

FAQ - HOPIN



Q: What does our virtual event consist of?

A: Attendees can watch live-streamed content similar to a physical event whilst engaging with the speakers and other attendees in the chat and on video!

Q: How do I sign up?

A: First you need to register a free account on [Hopin](#)

Complete your profile in Hopin with your name, designation, company name, one line description and profile picture so that others know who you are.

Next, you need to click [here](#) to register your ticket and "JOIN EVENT"

Hopin now expects you on the day with your new virtual profile.

Q: Browser compatibility?

A: Make sure you are using the latest versions of Google Chrome or Firefox* and that it is fully up to date. Google Chrome is the best - if you can, please use Google Chrome!

Brave, Edge, Safari and IE are not fully supported as they lack the support needed for live video events. We do not guarantee that Hopin will work on your mobile phone.

* requires recent versions of Chrome and Firefox, and Safari 11 or greater.

Note: Sometimes, third-party extensions can affect the experience blocking some of the Hopin interface elements. That's why we also 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.

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Q: What is the minimum recommended internet speed?

A: Minimum of 5mbps download and 2mbps upload. Ideally, we like to see 30mbps download and 10mbps upload or higher for the best quality.

Q: My page isn't loading, what is going on?

A: If there is constant buffering, make sure that your browser is up to date. It could also be an indication that the internet speed is insufficient - simply refresh and try. If refreshing does not work, close out and restart the browser or restart your computer.


Q: Can I have more than 1 tab open?

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

Q: I can't hear anything, what do I do? (for Sessions, Networking, Expo)

A: Make sure you are using Google Chrome or Firefox as your web browser. Google Chrome is the best - if you can, please use Google Chrome!

(Safari & Microsoft Edge browsers are not fully supported, DO NOT USE these browsers.)

- Your mobile phone is convenient to use but not powerful enough for Hopin - you need to use your laptop/computer.
- Still doesn't work? Refresh your page. If a screen pops up and asks you to allow Hopin to share your audio/mic and camera, ensure that you click **allow**.
- If a screen didn't pop up and you see a camera sign  to the right of your URL bar, click on it and select **camera allow**.

Q: I am getting a lot of feedback on my sound quality.

A: This could be because you are sitting next to someone with a laptop or electronic device - this may interfere with the audio settings. Try not to be in close proximity with another laptop/electronic device.

Q: I am getting a 505 / 404 error.

A: Whenever you run into a 505 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; or
- Restart your computer

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Q. Camera quality isn't great - is that just on my computer?

A: It might have to do with your internet speed. We suggest being closer to your router and having fewer devices or applications open, then refresh your page.

Q: What is happening in the SESSIONS?

A: This is where the main content of the Summit will happen. Please refer to the Schedule in the Reception area of Hopin to see what's happening when. You are all welcome to interact with the other attendees via the Sessions chat box.

For some sessions, the speakers will be taking questions from the audience. For questions to the speakers, please send a private message to **22C Marijke** (go to the "People" tab on the top right, search her name and send her a message). Marijke will gather all questions and present the speakers with a selection of the most asked/relevant questions at the end of the session. Feel free to ask any and all questions!

Q: What is NETWORKING for?

A: This is pretty much like a professional chat roulette! You get paired into a one-on-one meeting with a person (by random) for up to 10 minutes. Once the time is up, Hopin automatically moves you to the next person. If both of you decide to connect during the session, you will be able to exchange a digital business card into your profile!

Q: What can you find in the EXPO?

A: Check out a terrific showcase of startups, investors, and innovators from all around the world. You can watch their videos, check out their websites and ask for follow-up requests.

Q: Can I private message someone?

A: Yes you can! Simply click on the "*People*" tab, search for the person's name and click on it. You will now be able to message that person privately.

You also have the option to invite them to a one-on-one video chat. Once you have received a message, you will see a red dot next to the name of that person.

Q: Will the talks be recorded?

A: Recordings will be uploaded to a private Youtube channel for our attendees to view and sent out through our newsletter after the event. Please note that only select Sessions will be recorded, so make sure you're front and centre on event day for the speakers you want to watch!

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Q: How do you know what is happening now?

A: Simply go to the Reception area (basically the digital lobby of the Summit!), and you will see what's happening right now (under Schedule) below the Welcome messages.

Q: How do I know what is happening the rest of the day? Is there a lineup?

A: Yes! It's also in the Reception area of the page, simply scroll down to view Schedule. Or you can go to our [website](#) for detailed information on the programme.

Q: Event says it starts at 9.00AM SG - when can I enter the event?

A: You will be allowed access to the event 10 minutes before the start time. We have allocated 1 hour of networking time before the first live talk starts. Once in, don't be shy! Be as vocal as you would like in the Events chatbox - come and introduce yourself to our speakers and the other attendees. Do share your LinkedIn profile too, and have fun networking!

Q: Are there any sections of the event that are not accessible to some? And do I have to book anything in advance?

A: Yes - we have private Roundtables running parallel to the Sessions. These Roundtables will cater for deepening conversations and exploration of collaborations to a limited number of subject-matter experts on the themes of our event. Recommendations for action and strategies will be shared with the public in a report after the event.

Access to the Roundtables is invite-only, and is now full. If you would like to join the waitlist, please email info@22c.today indicating which Roundtable you're interested in joining in the subject header - the schedule for the Roundtables can be found on the [website](#).

Q: What happens if I have questions about the event or need to troubleshoot?

A: We have a Help Desk in the Sessions area where you can go to speak with one of our team if you have any technical issues.

Our whole team will also be floating around the event in all areas. If you need to reach one of our team members, simply type a message in the Events chatbox and someone with 22C in their name will get back to you right away. Alternatively you can private message us by searching for "22C" and messaging one of us.

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Q: Can the Event chat be seen in all areas of the Summit?

A: If you type in the Event chatbox, yes! (With the exception of the Networking area.)
However, in all other areas e.g. Sessions and Expo, there is a designated chatbox for that specific area.