

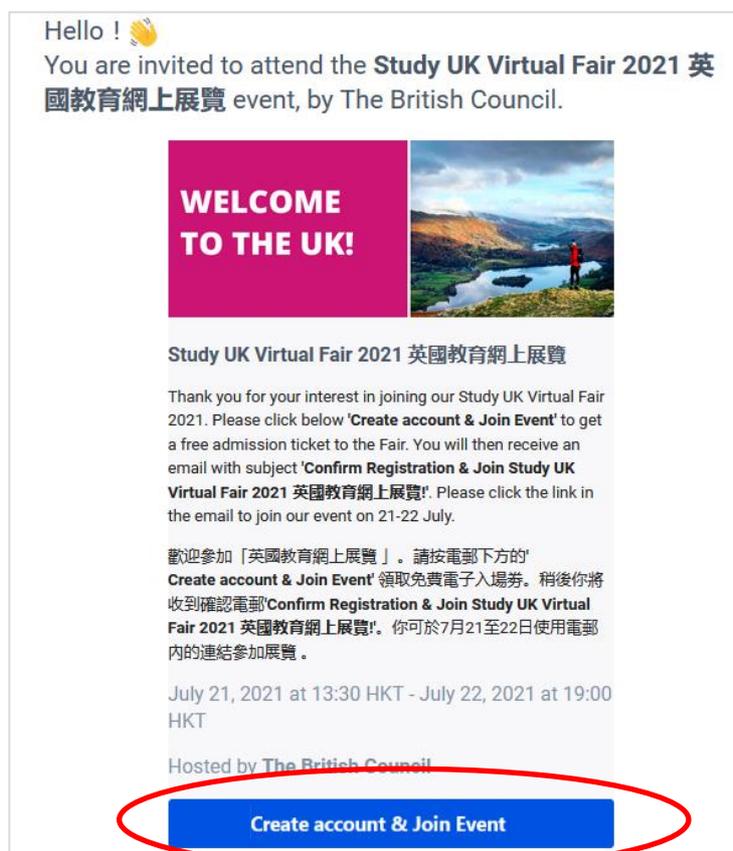
# Study UK Virtual Fair 2021, 21-22 July 2021

## Audience Manual

This event will be hosted on Hopin.

### ACCEPT REGISTRATION ON HOPIN

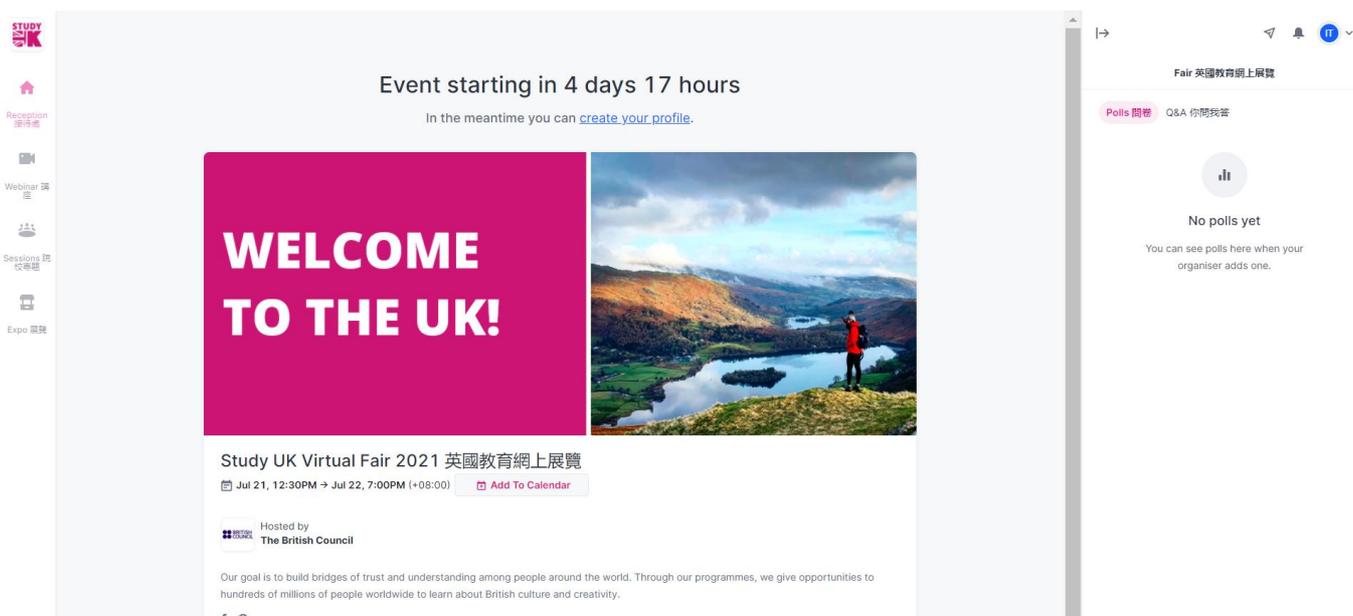
After registering on our event, you will receive an invitation email from Hopin closer to the event date. Make sure to accept the invitation to have access to the Study UK Virtual Fair. To do this, click the "Create account and Join Event" button (as below) and you will receive a confirmation e-mail with event link. For detailed registration procedure, please view [here](#).



