Virtual Platform
(HopIn)
User Guide
## Virtual Platform (HopIn) User Guide

### Contents

1. **Before you get started**
   - IMPORTANT: Time zone ................................................................. 2
   - IMPORTANT: Device ........................................................................ 2
   - IMPORTANT: Web browser ........................................................... 2
   - IMPORTANT: Network security ......................................................... 2
   - Internet speed .............................................................................. 2
   - Close out of unneeded applications, tabs, messengers .................. 3
   - Use headphones .......................................................................... 3
2. **Accessing the Platform** .................................................................. 3
   - Meeting URL ................................................................................. 3
   - Email invitation access ................................................................. 3
   - Before the meeting ....................................................................... 4
3. **Navigating the Event** .................................................................... 4
   - Go to different events ................................................................. 4
   - Meet your fellow attendees ......................................................... 5
   - Notifications and Profile ............................................................. 6
4. **Attending a Session** ..................................................................... 6
   - Plenary Stage ............................................................................... 6
   - Finding a session ........................................................................... 7
   - Types of session ........................................................................... 7
     - Open Sessions ........................................................................... 7
     - Moderated Sessions ................................................................. 7
   - On Screen ....................................................................................... 8
5. **Presenter Information** ................................................................. 10
   - Testing .......................................................................................... 10
   - Presenting in your session ............................................................ 10
   - Share Screen ................................................................................. 10
     1) Entire screen ............................................................................ 11
     2) Window/Application .................................................................. 11
     3) Browser (Chrome or Firefox) tab .............................................. 12
   - If the screen share button is greyed out in a session: .................... 13
1. Before you get started

**IMPORTANT:** Time zone

- All program listings on maa.org/meetings/mathfest (and in the individual session descriptions on HopIn) are in Mountain Daylight Time (MDT = UTC/GMT -6:00). So a session listed on MAA’s website that starts at 11:30 a.m. will indeed start, for example, at 1:30 p.m. Eastern (US), 12:30 p.m. Central (US), or 10:30 a.m. Pacific (US).
- **However** HopIn will automatically adjust the schedule and session listings to your time zone

**IMPORTANT:** Device

- Please be sure to use a desktop or laptop computer to join the meeting.
- Mobile devices such as smartphones, tablets or iPads are **not** recommended; however, if you have to, you can use the Hopin Mobile app with limited functionality (it may not be possible to present on these).
  - **Note:** You will be prompted for a password on the app: select “Forgot password” to create one

**IMPORTANT:** Web browser

- Make sure you are using the latest version of either Google Chrome or Mozilla Firefox as your web browser. The platform is optimized for these two platforms. Using other browsers may result in reduced functionality, or limited access to MAA MathFest.
  - Instructions for downloading Google Chrome (any device)
  - Instructions for downloading Mozilla Firefox on Windows
  - Instructions for downloading Mozilla Firefox on Mac

**IMPORTANT:** Network security

- If you are joining us from a university, library, or other facility that you suspect may have strict firewalls, then be sure to work with that institution’s IT team to whitelist HopIn.
- Further details (and shareable information with your IT support team) are located here.
- If you think that your institution’s firewall will be a problem, then we strongly recommend joining from home or personal network or device.

**Internet speed**

Please also make sure that you are joining the event using a fast internet connection. Some suggestions to help bump up your speed:

- Move closer to your wireless router
- Plug into an Ethernet cable, whenever possible
- You may also need to join without a VPN, if that is preventing you from viewing, being seen in, or presenting in a session.
Close out of unneeded applications, tabs, messengers

- Try to only have the browser tabs needed to attend, present, or organize a session. Having too many applications tabs or other services open can decrease your device’s performance. Microsoft Office, Adobe Creative Suite, YouTube, or Netflix should not be open unless you need them for a presentation.
- If you are presenting, please try to have only HopIn open in your browser, along with your presentation application or tab. This is so that it will be easiest to navigate, and resize your presentation window so that you can simultaneously see the attendees.
- Also close out of any other messaging apps that may interfere with your presentation. Applications such as Skype, Zoom, Google Meet, Microsoft Teams, Cisco Webex, Slack, etc. can interrupt your camera or microphone.

Use headphones

- Make sure to wear headphones and/or a microphone headset when sharing your audio/video, to prevent echo or feedback.

2. Accessing the Platform

Meeting URL
If you have already set up your profile: congrats! You are all set. Once the meeting is live (WED 4 August), you can come directly to https://app.hopin.com/events/maa-mathfest-2021

Email invitation access
If you have not already accessed or set up your profile:

1) Email meetings@maa.org to ask for your HopIn invitation email

2) Be on the lookout for that email. It will look like this:

3) Open the email. Here is what it looks like:

4) Click “Create account & Join Event”

5) Next tick the box next to “I’m not a robot” to continue, also complete the reCAPTCHA if prompted.

