

Frequently Asked Questions



Q. DO I HAVE TO DOWNLOAD ANY SOFTWARE?



No - unlike other platforms, Hopin does not require you to download anything. The platform runs in the browsers Google Chrome and Mozilla Firefox. It will not work on Internet Explorer so please do not use this.

Q. WHAT HAPPENS IF MY COMPUTER BLOCKS THIS WEBSITE?

If you are using a company connection, please check with your IT Department that there are no firewalls blocking your access to Hopin. We would advise asking them to whitelist Hopin on the system in order to avoid any problems. Should any issues arise, a personal device & connection can be a handy backup for accessing the event.



Q. CAN I USE ANY BROWSER ON MY COMPUTER TO ATTEND THIS EVENT AS I'M ONLY ALLOWED TO USE A CERTAIN BROWSER AT WORK?

Please use Google Chrome or Mozilla Firefox to access Hopin correctly. Unfortunately, Hopin is not supported on Internet Explorer. Microsoft Edge may only be used if it has been updated within the last 6 weeks.

Q. I'M A BIT OF A TECHNOPHOBE, WILL THERE BE ANY SUPPORT FOR ME ON THE MORNING OR DURING THE DAY FROM LEGAL ISLAND?

Absolutely, we have a full Legal Island team within the event to help your experience with us go smoothly. Tech support will be available via email, telephone and live chat, both before and during the event. If you have any queries now, please email events@legal-island.com



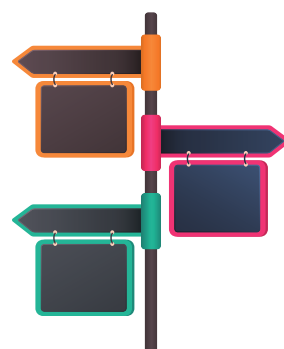
Q. HOW DO I ACCESS THE EVENT? WILL I RECEIVE JOINING INSTRUCTIONS OR A LINK TO FOLLOW?



All delegates will be emailed the joining instructions prior to the event, with a demo video on how to do so. You will receive the access link in advance of the day, via email, in your Digital Event Guide, as well as in a reminder on the day.

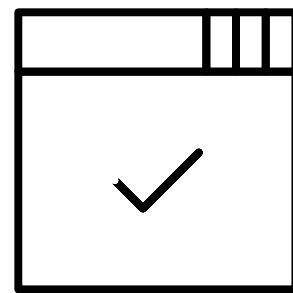
Q. WILL YOU SEND OUT STEP BY STEP INSTRUCTIONS OR A VIDEO ON HOW TO CONNECT ON THE DAY AND NAVIGATE THE EVENT?

Step by step instructions will be sent out prior to the event in a digital guide, these will include video demos on how to register and a full platform demo so you can get to know your way around before the day!



Q. CAN I PRACTICE GETTING INTO THE EVENT BEFORE THE DAY TO MAKE SURE IT ALL WORKS?

You can register any time in advance of the event and visit the link to get a feel of the platform. However, the event will only be live from 9.15am on the day of the event, so you will not have access to the event features before this.



Q. CAN I TURN OFF MY CAMERA AND SOUND IF I AM WORKING FROM HOME AS MY CHILDREN MIGHT BE IN THE HOUSE/ROOM?



Attendee cameras and microphones will be disabled by default during sessions, in order to reduce interruptions. You will have the option to turn these features on and make the most of them during the Networking and Exhibitor areas - however this is completely optional.

Q. WHAT IF I ACCIDENTLY UNMUTE MY MICROPHONE WILL EVERYONE HEAR ME INSTEAD OF THE SPEAKER?

No, when entering the event, you will enter sessions as a Watcher, you will not be able to turn on your microphone or camera at all.



Q. I DON'T HAVE A WEBCAM ON MY COMPUTER DO I NEED ONE?



To have the best digital event experience throughout the day, we do recommend that you have a functioning microphone and webcam on your device, or an external one that you can plug in.

Q. WHAT EQUIPMENT WILL I NEED? (HARDWARE AND SOFTWARE)

Please have either Chrome or Firefox downloaded and installed (if not already) prior to the event to use in order to access the event without issue. The event can be accessed on desktop, laptop or mobile. We recommend you use either your desktop or laptop so you can view the sessions in full screen. If you do not have a microphone or webcam on your desktop, we advise you plug in an external device to get the most out of the networking and exhibitor areas.



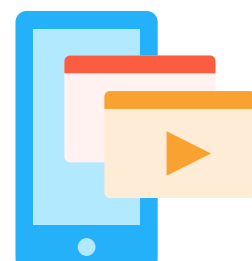
Q. I MIGHT HAVE TO WORK FROM HOME THAT DAY, CAN I JOIN ON MY HOME COMPUTER AND PERSONAL EMAIL OR DOES IT HAVE TO BE IN WORK?



If you will be accessing the event from a different email address, please let us know as soon as possible so we can ensure that you are registered with the new email in advance of the day. You will be able to join on a personal device no problem once you are registered.

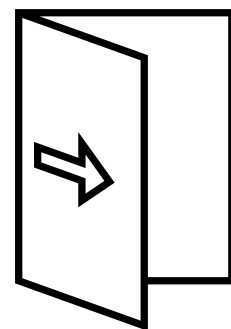
Q. DO I GET TO CHOOSE WHICH SESSIONS I GO TO OR DO THEY GET ALLOCATED TO ME?

Sessions will run twin track on both days, just as though we are back in the Main Room and Parallel Room in the in-person venues! You will be able to choose which sessions to attend as usual, however one great advantage of digital events is that you will be able to catch up on any sessions you missed by watching the recordings after the event - best of both worlds! At the end of each session chairs will announce the sessions and speaker coming up next in both streams giving delegates adequate time to decide and move between streams.