## Getting around Hopin/Browsing through Hopin

You will be able to access the event on Hopin 15 minutes before the event starts. You are also going to receive a reminder by email to make sure that you don't miss it!

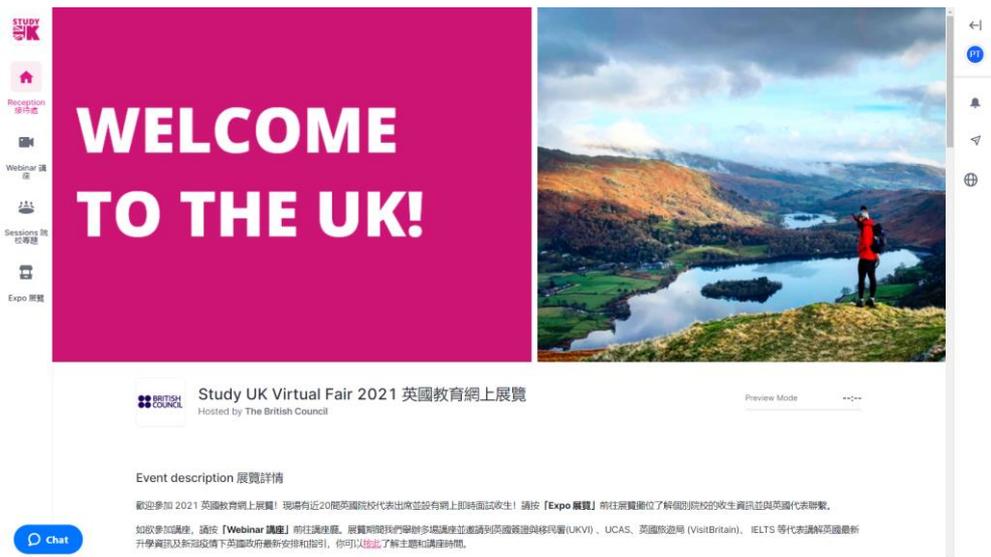
Similar to a physical event, you can choose where you want to go and what you'd like to attend. On the left side of the screen, you will see icons that you can use to navigate through different areas of the event.



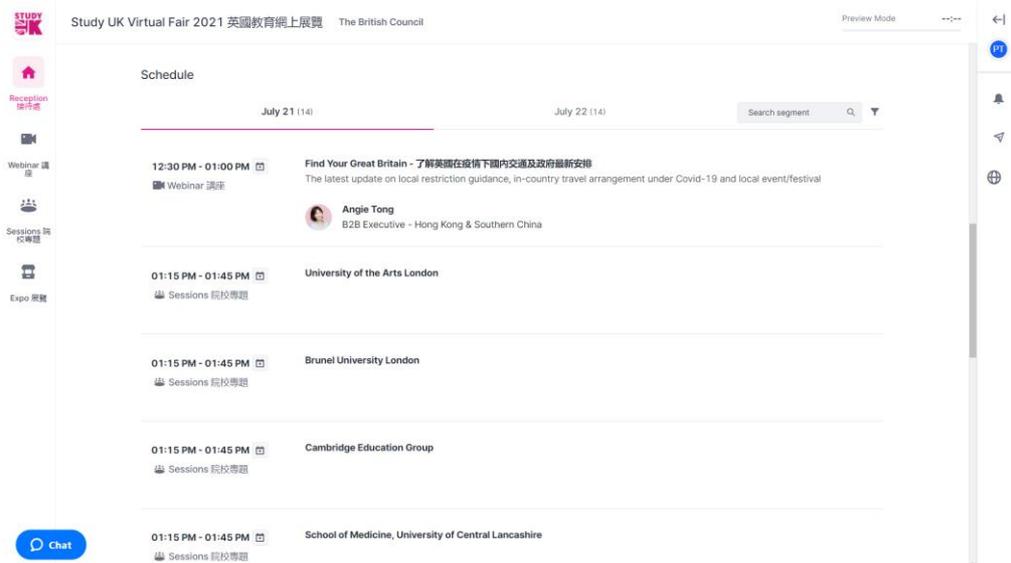
On the “Fair programme 展覽時間表” section, you can find the schedule of each webinar and breakout sessions.

