

LSB Senior Summit - Hopin FAQ

Q: How do I register for the Senior Summit on Hopin?

A: LSB are hosting a Senior Summit event on Thursday 24 September 9:30am to 12:00pm to discuss the emerging themes in the strategy for the legal services sector. You'll need to sign-up for the event [using this registration link](#). You'll best asked to login or signup for a Hopin account to attend the event.

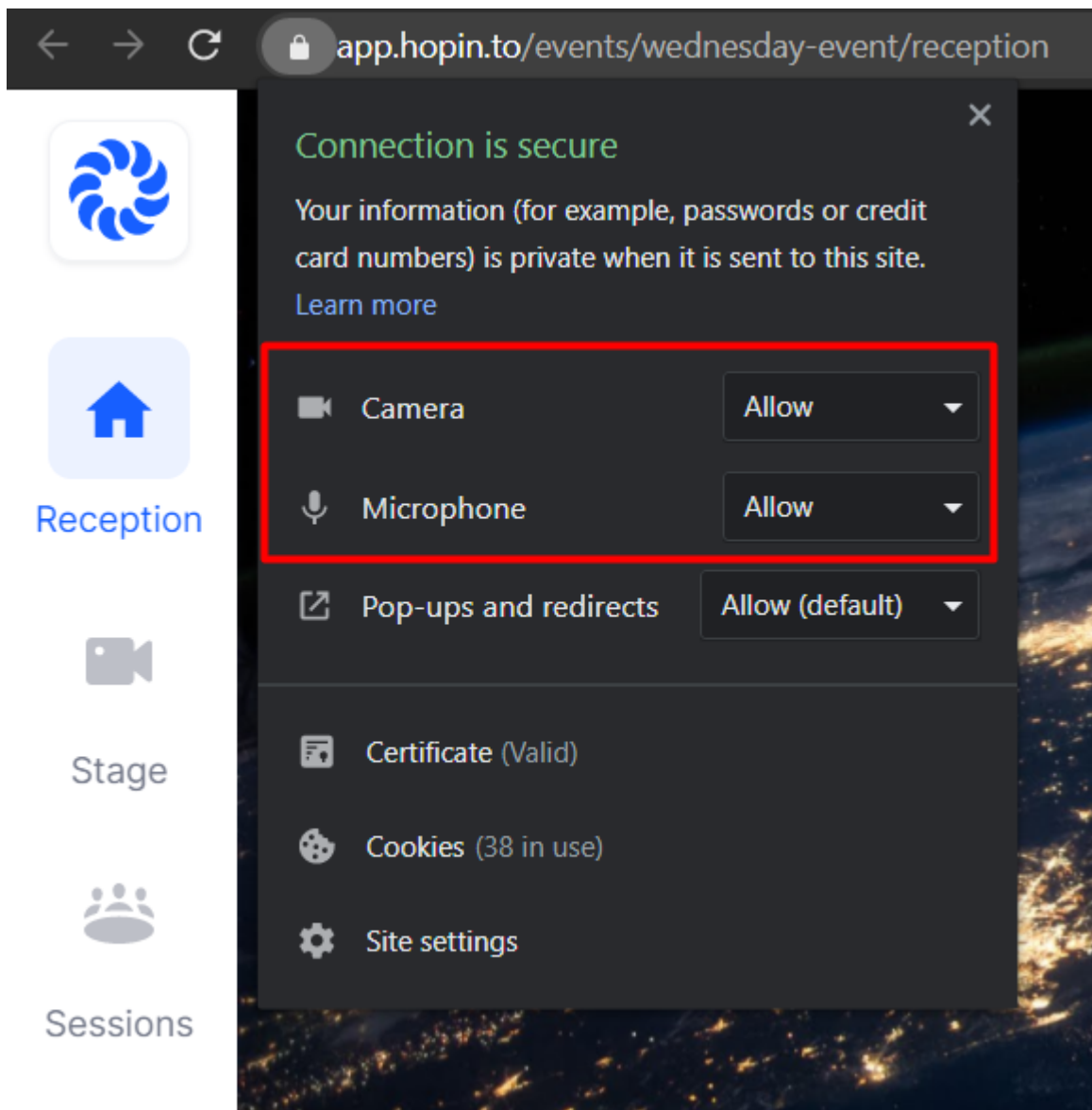


The screenshot shows the Hopin event page for 'LSB summit: strategy development'. The event is scheduled for Sep 24, 9:30AM to Sep 24, 12:00PM BST, with 34 people attending. The main banner features the text '2020 Summit: Strategy development' and the LSB Legal Services Board logo. Below the banner are tabs for 'Description', 'Schedule', and 'Speakers'. On the right, the 'Tickets' section shows a 'Join event' button highlighted with a red box. The event is hosted by the Legal Services Board, which is the oversight regulator of legal services in England and Wales.

Q: Why can't I join a Session or Backstage?

A: If you're having trouble joining a Session or Backstage, make sure you've completed the following:

1. Refresh your web browser
Tip: Hold Shift key when pressing the command+R (macOS) or Ctrl+R (Windows) combinations to reload the page without the cache.
2. 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.to web page.



3. Check the browser and make sure it is updated

Currently, using the latest versions of Google Chrome or Mozilla Firefox on your laptop or computer guarantees the best experience.

Note: Sometimes, third-party extensions can affect the experience by 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.

On mobile devices the experience will be limited for Organizers or Speakers and sufficient for event attendees. In case the mobile device is the only you have, please check to use *Safari* on iOS and *Google Chrome* on Android.

4. Restart your web browser

Sometimes browser settings require a browser restart for changes to take effect.