Q. CAN I START A SESSION AND IF I DON'T LIKE IT LEAVE AND POP INTO THE OTHER PARALLEL RUNNING ONE?

Yes! If you decide a session's not for you, you can easily switch to the session running parallel by leaving that session and joining the other without causing any interruption.



Q. WILL THERE BE BREAKS DURING THE DAY SO I CAN CHECK MY EMAILS/ATTEND A WORK MEETING?

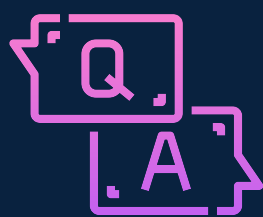
On both days there will be comfort breaks as well as a 30-minute morning break and a one-hour lunch break.

Q. CAN I PAUSE A SESSION IF I HAVE TO TAKE A CALL AND RESTART IT AGAIN OR ARE THEY LIVE?

All sessions on the day are live therefore you will not be able to pause the session. You will be able to catch up on anything you missed after the event as all session recordings will be made available.



Q. CAN I STILL ASK THE SPEAKER A QUESTION?



Yes, please do! If you have a question for the speakers, you will be able to use the Session Chat tab on the right-hand side of the screen to submit your question. Each session has its own live chat function to engage the audience during the talk. Please feel free to ask questions, comment on the session or just leave a message for the speaker or the group. Questions will be answered either in session or during panel Q&A.

Q. CAN I ENTER THE EVENT LATE?

Yes, you will still be able to enter the event if you are running late. Please feel free to join sessions at any time, your arrival will not disrupt the session at all. We recommend you familiarise yourself with the programme before the event so you can quickly decide which sessions you would like to attend.



Q. WHAT IS THE BREAKDOWN OF THE DAY SO I CAN ARRANGE CHILDCARE/MEETINGS AROUND IT?



You can view the breakdown of the day in the programme where it lists session times, break and lunch times, panel Q&As and comfort breaks. Programmes can be found on the events pages on our websites - www.legal-island.com/events or www.legal-island.ie/events

Q. WILL THERE BE EXHIBITORS?

Yes! The Exhibitor Area is the virtual exhibitor hall with all of the exciting vendor booths available to meet at the event. You can visit the booths during the breaks, via the Exhibitor tab. By clicking onto the booth you can learn more about the company or chat with them directly. As well as this, there are brilliant prizes to be won so make sure you visit as many as you can!



Q. IS THE SAME CONTENT REPEATED ON DAY 1 AND DAY 2 OR ARE THEY DIFFERENT?

Day 1 and Day 2 will feature different sessions and speakers. Booking your place onto the event will give you access to both Day 1 and 2, there are no individual day tickets. However, if you miss any sessions or can't make it to one of the days, all session recordings will be emailed to you after the event.

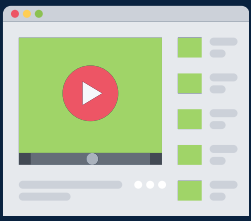


Q. DO I STILL GET MY NOTES?

Of course! It wouldn't be an Annual Review without the big delegate pack. You will receive a comprehensive notes pack with notes for each session, practical templates, precedent and checklist documents, session slides plus a link to all of the recordings - including bonus sessions! Notes will be emailed out to delegates in a digital format for you to view, download or print and make your notes on.



Q. WILL I RECEIVE THE NOTES & RECORDINGS OF THE OTHER SESSIONS? WHEN WILL I RECEIVE THESE AND WILL THEY HAVE AN EXPIRY DATE?



Yes! All delegates will receive the recordings and notes for all sessions. Recordings will be made available within 4 working days and you will have access to them for 10 working days from the date you receive the email.

Q. WILL I RECEIVE A CERTIFICATE OF ATTENDANCE?

All delegates will receive a CPD Certificate confirming their attendance at the event once it has passed.



Q. EVERY YEAR I MEET OTHER HR COLLEAGUES - WILL I BE ABLE TO CONNECT WITH THEM ON THE DAY?



Of course! If you would like to network and chat to other delegates directly at any time during the event, please feel free to direct message using the Chat tab. To engage with all participants or start group discussions you can use the Event Chat tab, here everyone can see your messages and respond. The Networking area is a brilliant place to make new connections - so please be sure to pay it a visit!

CAN WE NETWORK AT THE EVENT?

Yes - we would love to see you! The Networking area on Hopin is the place to go to meet one-on-one with others. The feature is designed to recreate the 'coffee-in-the-lobby' conversations that are a key part of an in-person event. When you participate in Networking, you will be matched on a FaceTime style call with another attendee, exhibitor or speaker for three minutes. In other words, Networking Roulette! Please rest assured you can leave a call at any time and have the option to click 'Connect' to exchange contact information before you lose them after your time is up.



Q. WILL I BE ON LISTEN-ONLY MODE ALL DAY OR WILL I BE ABLE TO SPEAK TO OTHERS?



When entering the event, you will enter sessions as a Watcher (listen-only mode), with no access to your microphone or webcam. Within the networking and exhibitor areas, access will be enabled. We encourage you to turn on your microphone and webcam to make the most of these opportunities. Please ensure you have a functioning microphone and webcam on your device, or an external one that you can plug in.

Q. I DON'T WANT TO HAVE TO SPEAK TO ANYONE ON THE DAY, I JUST WANT TO LISTEN TO THE SPEAKERS, IS THAT POSSIBLE?

Yes, delegates are under no obligation to chat to other delegates or exhibitors. We know from previous attendees how much delegates enjoy and value mingling with other professionals in their field, but we also understand if this is not your thing, please enjoy the event in the way that suits you best.

