





# cdCon 2020

How to Use the Hopin Platform  
Virtual Attendee Guide



We are excited to welcome you to cdCon, taking place virtually October 7-8, in Pacific Daylight Time.

**Wednesday, October 7**

7:00am - 8:45 am: Sessions  
9:00am - 10:35am: Keynote Sessions  
11:05am - 2:50pm: Sessions  
3:00pm - 4:00pm: CDF Happy Hour

**Thursday, October 8**

7:00am - 8:45 am: Sessions  
9:00am - 10:55am: Keynote Sessions  
11:25am - 3:10pm: Sessions

cdCon will be hosted on the virtual event platform, Hopin, which allows event attendees to join and participate in different sessions easily.



If you haven't registered yet, complete your registration for [cdCon here](#). Once your registration is complete, you will receive a confirmation email.

On October 6, you will receive an automated email from our virtual event platform Hopin, with your **Magic Link** to join the event.

Click the **Join the Event** button in the email and access the virtual event!

The cdCon platform will open on October 7 at 6:00 AM PDT. You will not be able to access the full platform before then.





## cdCon Code of Conduct

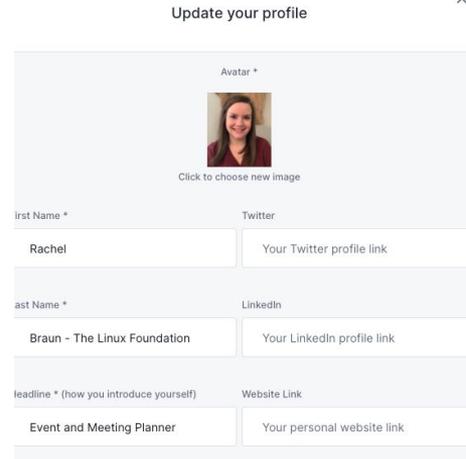
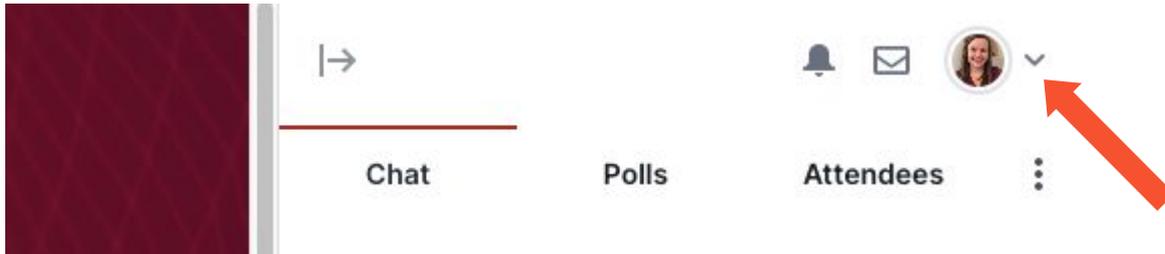
Your registration for, or attendance at cdCon indicates your agreement to abide by this policy and its terms.



# Getting Started

# Create Your Attendee Profile

- In the upper right hand corner of the platform, click the drop-down button and click on Edit Profile
- Update your profile - you can include a photo, social media links, and a short headline (such as job title, company, etc.)
- You can edit your profile at any time during the event

A screenshot of the 'Update your profile' form. It features a profile picture placeholder with the text 'Avatar \*' and 'Click to choose new image'. Below are input fields for 'First Name \*' (containing 'Rachel'), 'Last Name \*' (containing 'Braun - The Linux Foundation'), 'Twitter' (containing 'Your Twitter profile link'), 'LinkedIn' (containing 'Your LinkedIn profile link'), 'Headline \* (how you introduce yourself)' (containing 'Event and Meeting Planner'), and 'Website Link' (containing 'Your personal website link').

## Get to Know the Platform

There are 5 main areas of the virtual event platform:

1. Schedule
2. Main Stage
3. Sessions
4. Networking
5. Sponsors & Selfies

Keep reading to learn about each area!

## Navigating the Platform

You can easily navigate to each section of the platform by utilizing the left-hand navigation panel.

If there's a live session currently taking place in any of these areas, you'll see a *LIVE* banner in that section.



Schedule



Main Stage



Sessions



Networking



Sponsors



## Schedule

This is the main page of the event. Here you'll find:

- The event description
- A link to Sched to easily reference session times/session descriptions/speakers
- Schedule with quick links to each session - the session is displayed by day, use the toggle buttons to see what's coming up next



Schedule



Main Stage



Sessions



Networking

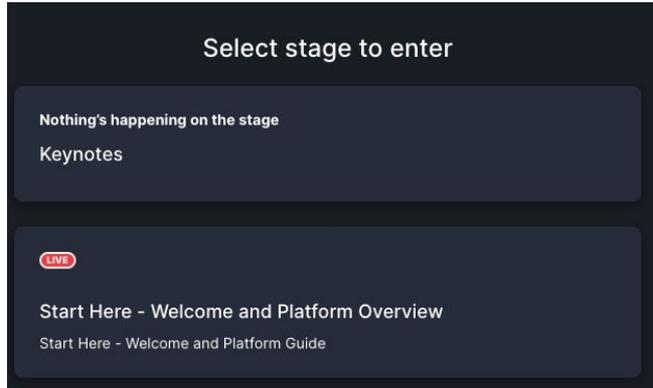


Sponsors



## Main Stage

Join all keynotes and important announcements here. There are multiple different stages you can join (make sure you join the Tutorial Stage first for some helpful tips on navigating the platform!)