6) You may then be directed to wait for a second email to verify your HopIn account. This is for your security, and the security of the meeting.

7) You will see a button on the bottom of that email that looks like this:

[Confirm & Join Event]
That link will expire after 10 minutes, in which case clicking on “Confirm & Join Event” will trigger a new email. Make sure to set up your profile shortly after clicking this, so that you can switch to using just the meeting URL (above).

Before the meeting
MAA MathFest 2021 commences on Wednesday, August 4, 2021. Until then, you won’t be able to access the meeting, but you can:

- Manage your profile
- Post in the event-wide chat (below)
- Take a peek at this year’s Exhibit Hall booths
- Review and map out your own schedule (Tips for how to add a session to your calendar [here](#))

3. Navigating the Event
Once the meeting is live, come join us at [https://app.hopin.com/events/maa-mathfest-2021](https://app.hopin.com/events/maa-mathfest-2021)!

You will be directed to the Reception page, with all of the left-hand navigation menu now open for you to click and use!

Go to different events
- To view this year’s Invited Addresses, click Plenary Stage
- To find most other mathematical sessions (except the MAA Pavilion events), click Sessions
- To meet one-on-one randomly with other attendees, click Networking
- To attend either the poster sessions or the Exhibit Hall (including the MAA Pavilion), click Exhibit Hall
- Scroll down for the full schedule, listed by day
Meet your fellow attendees

The event-wide chat will be available on the right-hand side of your screen.

Want to see who else is here? Want to chat (or even meet on video) with a specific person one-on-one? Both of these options are also available on the right-hand side of the screen!
1) Select the “People” feature instead of “Chat” (more on that “Polls” feature further down)
2) Scroll or use the search bar to find a specific attendee (a green circle next to a profile picture indicates that this attendee is currently online!)
3) Send that person a message, invite them to a video call right away, or schedule a one-on-one meeting for later (you may always choose to accept or decline invitations)
   - **Please note:** You can only invite a fellow attendee to one-on-one meetings at this time. You cannot invite more than one person to the same meeting.
   - **Also note:** To start a direct video meeting, you must first stop streaming your camera/audio in any current session or meeting, and then enter your new meeting

**Notifications and Profile**
Keep an eye on the upper right of your screen (no matter what session) for messages and notifications.

- A red dot next to the **paper airplane** symbol means you have a **direct message**. Click it to check and respond to your messages
- A red dot next to the **bell icon** means you have an invitation to a **current or scheduled meeting**. Click it to see who it’s from, and accept or decline the invite.
- Click on your photo (or initials) to edit/manage your profile at any time

**4. Attending a Session**

**Plenary Stage**
Only the invited address speakers will be on screen, but you will have the opportunity to engage with the speakers in the session-only chat, to which your right-hand menu will automatically default (seen here underlined in purple).

You will still be able to select the event-wide chat (which becomes its own tab when you’re in an event space), if you’d like to check on it while in any address, session, networking room, or the exhibit hall.

You can also engage with the speakers/organizers by responding to Polls or participating in the Q&A
Finding a session
When you navigate to
Sessions on the left-hand menu, you’ll end up on this display:

**IMPORTANT:** Sessions will appear here 5 minutes before their scheduled start time, and will remain until 10 minutes after their scheduled conclusion. You will not be able to access this session more than 5 minutes before the scheduled start, even if you are an organizer. Full schedule is available on the Reception page.

- Looking quickly for a specific session (about to start, or currently meeting)? You can filter down the currently available sessions by clicking on the *type of session* indicated by the tags (the grey boxes at the top of this display), then scroll through the options.

When you find the session you’re looking for and want to enter it, click the box session box.

Types of session
There are two types of sessions, which are indicated by the text in the upper left hand corner of each session box: **Open** and **Moderated**

**Open Sessions**
- An **Open** session means that there is no moderator, and anyone can come on any time (up to 20 at a time).
- When you enter an **Open** session, the center of the screen will look like initially:
- Click “Share Audio and Video”, and a may appear, allowing you to preview and audio, and adjust your settings.
- If you haven’t allowed access to your *camera or mic* in the event, you will be prompted to do so at this time.
- Once you are comfortable with the settings and feed, select “Apply”. Once you see yourself on screen, you’re live to your audience.

