Hopin Troubleshooting & Tips

How to access the #NoWar2021 Conference:

At the time of the event, go to this link:
https://hopin.com/events/nowar2021-virtual-global-conference and click the *blue button* to enter the event.
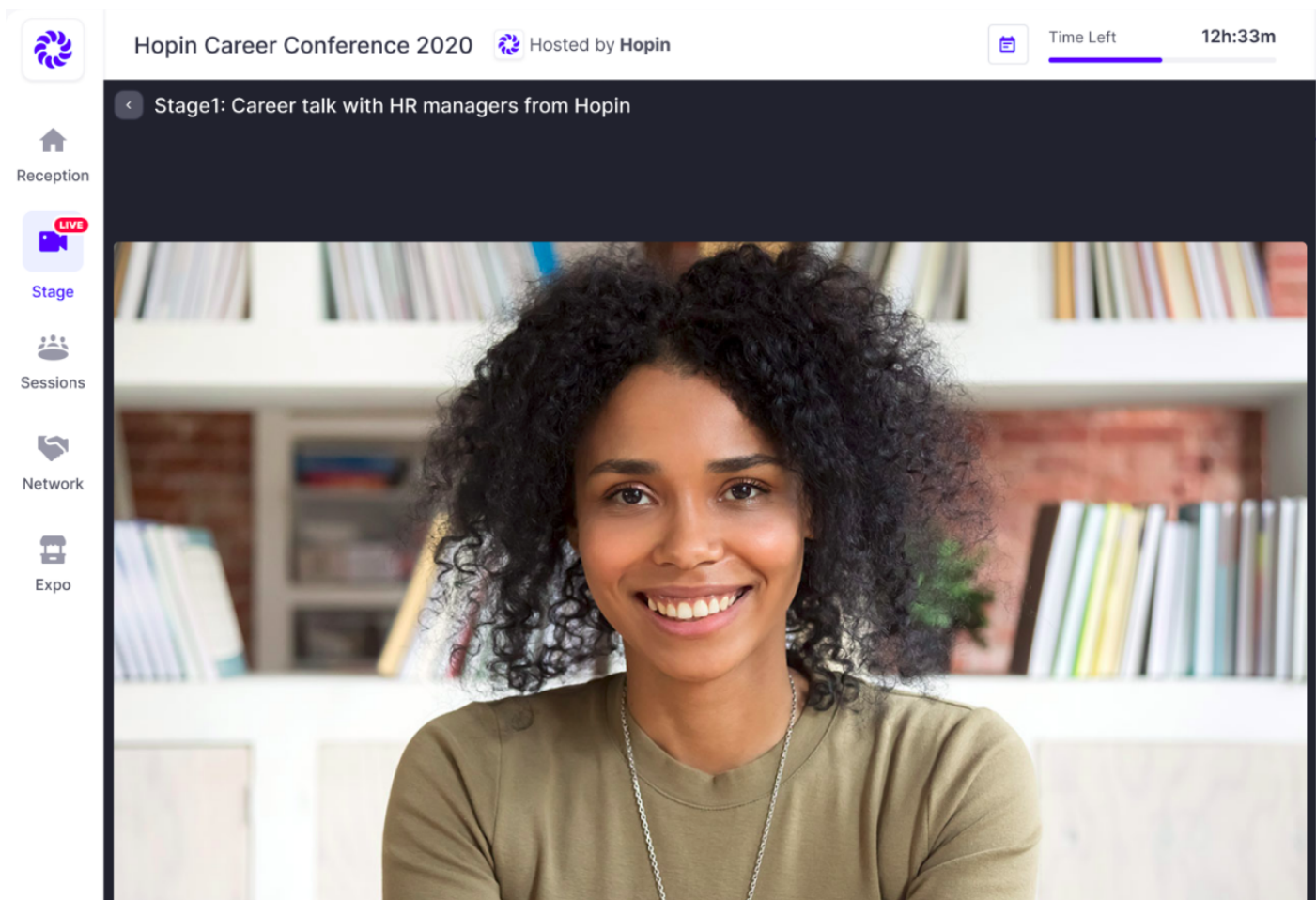
You will be prompted to log in with your Hopin account. Your email and password are unique; use the email and password you chose when you purchased your ticket.

Forgot your password? Use this link to reset your password:
https://hopin.com/users/password/new

Locked out of your account? Look out for an automatic email from Hopin to unlock your account. Be sure to check your spam/junk folder.

Within the event, use the buttons on the left-hand side to navigate the conference. The *Reception* tab has the event schedule. Red buttons saying "NOW" or "LIVE" indicate what is happening now. Click on the button to access that part of the event.
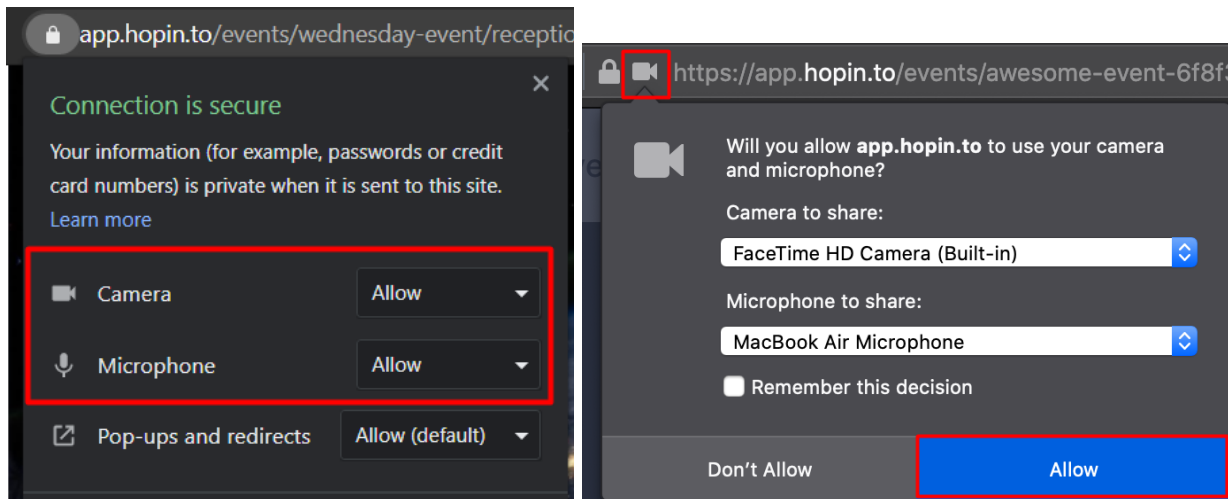
Troubleshooting Problems within Hopin:

1. Double-check that you are using a supported browser: **Chrome** or **Firefox** on desktop. Desktop is preferred for Hopin, but if on mobile/tablet, download the Hopin mobile app or use Safari for Apple devices or Chrome for Android.
2. **Refresh** your screen.
3. If video/audio isn't playing, you need to "**interact**" with the page. A message like the following may appear. Simply click the message to play audio.

4. If you are trying to speak in a session, but can't be seen or heard, make sure you have given **browser permissions**.

5. Use a **private or incognito tab** to ensure that ad blockers or other browser extensions aren't blocking Hopin.
6. Make sure your browser is **up to date**. Update your software as needed and restart your device.

Still having problems?

Visit the **Help Desk booth** at the conference (in the Expo area) or, if you can't access Hopin at all, email us at **helpdesk@worldbeyondwar.org**.