Event description 展覽詳情	Sponsors 贊助機構	Fair programme 展覽時間表	Speakers 主講嘉賓	Booths 展覽攤位
<b>Fair programme 展覽時間表</b>				
Jul 21 12:30PM–1:00PM - Webinar 講座				
<b>Find Your Great Britain - 了解英國在疫情下國內交通及政府最新安排</b>				
The latest update on local restriction guidance, in-country travel arrangement under Covid-19 and local event/festival				
				
Jul 21 1:15PM–1:45PM - Sessions 院校專題				
<b>University of the Arts London</b>				
Jul 21 1:15PM–1:45PM - Sessions 院校專題				
<b>Brunel University London</b>				

## Reception 接待處



Upon opening Hopin and joining the event, you will land in the “Reception 接待處” area. You can think of the reception area as a venue’s lobby, it’s the information hub. Here you will find a complete overview of the agenda by scrolling down to “Schedule”, and you can follow what is currently happening and what is to come.

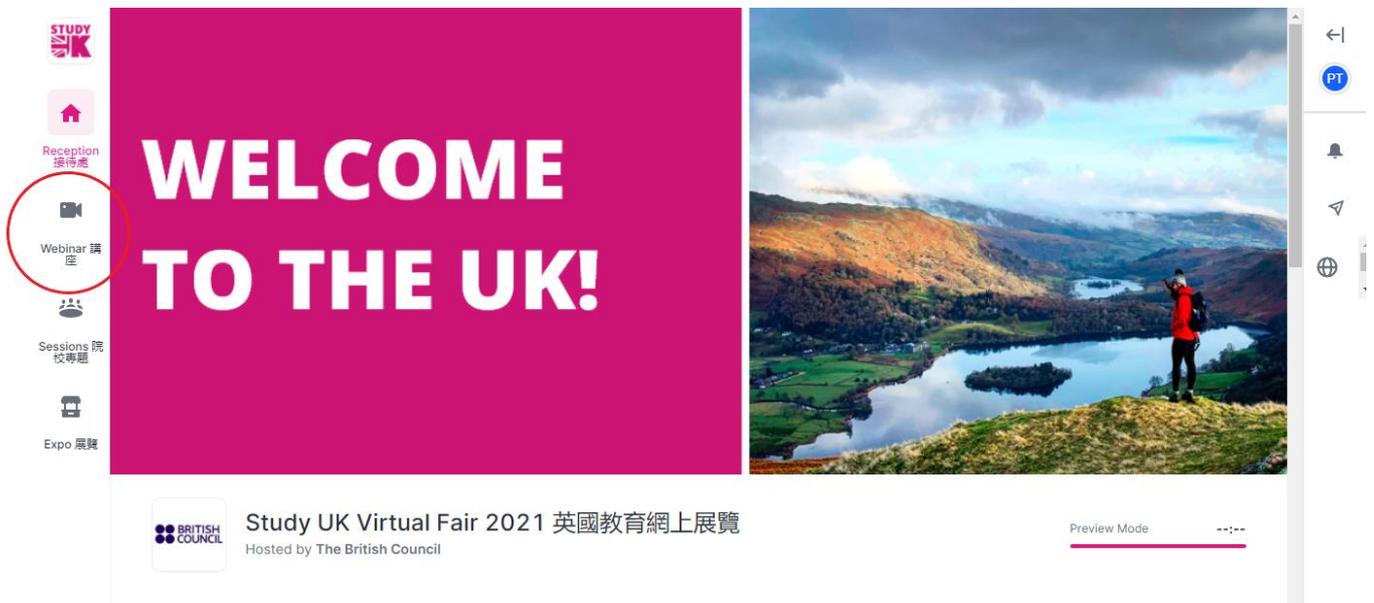


For example, the webinar [Find Your Great Britain - 了解英國在疫情下國內交通及政府最新安排] will be held on 21 July at 12.30 – 1.00 pm. You could attend this webinar by clicking on the “Webinar 講座” icon on the left-hand side of your screen when it is on live.