**Moderated Sessions**
- Attendees in a **Moderated** session (including non-moderating presenters) will have to request to come on screen. This button looks very similar, but will often be found in the upper right-hand corner of the session viewscreen. Most sessions are **Moderated**.
- Once permitted, the same test popup may appear, you may need to allow access to your *camera or mic*, and then select “Apply”. Once you seen yourself on screen, you’re live to your audience.
Here’s what it looks like when on screen. At the bottom of the screen, you can see several tools available. From left to right, in the red box:

- This button allows the attendee to quickly scroll to the session description (which will also list the session times in MDT, as well as the full schedule of presenters in this session, and organizer/presenter/panelist information.
- This button toggles the attendee camera on/off. In the above example, the camera is turned off, indicated by the red slash mark.
- This button toggles the attendee microphone on/off. When muted, this button will also have a red slash mark through it.
- This button indicates whether some form of screen share is in use (for more information on screen sharing, please see the section on “Presenter Information”. The screen in the above example is not being shared.
- This button re-opens up your settings panel, allowing you to change your audio/video feed, if desired.
- At the far right is the full screen toggle. All attendees have access to full-screen their view of the session (not to be confused with presenting in full-screen mode, below).

Whether an attendee, presenter, or moderator, be sure to keep an eye on the number of people on screen at any time.
• The leftmost featured indicator (1/20, next to the people symbol) notes the number of people in the session who are **currently on screen**.
  o **Please note**, sharing a screen counts as an additional on-screen attendee (so a single person sharing their screen counts as 2 people out of the 20 limit).
• The middle featured indicator (1, next to the eye symbol) notes the number of people in the session total, including those viewing without being on screen.
• The right featured button allows you to “Leave” being on screen. This does **not** kick you out of the session altogether, it just allows to quickly come off camera. You can rejoin (or ask to rejoin) by sharing (or asking to share) your audio and video.
• Please note: because of the 20 on-screen attendee limit, we ask attendees to be mindful of their fellow presenters.
  o If in an **Open** session, keep an eye on that left indicator, and try to come off screen when not actively discussing, so as to let others on.
  o **Moderators** are urged to minimize the number of on-screen attendees to themselves and the panelists/presenters in their session when possible.
• As with the plenary stage (and exhibit booths/poster rooms), there is a specific chat available for each session.

![Chat](image-url)
5. Presenter Information

**Testing**

*IMPORTANT:* If you are presenting (in a paper session, poster session, or as a panelist), then your *first step* should be to come to the **Test Session** that we shall have set up in the **Sessions** tab. This will be prominently featured, and available nonstop throughout the meeting. We have presenter troubleshooting tips listed in the session description.

If you have any urgent questions, come to the **Attendee Help Desk** (also prominently available during conference hours in the **Sessions** tab).

When it’s time for your session, make sure to head there early and let your fellow attendees (and session moderator) know that you are there by dropping a note in the session chat.

**Presenting in your session**

When it’s time for your talk, you will ask your session moderator to let you come on camera by hitting the “Ask to Share Audio and Video”. This will be just like attending any other session (above).

To share your screen, click the button on this button:  

Three icons will then appear above this, as follow:

- **Miro** is a whiteboard tool that allows you to create a surface on which to draw or write collaboratively. As the screen-sharer, you get to choose who may have access to this board. This is fully integrated with HopIn, but you will have to create a (free) Miro account in order to use it.

- If you have a video as a part of your presentation, then we **strongly** recommend that you upload it to YouTube. You can then copy and paste the YouTube URL into the field when prompted, and the video will commence smoothly playing for your attendees.

- Select **Share Screen** to display a part or all of your current screen view. This will be the option to choose if presenting slides. More details on this process as follows:

**Share Screen**

When you choose **Share Screen**, the following panel will appear:
You have three options:

1) **Entire screen** (default). This option will allow you to present your entire computer screen as you see it. This is highly recommended, and the easiest to do.
   a. Be sure to close out of anything that you don’t want your audience to see!
   b. You may not be able to see yourself or the other attendees when presenting in this mode; you should ask the moderator to interrupt if you’re running out of time, or if you would like to address questions during your presentation (the moderator can read them from the chat or Q&A). You can always save Q&A for later, when you stop sharing your screen.
   c. When you’re ready, make sure to **click on the image of your desktop** (don’t forget to check “share audio”, if you plan to do so!), which will enable the **share button**.
   d. You will likely see an infinite recursion of yourself presenting your own desktop. Don’t worry, this is **totally normal**, and you will obscure it with whatever else you plan to present.

