkedin, Twitter, Email)
- You can also choose '**Unmatch**' to lose the connection

Do you have any further questions which couldn't be answered by our Hopin FAQ? Don't hesitate to contact our support staff in Hopin or provide feedback about this session via email: eas@nyblackmba.org