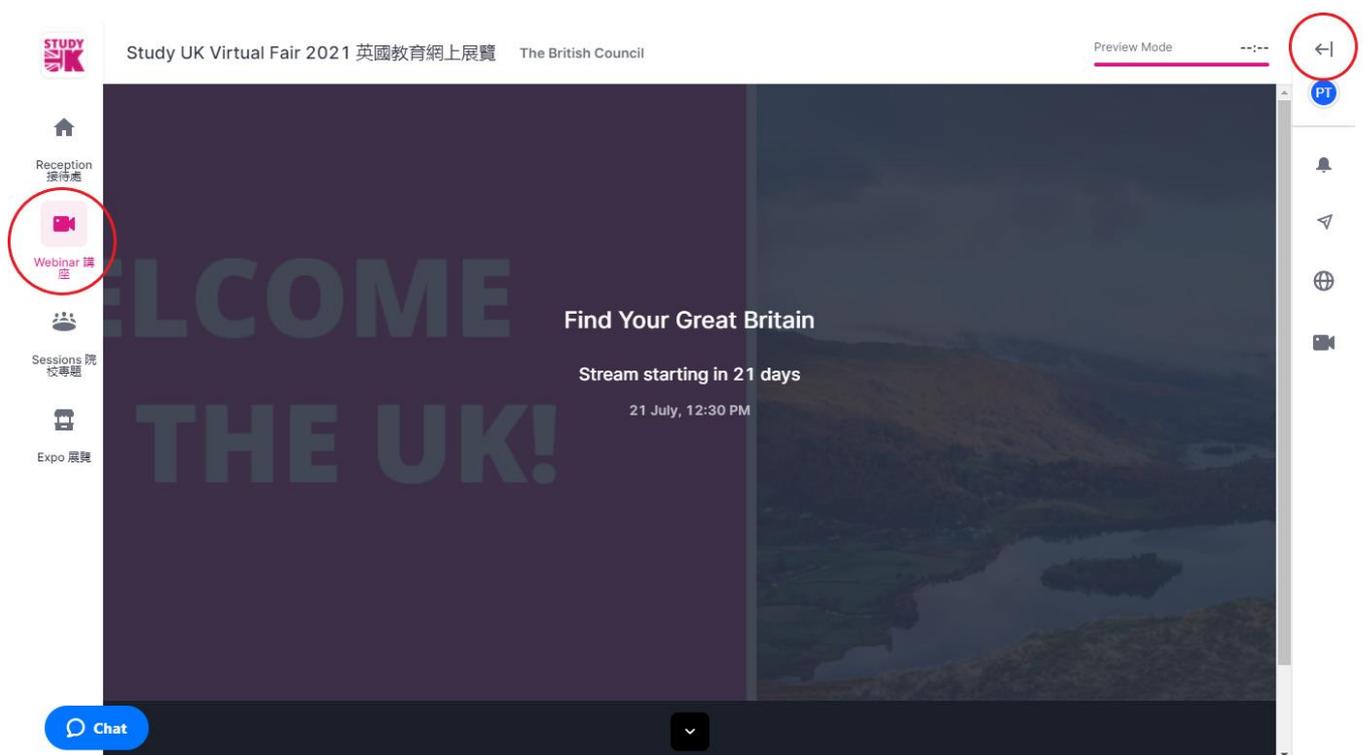
## View the “Webinar 講座”

This is where all the webinars will happen. Representatives from UK Visas and Immigration(UKVI), UCAS, British Tourism Authority (VisitBritain), and IELTS will provide practical information and insight on UK education for international students.

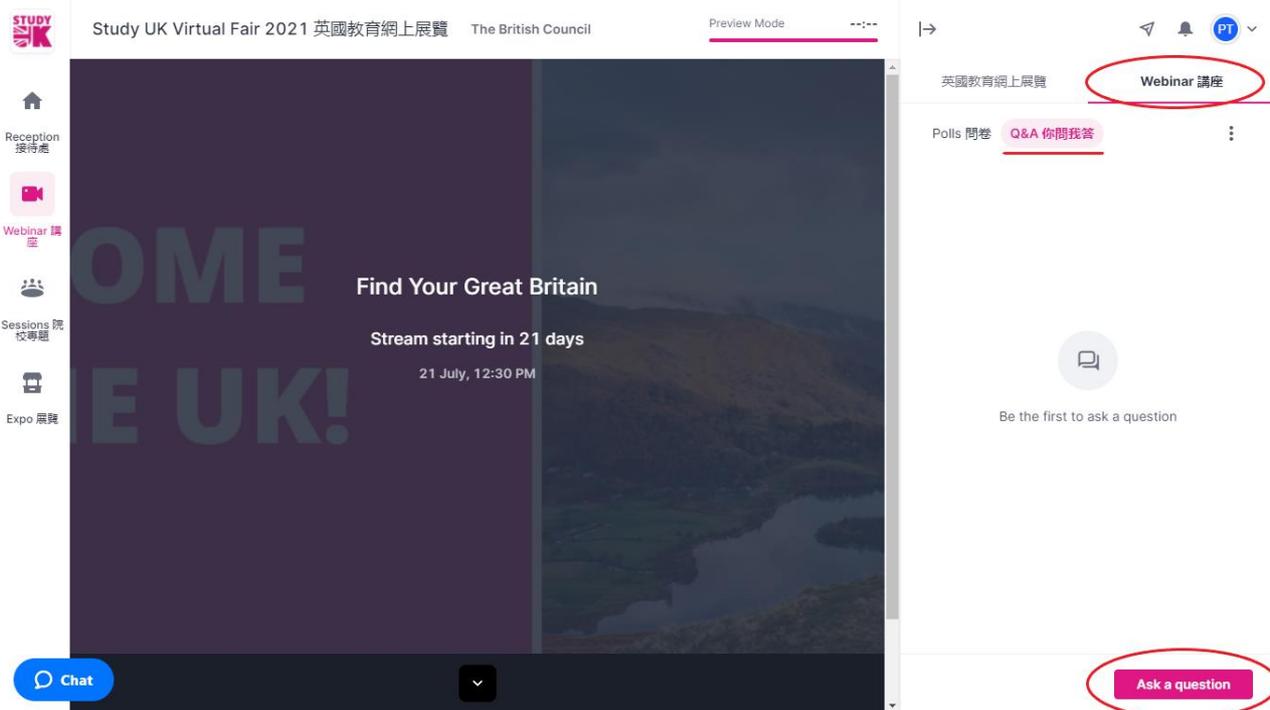
To go to the Webinar, please click the “Webinar 講座” icon on the left.



