State of Caring Conference 2021

Carers: Recovery, Rebuilding and Recognition – learning from the pandemic

Thursday 4th November 2021

Hopin Virtual Platform FAQs

FAQs

Q: What technology do I need?

A: For the best Hopin experience we recommend:

- Using Google Chrome or Firefox as your browser (Edge Chromium is also supported)

- Make sure your browser is up to date, you can download Google Chrome here: https://www.google.com/chrome/

- Check your internet speed and network. Hopin 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 - test your speed here.

- We recommend attending the event using a laptop or PC. For instructions on using Hopin on a mobile or tablet, check this guidance here or on the separate document.

Q: Do I have to download something to run Hopin?

A: No. Hopin runs in your browser (just ensure you are using Google Chrome or Firefox). N.B. if you are using a mobile or tablet, see the final point above, in which case, you will need to download the Hopin app.

Q: I cannot access the event, what do I do?

Please follow the steps below:

- Ensure you are **signed up/signed in** to Hopin here: https://hopin.to/ and have created your profile.

- Have you accepted your registration email sent by Carers UK/Hopin?

- Are you using **Google Chrome** or **Firefox**?

- Please ensure you do not have multiple browser tabs open

- Close all other applications i.e. Outlook, Microsoft Teams etc.

- Please ensure your firewalls do not block you from connecting (check Hopin settings with your IT department if applicable)

- Please try connecting on a personal laptop/device or your mobile

- If still issues after the above, close everything down, re-boot your computer and try again

- Contact us at denise.yeats@carersuk.org for advice