Schedule



Main Stage



Sessions



Networking



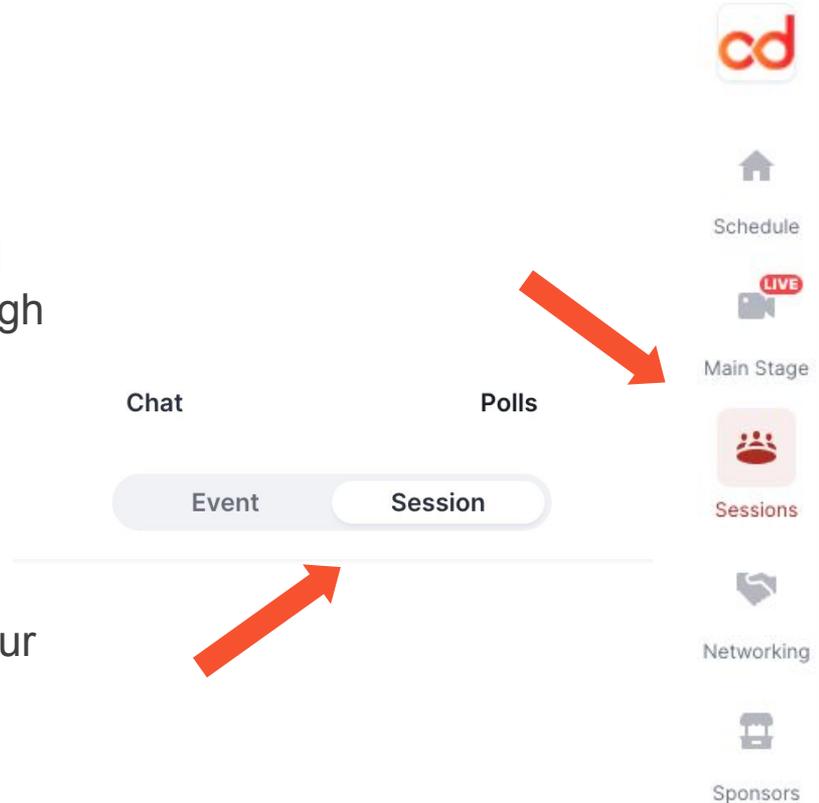
Sponsors



## Sessions

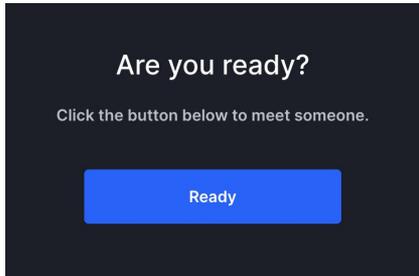
Sessions are where breakouts, BoFs, speaker Green Room, and Help Desk are located. Like a live conference, there will be many opportunities for the audience to participate in the discussions, and you will be able to ask questions directly to the speakers through the chat feature.

- To join a session, click on the title of the session you want to join
  - Sessions will be displayed here at their scheduled start time
- Participate in session specific chat by toggling your chat to *Session*



## Networking

Take advantage of breaks by meeting up with fellow attendees in the networking area for one-on-one conversations. Think of this networking feature as professional speed dating, where you can easily strike up a conversation and exchange contact information by using the *Connect* button. Each networking session has a time limit to exchange contact information before moving on to meet the next awesome attendee.



- If you haven't already done so, you'll need to grant Hopin permission to access your microphone and video

## Sponsors

cdCon would not be possible without our generous sponsors. Take a moment to stop into their booths and say hello. Be sure to click *Share Audio and Video* in the upper-right corner to interact with the booth staff (when applicable). Be on the lookout for special sponsor presentations and giveaways found only in the Sponsor area.

If you'd rather not chat with Sponsor representatives face-to-face, you may also use the Booth chat.