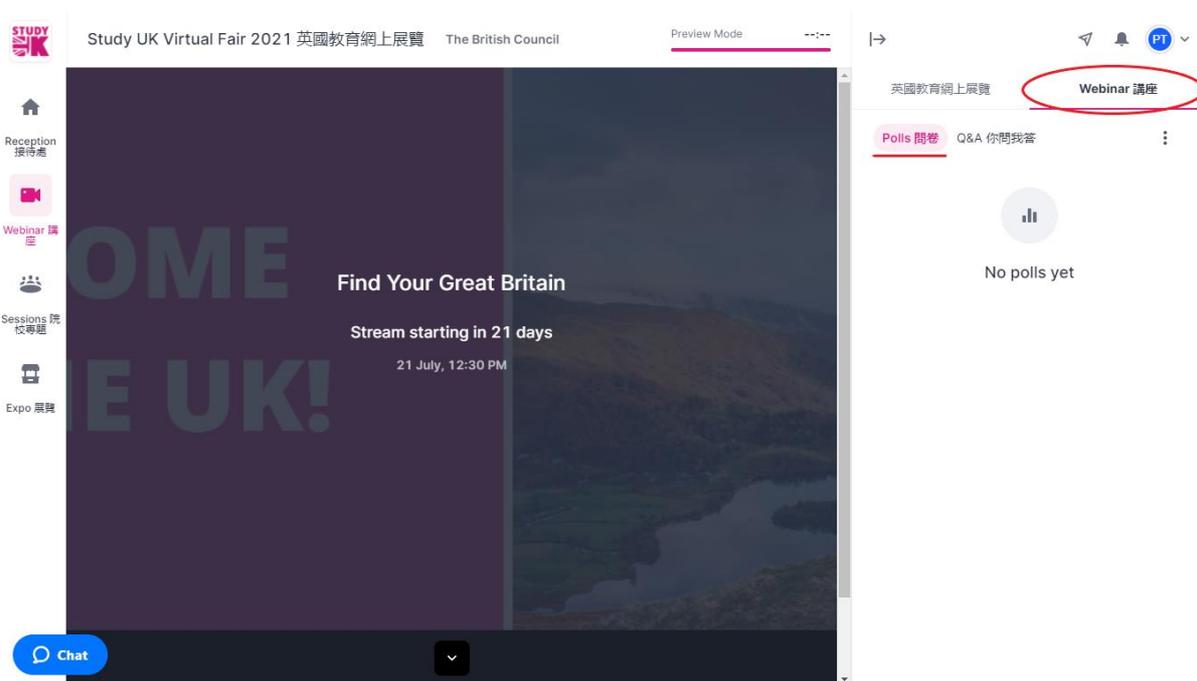
In the “Webinar 講座” area, you could watch live videos and PPT presentations at the screen in the middle. On your right will be an expandable tab, click on ← to expand the Polls and Q&A section.



To ask questions or participate in polls while watching the Webinar, choose the “Webinar 講座” button on the right. Select the “Q&A 你問我答” and you will be able to submit your questions using Q&A box.



You could also select the answer in “Polls 問卷” (if any)



Kindly note that “Fair 英國教育網上展覽” is visible for the entire event.

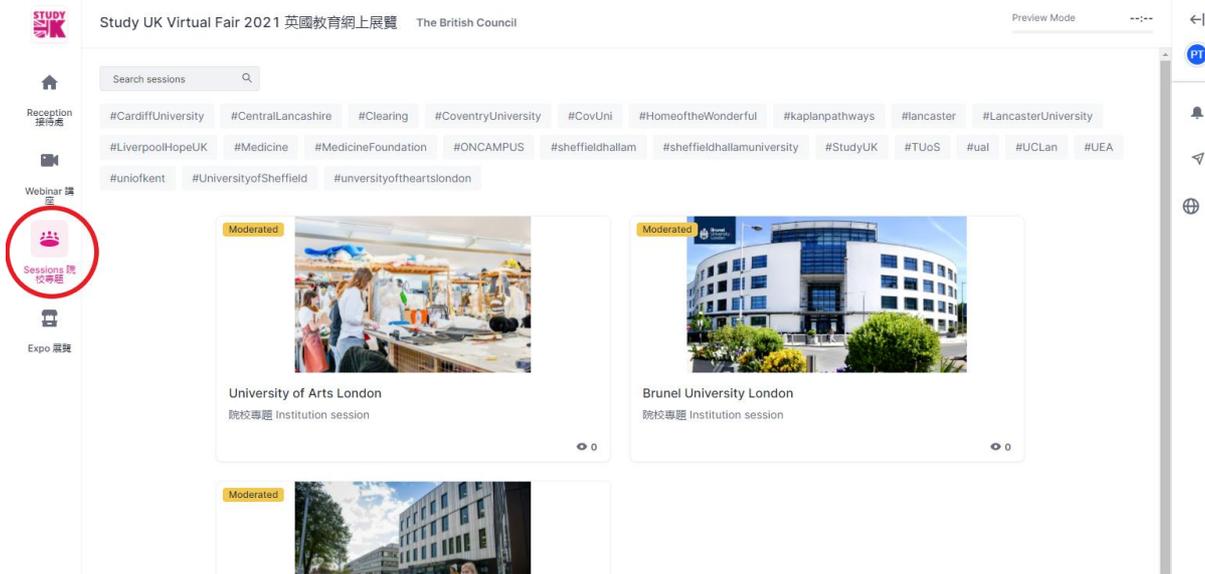
## Find the breakout sessions/ Visit sessions 前往院校專題

