

Hopin Troubleshooting Tips



Troubleshooting common fixes:

- Make sure that you are joining the conference on a **Google Chrome or Mozilla Firefox browser on a desktop computer or laptop**. Unfortunately, Hopin is not fully compatible with any other browsers or devices (mobiles/tablets).
- Refresh your browser page.
- Close any other tabs or applications that may be using your camera/audio or eating into your internet bandwidth.
- Close the browser completely and restart.
- Check your browser permissions: 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.
- Update your browser to the latest version. You can download the latest version of Chrome [here](#).
- Try joining the event in incognito mode.

I can't see the event

- Make sure you are logged in to your Hopin account. Visit <https://hopin.to/> then click Login and enter your credentials. Once there, click My Account, then look toward the bottom of the page for the link to the event.

I can't see the event chat

- Make sure you are logged in to your Hopin account, **AND**
- Make sure you are in Reception and not just on the Ticket page.
 - The URL will have the word "reception" at the end of it.

The page isn't loading

- Please check your internet connection. Hopin requires a minimum of 5mbps download and 2mbps upload. For the best quality, 30mbps download and 10mbps upload or higher is needed.

I can't add to/change my profile

- Refresh your browser. Then access your profile by clicking your initials on the top right corner and then clicking "Profile" in the drop down menu.
- Make sure the photo you are trying to upload is not too big. Try to keep it around 1MB or less.

Something stopped working (or never worked)

- First, try refreshing the page. Most browsers have a circular arrow in the top left or right, next to the URL. Click it and see if that works.

I'm having video or audio problems

- When you enter a session, you may see a red pop-up in the top right corner (it flashes up quite quickly!), you'll need to accept this to be able to hear and see everyone.
- Ensure your browser's permissions are granted to have access to your camera and microphone (in Chrome, type into the URL bar: chrome://settings/content; in Firefox, type about:preferences#privacy)
- If you hear yourself echoing, you probably have multiple Hopin windows open. You need to close all of them except one. You also need to make sure you only have **ONE** device logged into the event. Sound is controlled by **user account**, not by device.

I can't share my audio and video

- Where are you? If you are in Stage, you cannot share. If you are in a Moderated session, only the moderator can control who gets to share.

Can I have more than 1 tab open?

- For the best attendee experience, we recommend that you close all other tabs whilst accessing the event - especially do not stream other media

The screen is too small

- You can make any video/audio sharing session larger by double-clicking it.
- Consider minimising the right-hand chat using the arrow next to it.

I have an issue that is not mentioned above

- Hopin has extensive troubleshooting tips [here](#).

I have tried all of the above and I'm still having problems

- Direct message the UKSFN Team. You can send us a Direct Message by searching for and then clicking on '**UKSFN Team**' in the 'People' tab on the right-hand side. (Make sure you have first clicked on the 'Event' tab and then 'People' tab underneath it, so you are not searching in just the list of people attending a specific session).
- If you are struggling to join the platform, please email info@sciencefestivals.uk and a member of our team will answer you shortly.