Note: if a session is Moderated, you will not be able to join the session unless the moderator approves your request.

Most of the time, a refresh of the webpage will fix most problems.

If you tried the tips above and still unable to join a session or a Backstage, it could be due to one of the following reasons:

- The Moderator or Organizer is not allowing you to enter the session or Backstage
- The maximum amount of people are already on screen is reached

Try contacting the Organizer in the event chat.

Q: I'm having video/ audio problems. How do I fix the issue?

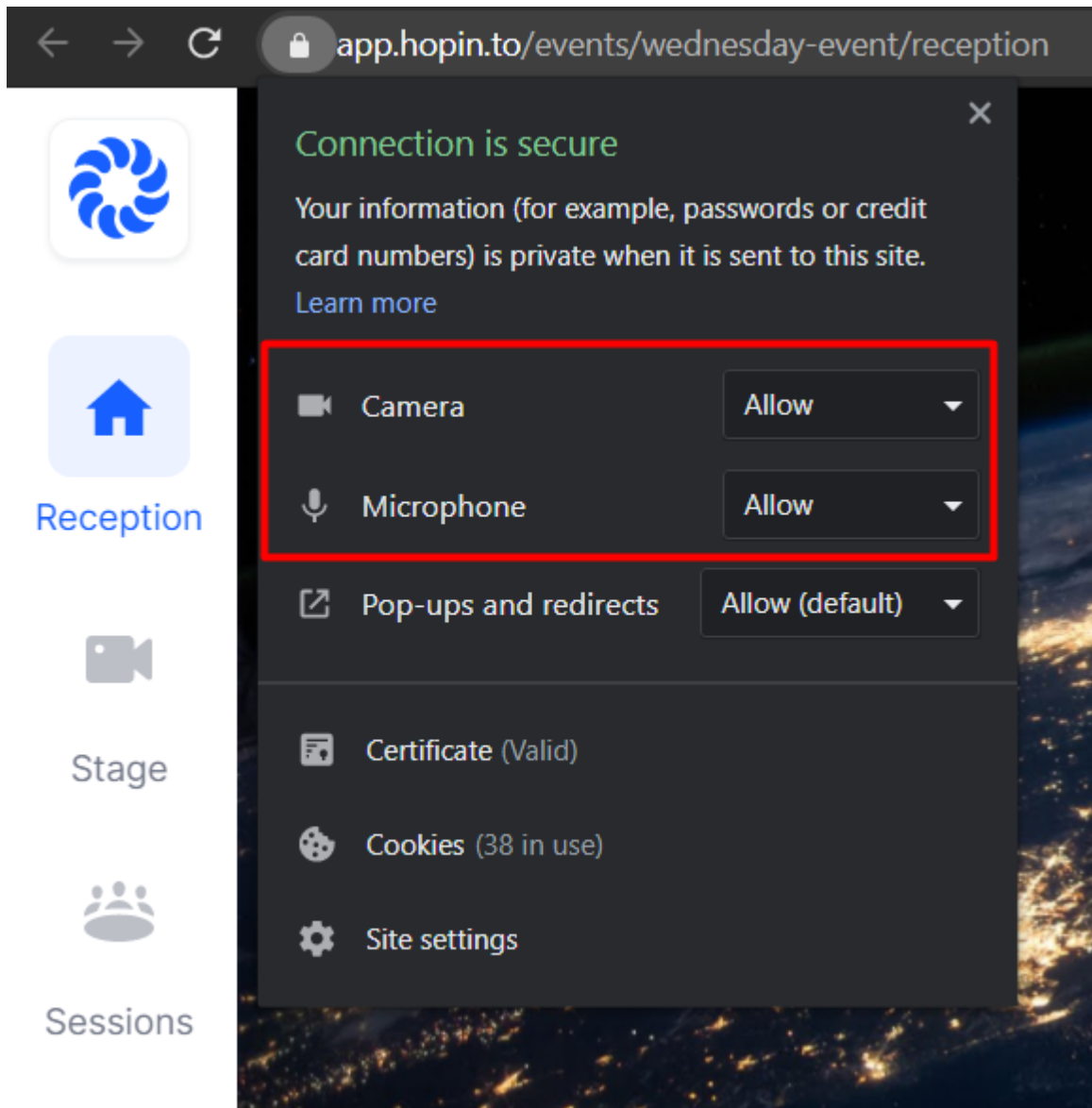
A: In Hopin, you will be prompted to select your audio and video device so that people can hear and see you at the event, but if you are unable to select your AV options, it is probably because you need to give browser permissions for Hopin to access your AV devices.

First, 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:

Allow Camera and Microphone in a web browser

Click on the padlock icon next to the URL field and make sure *Camera* and *Microphone* are set to Allow for app.hopin.to web page.



Make sure your camera and microphone are allowed for <https://hopin.to/website>.

You can also check to see if Hopin has access to your devices by entering the following link to your Chrome browser URL field:

chrome://settings/content/siteDetails?site=https%3A%2F%2Fapp.hopin.to%2F

1. Sessions

Sessions can be:

- Open (anyone can participate on screen)
- Moderated (Moderators approve or reject requests from attendees to appear on screen)
- Invite only (specified people can participate on screen)

Note: For Moderated or Invite only sessions you will need to be added as a Moderator by the Organizer so you can run your Session.

- When the event is live and it's time for you to appear on a Session, head to the Sessions tab and find the Session you'll be speaking in
- Click *Share Audio and Video* at centre of the Session screen
- 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 see yourself on screen, you're live to your audience
- If it is a Moderated session, you will see attendees asking to join at the bottom of the video in the Moderator Panel. You get to choose who comes up on screen with you there.