Click the “Sessions 院校專題” icon on your left to navigate the breakout sessions hosted by UK institutions.

In the Sessions area, we will have representatives from 20 institutions to explain their school's latest entry requirement and answer questions you might have about the courses during UCAS Clearing.

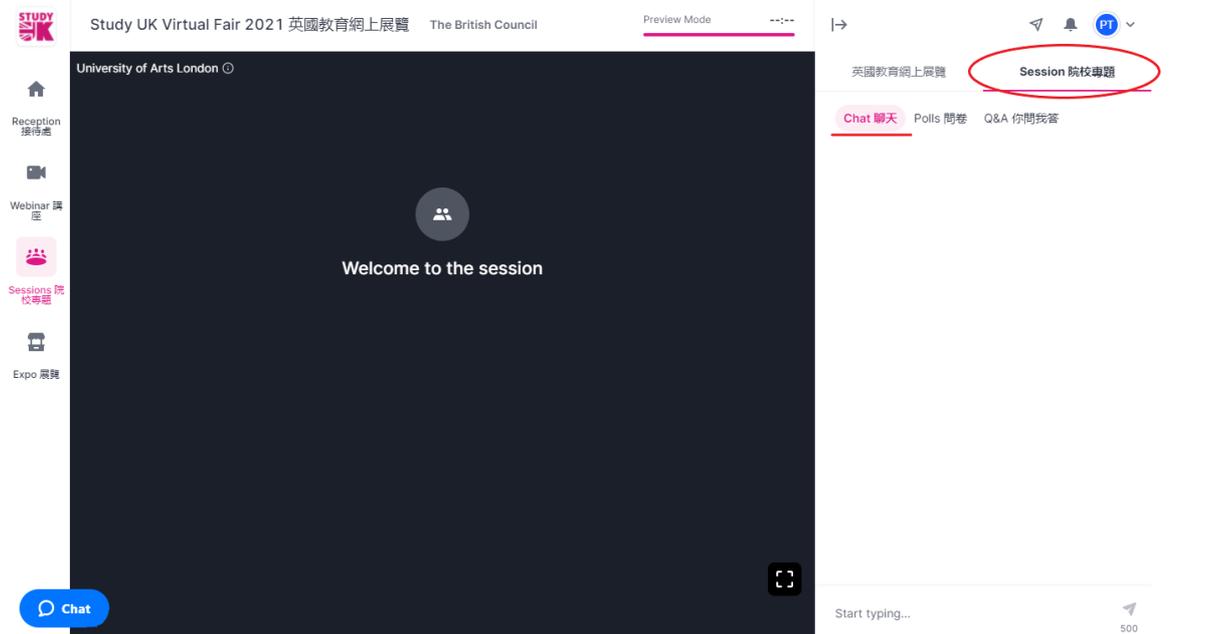
Every session will have its own chat, so you can interact and ask questions to the UK representatives.

When it is 5 minutes before the schedule, the session will be available to enter. Click the institution's image to enter the session.



To chat in the breakout session, click on “Session 院校專題” tab on your right, you can use the “Chat 聊天” button to chat with the speakers in the room.

