

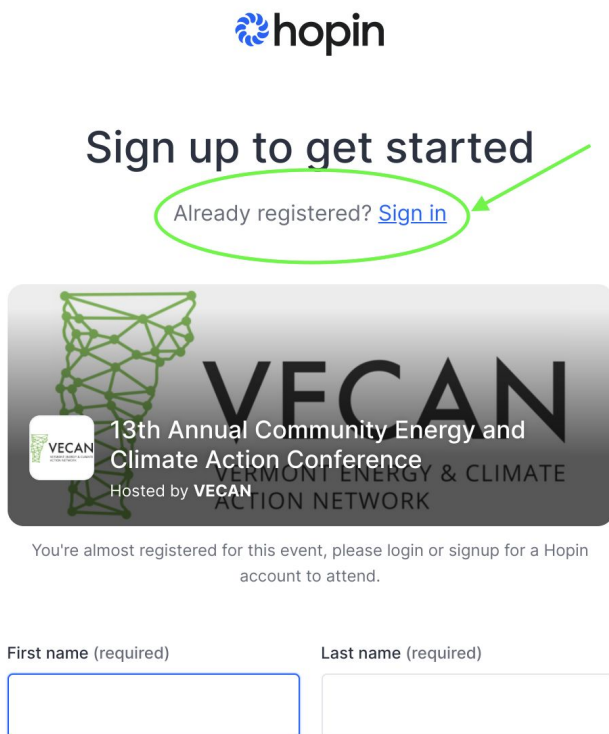
VECAN Conference Hopin Troubleshooting Tips


Overall Tips

1. **Join from a compatible browser.** Hopin works best on [Chrome](#) and [Firefox](#). It will not work with Safari, Edge, or Explorer. Make sure your browser is up to date.
2. **Check your internet speed and network.** We 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](#).
3. **Restart your computer** before joining the event. This ensures that there are no other video applications holding onto audio or video for any reason. Also – this is a generally effective strategy if you run into trouble throughout the event.

Signing In


4. **Login to the Conference** on the day of go to <https://hopin.com/events/vecan-conference-2020>
5. **Click on the button prompting you to "Join Event"**. After that you'll see this screen:





Sign up to get started

Already registered? [Sign in](#)

 **VECAN**
13th Annual Community Energy and
Climate Action Conference
Hosted by VECAN VERMONT ENERGY & CLIMATE
ACTION NETWORK

You're almost registered for this event, please login or signup for a Hopin account to attend.

First name (required)

Last name (required)

If you've already registered for the event, be sure to click the "Already registered? Sign in" link circle above. You will get stuck if you try to create a new account.

6. **If you registered but don't remember creating a password, or didn't keep track of it:** Start by [clicking here](#). Make sure you use the email address you originally used to sign up, and that will generate you a new password.

Audio/Video

7. **When you join a small group session click "Share audio and video"**. Make sure the right camera and microphone are selected and then click "Apply".
8. **Please use headphones when participating on-screen.** This will help eliminate echo and feedback.
9. **If you lose sound or can't share your audio/video or screen share, or otherwise are running into problems when you've addressed steps 1 and 2, try these steps (in order):**
 - o Refresh your browser
 - o Ensure your browser's permissions are granted to have access to your camera and microphone (in Chrome, type into the URL bar: chrome://settings/content). If you're on a Mac, ensure your browser has permission to record your screen (open your computer's System Preferences > Security & Privacy > Screen Recording > find your browser in the list and check the box)
 - o Quit and relaunch your browser
 - o Restart your computer
 - o Join the event in a different browser (e.g.: switch from Chrome to Firefox)
10. **[Watch this tutorial video to orient yourself to the platform](#)**