



BCIA Awards 2020 Virtual Platform FAQs

GETTING STARTED

What is Hopin?

Hopin is a virtual live events platform with all the benefits of physical events that people love, including mainstage awards, and networking

How do I register for the BCIA Awards?

Click [here](#) register.

You must register in advance in order to attend on the night.

How do I join when the event is live?

When it's time for the event, visit the registration link and click Enter Event.

What should I include in my profile?

Please include your full name, email, company name, and a profile picture. This will help our virtual event feel more like the real thing! In addition, feel free to add your LinkedIn profile, Twitter handle, and website in case you'd like to connect with others during or after the event.

TECHNICAL ASSISTANCE

Help....I can't get into the Hopin platform

If you are having problems joining the platform please contact Tracey Rushton-Thorpe. The email and phone lines will be open throughout the event from 16.00 – 23.00 on Thursday 10 September.

Email: tracey@keystonecomms.co.uk

Tel: 01733 294524

Help....I've logged in but I don't know how to navigate around the platform

If you are having problems navigating your way around the platform please message **Hayley Hopkins** via the **People Tab** on the right hand side of the platform. Alternatively telephone 01733 294524 to be connected to a member of the team who will be able to help you.

Browser compatibility?

To enhance your experience, we recommend attending the BCIA Awards through your laptop/PC on Chrome or Firefox. We cannot guarantee it will work on a mobile phone. Please note that Hopin runs best on recent versions of Chrome and Firefox.

Technical recommendations

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](#). If possible a hard-wired internet connection should be used for the best experience on the night.

Can I log in and out of the event?

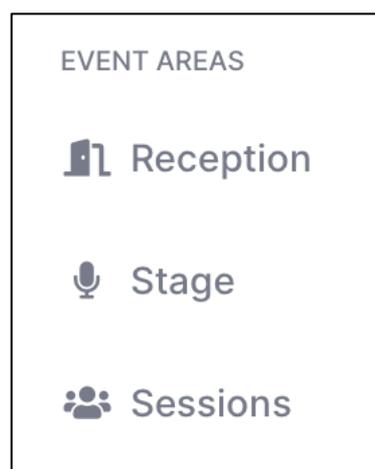
If you log out of the event and back in, look out for an event pop-up on the bottom right hand side of the screen. If you do need to leave at any time that's fine, we just suggest you remain logged in to keep it simple when you return!

HOW DOES IT WORK?

On the evening of the BCIA Awards the platform will open at 17.30. Until that point you will only be able to access the Registration area when you log in.

At 17.30 you will be able to access the full virtual platform.

On the left hand side of the screen you will see the Event Areas – these are the areas we will be using on the night. To enter one of the Areas you simply need to click on it.



RECEPTION

The Reception Area has all of the information for the event including links to download the Book of the Night, place cards and wine collars if you haven't already done so.

SESSIONS

This is the networking area which is set out just like the room would be on the night so if you're a sponsor, or if you had booked a table at the 2020 Awards then look out for your company name – all you have to do is click on your 'table' to gain access to your own networking area where you can share your video and audio to see and chat with your colleagues – it's just like a zoom meeting but much more fun! Don't worry if you didn't get chance to book a table – there's plenty of spare tables (numbered 1-20) for everyone in our virtual platform – all you need to do is arrange to meet your friends in one place. Feel free

to mingle - once you've joined the platform you can visit as many 'tables' as you want to so look out for your industry friends and head over to see them for a chat.

All of the tables allow a maximum of 20 people in them at any one time, but remember they work like a zoom call, so 20 people all talking at once might be too much! The rooms work best with a maximum of 9 people. Please note, while there can only be 20 people sharing audio and video in the room at any one time, there could be 100s of people watching as you don't have to share audio when you enter a room – so be careful what you say! You can see how many people are in the room by looking at the eye icon.

If you are having problems with your audio either being heard, or your audio causing feedback, trying using a headset or turn off your microphone - you can still be seen and communicate via the chat function.

STAGE

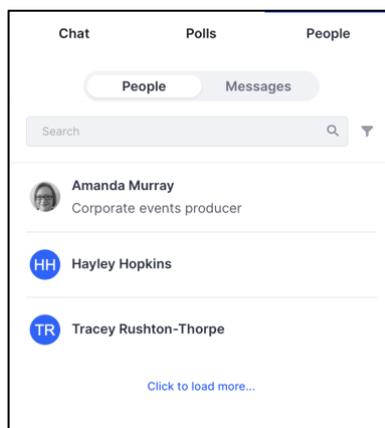
When the time comes for the main event we'll ask you to head over to the stage where we will announce the winners of this year's prestigious BCIA Awards. Once the winners have been announced don't go away because the fabulous Suzi Ruffell will join us on the main stage.

SESSIONS

We know you like to party so once we have finished on the main stage you will be able to return to the networking area which will be open until 11pm.

FINDING YOUR FRIENDS

When you enter the platform click on the People button in a column on the right hand side of your screen.



Everyone attending the event will be displayed here so if you're looking for someone specific simply message them to find out which 'table' they are on. This is also where you'll find Hayley Hopkins so if you are having trouble navigating around the platform you can message her here.

How does the chat feature work?

Chat allows attendees to communicate with one another throughout the event. If you write a message in Chat, everyone at the event can see it.

How does the people tab work?

If you would like to chat directly with someone simply click on their name in the People tab and then you can either text chat or video chat with them if you prefer.

GENERAL**How much does it cost to attend**

The BCIA Awards is free to attend – you just need to register to gain access.

Will the event be recorded?

Yes, the BCIA Awards ceremony will be available to watch after the event on the BCIA YouTube channel which you can access [here](#)

If I miss the BCIA Awards where will I find details of the winners?

The winners will be on the BCIA website immediately after they are announced at the Awards virtual ceremony. You can access the page [here](#)