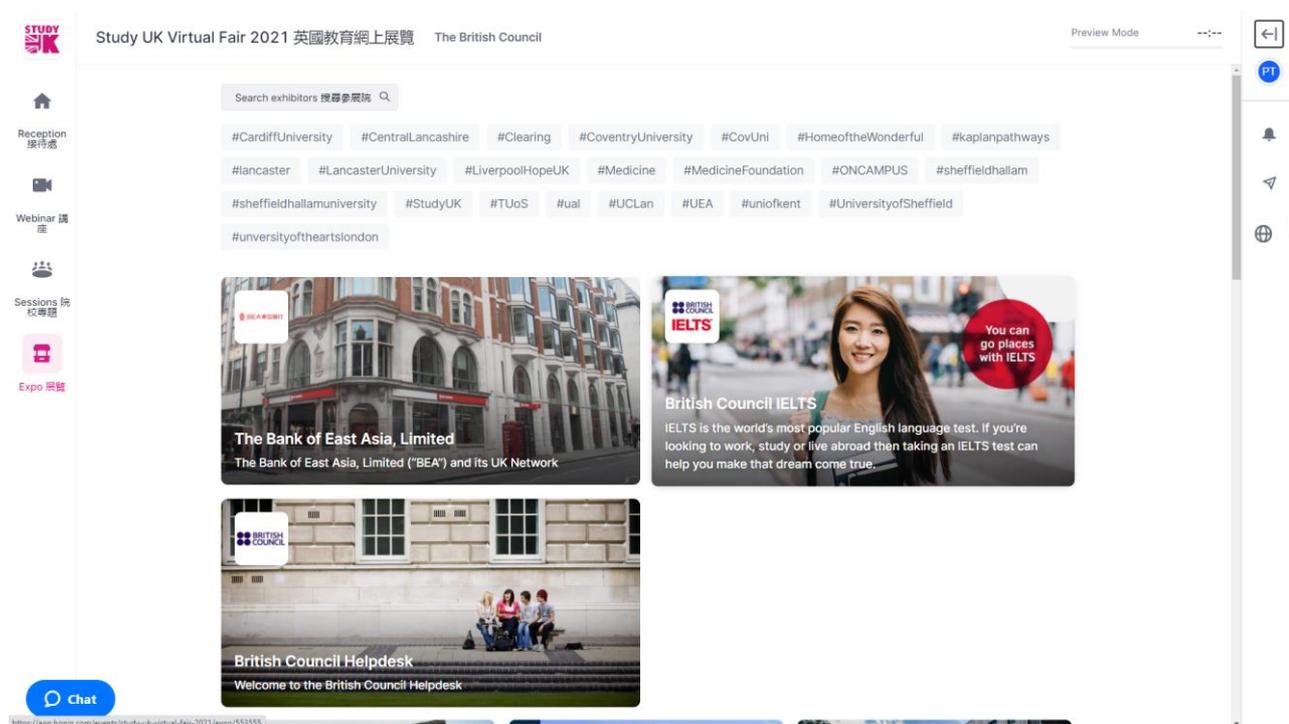
Similar to the Webinar, you can also answer the polls in “Polls 問卷” or send your questions via “Q&A 你問我答” button.



## Browse Expo Booths

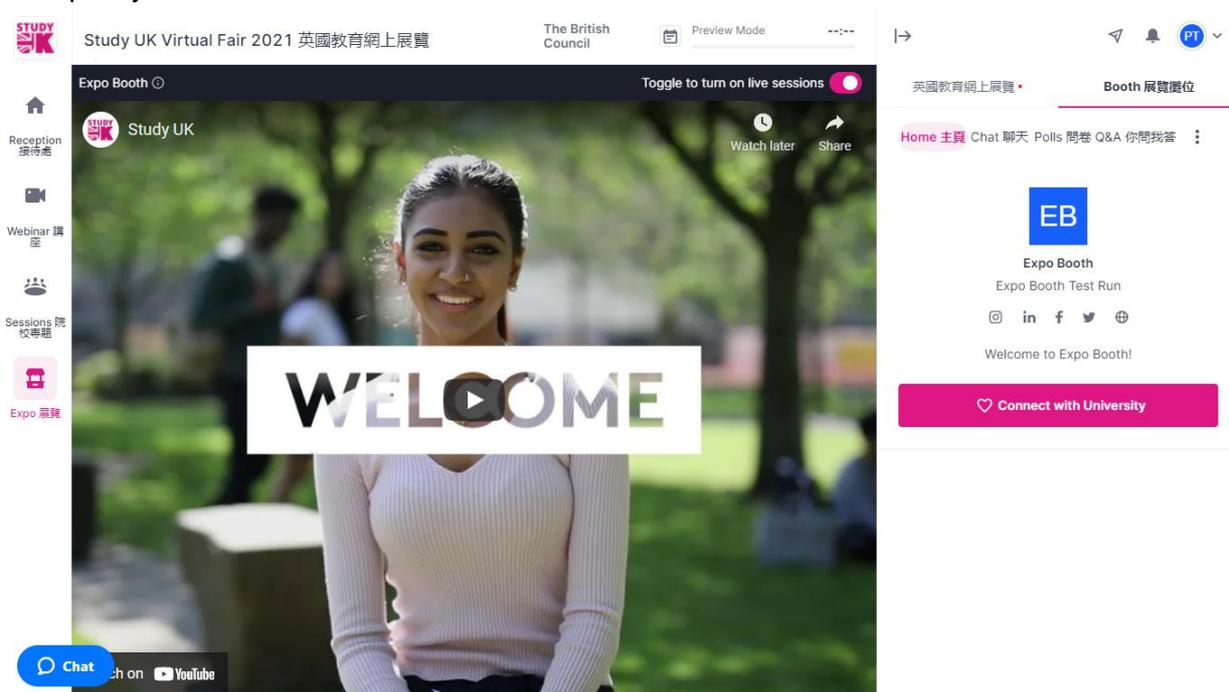
To visit expo booths in the event, click on the “Expo 展覽” icon on your left to navigate to the expo booths. Click the booth preview image to enter your desired expo booth.