2) **Window/Application.** This is ideal for sharing just your presentation application (PDF slides, PowerPoint, Beamer, etc).
   a. **You will need to have your presentation already open in order to select this**
   b. Your presentation may need to be in “Presenter Mode”
   c. **Click on the image of the application, program, or window** you are choosing to share (this is why it’s important to have as few apps/windows/programs open as needed, so that you are not sifting through many to find the right one.
   d. If you are on a Mac device, and cannot see your PowerPoint listed: [https://hopin.zendesk.com/hc/en-us/articles/360060274671-Screenshare-issues-I-can-t-see-Powerpoint-in-my-list-of-applications-Mac-](https://hopin.zendesk.com/hc/en-us/articles/360060274671-Screenshare-issues-I-can-t-see-Powerpoint-in-my-list-of-applications-Mac-)
   e. Once selected, the application image will gain a blue border. Then the “Share” button will be clickable
3) **Browser (Chrome or Firefox) tab.** This can help reduce strain on your computer (and you!), since you will have both the presentation and HopIn open in the same program (your browser). This can be a safe fallback if you would rather not share your whole screen, but your presentation is not working in the Application/Window option and/or you have audio to share.

   a. Make sure you have only a few tabs open if using this option, so that you can reduce confusion between your presentation and HopIn.

   b. If you need to convert your presentation into Google Slides, here is a handy article on how to do that: [https://www.businessinsider.com/how-to-convert-powerpoint-to-google-slides](https://www.businessinsider.com/how-to-convert-powerpoint-to-google-slides). Do this, as well as the following steps **before you hit “Share Screen” for your presentation in HopIn.**

   i. Once you have your presentation in Google Slides, it should be in a new tab. Go to the button on the upper right labeled “Present”, and click on the arrow to its right.

   ii. Click on “Presenter View”, then close out of, or minimize, the popup with the timer.

   ![呈示画面の例](https://example.com/preview.png)

   c. Now return to your HopIn tab, and select the tab option with your presentation title and/or the yellow box logo for Google Slides.
If the screen share button is greyed out in a session:

- Ensure you are connecting to the event using a computer as screen sharing is not supported on iPads and other mobile devices.
- Ensure you are using the updated versions of Chrome or Firefox.
- Check to see if the maximum number of participants has been reached. If it has been reached, the screen share button will be greyed out as a screen share is counted as a participant.
- If using macOS, follow this guide for further troubleshooting.

Note: Since the maximum number of speakers (sharing audio and video) allowed in a session is 20, if you have 19 speakers in a session and one of them decides to share their screen, the screen share will be counted as the 20th person.

To stop sharing, either:

- Click on the Share Screen button again, and select stop sharing
- Leave the screen using the Leave button

For Poster presenters

Poster presentations (found by scrolling down in the Exhibit Hall) operate the same way as a regular presentation, but can switch between the static poster image and a live presentation feed. The poster presenter will simply make use of the toggle feature to make use of this:
6. Moderator Information

Please familiarize yourself with the “Presenter Information” section above. Please also take an opportunity to visit the Test Session to review the presentation process, and the troubleshooting information that we have placed in its description.

We shall have A/V techs floating into and out of your session throughout, or possibly even stationed entirely during your presentation. They will introduce themselves, but largely remain off screen unless you alert them for their assistance.

If at technical representative is not present, and you encounter a presentation error, please alert us in the Event Chat, and someone will direct someone your way. In the meantime, please try to use the presenter information and troubleshooting guides to try to support your presenters.

Arriving to your session

Using the guidance on “Finding a Session”, above, be sure to get to the Sessions page more than 5 minutes before your session start time. This way, you can be ready the moment the session becomes available, and enter to start greeting presenters and attendees as they arrive.

Moderator Privileges

Your interface will look like this:

![Moderator Interface Screenshot]

You can come on screen at any time, but other attendees will have to request to come on screen. When they do, they will appear in the Moderation Panel (as shown here), so please be sure to keep an eye on it!

If you would like to accept the attendee’s request to come on screen, hover your cursor over their name. Their avatar/initials will turn into a green plus sign (pictured); click that to let them on.

**Note:** As a reminder, a maximum of 20 attendees can be on screen at any given time. Please be mindful of who you let on screen. We strongly encourage you to only let one presenter be on screen at a time.

As a moderator, you have the ability to mute, remove from the screen, or remove from the chat, anyone who may be overextending their time or not acting appropriately. You may have the options to do this from the three dots on the upper right of each on-screen attendee. Let us know if you need assistance.
Finally, you may always reach us at the Attendee Help Desk (prominently available in the Sessions tab during daily conference hours) with any urgent items, or questions or concerns. Thank you for organizing this session at MAA MathFest 2021!

7. **Master list of HopIn Troubleshooting Guides:**