Schedule



Keynotes



Sessions



Networking



Sponsors & Selfies



## Virtual Selfies

Stop in to the Sponsors & Selfies area and create your cdCon virtual selfie! Don't miss the fun of being onsite - snap a photo of you in your virtual event space! Add stickers to personalize, then download to share with your fellow attendees. Make sure to share on social using #cdcon



Schedule



Keynotes



Sessions



Networking



Sponsors & Selfies



## Chat and Attendees

**In all sections of the platform, there are 2 tabs on your right-hand side:**

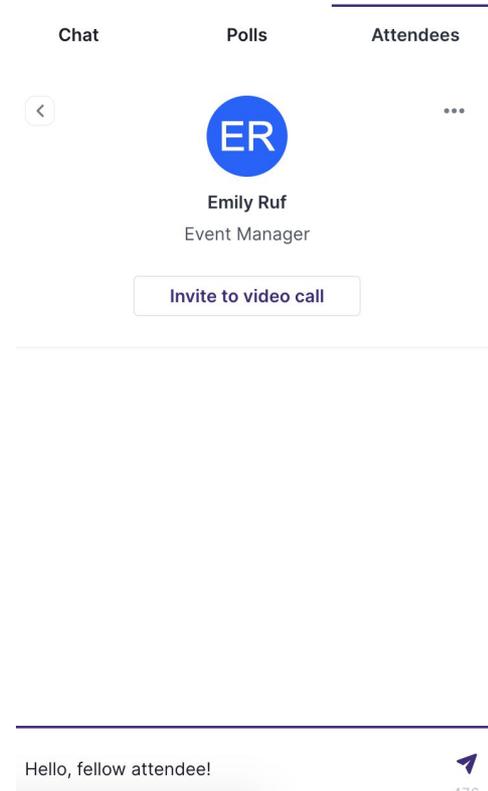
- **Chat:** Send messages visible to all participants of the event. In the sessions and booths you can switch to the chat visible only in the Session or Booth you are participating in. The Chat tab is also where you will see occasional important messages from event organizers popping up.
- **Attendees:** A list of all event participants that have joined the event. You can send direct messages to any attendee by clicking their name here.

# General FAQ

## How do I connect with a fellow attendee privately?

You can send a private message to another attendee by clicking on the *Attendees* tab and finding the person's name (displayed alphabetically by first name). Click on their name to learn more about them and send a message directly. When you receive a new direct message from another attendee, their name will rise to the top of your list and you will have a red dot indicating a new message.

You can also invite fellow attendees to 1:1 video conversations.



## **Will sessions be recorded?**

All sessions will be recorded and published on the [Continuous Delivery Foundation Youtube Channel](#) after the event, so if you are unable to attend the live event you will still have access to all the content. However, we recommend attending the live sessions when possible so that you can interact with fellow attendees and ask questions via chat during sessions.

## Why can't I join a session or stage?

If you're unable to join a session or stage, it could be due to one of the following reasons:

- Your browser may not be giving Hopin access to your audio or video devices. You cannot join a session without your AV. Please make sure that you have given consent via browser permission for Hopin to access your camera and microphone. If you don't receive a pop up asking for your consent, this could be a bug issue (please follow steps below to work around) or if not, it could potentially be a security blockage by your company. If your company computer is blocking your access to the sessions, we recommend trying on your personal computer.
- To resolve the potential bug issue, try the following solutions: refresh your browser, close all your other browsers, and exit from applications that might be accessing your AV such as Zoom, Webex, Gotomeeting, etc, clear your cache and browsing history, and/or restart your computer.

## What technology do I need to prepare for the event?

- Hopin works best on Google Chrome (highly recommended) and Mozilla Firefox. Make sure your browser is up to date. Please note that Hopin is **not** compatible with Safari, Internet Explorer, or Edge.
- Check your internet speed and network. We recommend a minimum of 5mbps download and 2 mbps upload.
  - If you are using a VPN (network) or device provided by your employer, please ensure your device can access and share your camera and microphone.
- Restart your computer before joining the event. This ensures that there are no other video applications holding onto audio or video for any reason.
- Give your browser permissions for Hopin to access your AV devices:
  - To give browser permissions in Chrome:
    - In the URL bar, find the video camera icon and click it. A dropdown module will appear
    - Make sure your camera and microphone are allowed for <https://hopin.to/>

## **I keep getting an error message when trying to complete my profile.**

If you keep receiving the following error while completing your profile: “There was an error, please contact support if it continues” - you will probably be redirected back to the confirm page every time you click the event.

To fix the error message, follow these steps:

- Sign out of your Hopin account.
- Go to the Hopin homepage at <https://hopin.to>
- Sign in and go to My Account.
- Add your information on my "Profile" page in "My Account" and it will hit Save.
- You will be able to enter your event now.

## **What can I do if I'm getting a 500 error message or a 404 error message?**

If you are getting one of the above error messages, try:

- Refreshing your web browser
- Restarting your web browser
- Clearing your browser cache
- Try a different type of web browser
- Sign out of your account and sign back in
- Restart your computer
- Most importantly, ensure that your web browser is updated and compatible based on the system requirements.

## What can I do if I lose sound or can't share my audio/video?

Please try these steps (in order):

1. Check if you are using Chrome (highly recommended) and Firefox web browser
2. Refresh your browser
3. 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)
4. Quit and relaunch your browser
5. Restart your computer
6. Join the event in a different browser (e.g.: switch from Chrome to Firefox)

## I've tried all the troubleshooting steps and I'm still having issues. How can I get help?

Visit us in the session called “HelpDesk” - here a member of our staff can help you troubleshoot. Be sure to click “Share Audio and Video” so that we can speak with you live in-person. You can also email [events@cd.foundation](mailto:events@cd.foundation).