You can also use the search button  to search for each university booth or click on the hashtag related to your interest.



After joining the booth, please click “Booths 展覽攤位” tab on the right.

At “Home 主頁”, you will find introductory information about the university, links to their website and social media channels. Click on the “Connect with University (pink button)” to let the university know you would like to stay connected with them and receive the latest information. Your email will be forwarded to them via the Hopin system.



## Live chat and video call with the university

You can contact representatives from UK universities directly at the expo booth. Every expo booth will have its own chat so you can leave questions or interact with the institution representatives. Same as “Sessions 院校專題”, you can chat with the reps via “Chat 聊天” or send your questions through “Q&A 你問我答”.

You can also have a live conversation with the reps when the booth is on live. This feature is only available if accessing from a computer. You **could not** do a live call via Hopin using Tablets, iPad, or mobile phones.

Click on "Ask to Share Audio/Video" located in the middle of the screen or on the top right corner of the grey screen. The button will only be visible when the reps are available to do the video call. Make sure that your browser allows Hopin to access to your camera and microphone. Once you request to share your audio and video, the button will change to “Waiting for approval”

The exhibitors (if available) will approve your request to let you join the speaker panel, and you can have a chat with them.

Once you get approved by the reps, your screen will be shared for all expo booth attendees to see. Keep in mind that all people who enter the booth will see your screen and hear you while you are sharing your audio and video. In the menu below, you will have the option to stop your video using the video recorder icon, mute yourself using the microphone icon, share your computer screen using the desktop icon, and view settings with the gear icon.

The screenshot displays the Hopin Expo Booth interface. At the top, it shows the event title "Study UK Virtual Fair 2021 英國教育網上展覽" and the British Council logo. The main content area is dark with a central message: "The presentation will start shortly" and "You're currently participating as a viewer. Click the button below to share your audio and video. You can use the chat area to interact with others here." A prominent pink button labeled "Share Audio and Video" is circled in red. To the right, a sidebar contains navigation options like "Home 主頁", "Chat 聊天", and "Polls 問卷", along with a section for "Expo Booth" featuring a blue "EB" logo and a "Connect with University" button.

The Expo area will also be home to the British Council Helpdesk to answer any questions you may have while navigating the event, so for any queries, please visit the British Council Helpdesk.

## Reminder

- Join from a compatible browser. Hopin works best on Chrome and Firefox. Make sure your browser is up to date. If there is constant buffering, it could be a sign that your browser is not up to date.
- 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](#).
- We recommend attending the event using a laptop or PC, as we cannot guarantee it will work flawlessly on mobile.
- When an area (e.g., Webinar 講座) is “live” according to the event schedule, the red “LIVE” tag will be shown, indicating to attendees where the action is at the time.
- Each Session and Expo booth will have a separate chat where you can ask questions to the UK reps at the session you are attending.

## HOPIN FAQ

- How do I sign up/attend Study UK Virtual Fair via Hopin?

Once you sign up to our event (<https://www.britishcouncil.hk/en/events/study-uk-virtual-fair-2021>) sit tight and keep an eye on your email. You will receive a unique email from Hopin with a personal link to “Create account & Join Event” for the event. You must click the “Create account & Join Event” link to access the event under your Hopin account.

- Do I have to download something to run Hopin?

No. Hopin runs in your browser.

- What browsers work best for using Hopin?

Make sure you are using Chrome or Firefox and that it is fully up to date. Safari and IE are not fully supported as they lack the support needed for live video events.

- What type of device works best for using Hopin?

We recommend using a desktop computer or laptop for best experience.

PC users: If you are using Windows 7, please see if you’re able to use Windows 10 on another computer. Windows 7 is not fully functional and no updates are available after January 2020.

Mac users: Be sure that your computer is fully up to date and that you have “Screen sharing” and “Screen recording” on under your Settings. Do not use Safari.

- Having Hopin related issues?

When in doubt, refresh your page. This almost always resolves Hopin issues!

If something locks up, first refresh your browser. This normally takes care of a lot as long as you have restarted your computer before the event.

If refreshing does not work, close out and restart the browser.

If that doesn't work, try restarting your computer or making sure all other video applications are closed out of.

- How do I prevent company firewall issues?

1. After you accept your registration, navigate to your Hopin profile and create a password for your account.
2. When it is time for the event, use a personal device to sign into Hopin to ensure you are not connected to any VPN or private network that could block access to hopin.to domain. Sign in using your work email and the password you created.
3. Enter the event and have fun!

- Why is there feedback when I share my audio and video?

If you're experiencing audio feedback, please make sure you're not in the same room with others that are also using Hopin, and you're using the correct headphones / speakers / sourcing for audio.

Using headphones resolves most feedback or echoing issues.

- If someone cannot hear when everyone else can, turn up your speaker and be sure there's not another tab open.
- If someone changes audio or camera settings, this will require a browser refresh.