



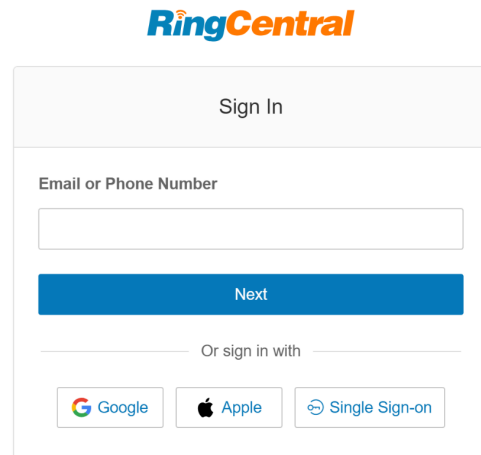
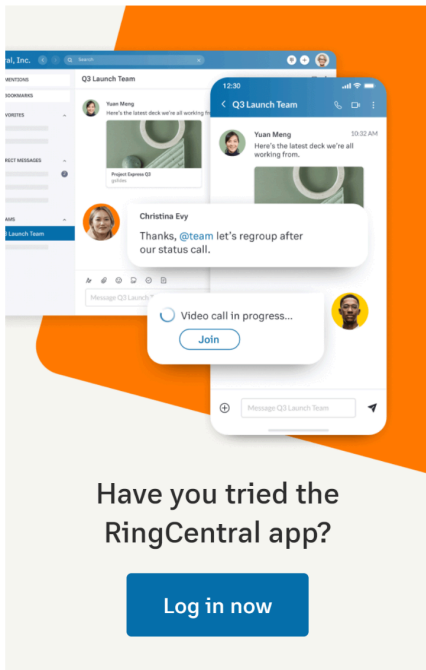
## **Sustainable Places 2024 (SP24) Virtual Platform Detailed Instructions**

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## Access

Access to the virtual platform requires a (no-cost) registration process which is separate from the (paid) registration to the SP24 conference itself. After the SP24 conference registration is completed, users should await the virtual platform registration link which will be provided at least one week prior to SP24 commencement on 23rd September 2024). Once users have received the virtual platform registration link, they should click the link and register for the SP24 event. If users have previously created a Hopin (now called RingCentral) account, they should sign in to their account before registering for the SP24 event. Alternatively, if users have not yet created a Hopin/RingCentral account, they must first create one before registering for the SP24 event becomes possible.



**RingCentral**

Sign In

Email or Phone Number

[Next](#)

Or sign in with

[Google](#) [Apple](#) [Single Sign-on](#)

New to RingCentral? [Sign up here](#)

## Expo Booths

**Setup** (One per project, setup [due 2<sup>nd</sup> September 2024](#))

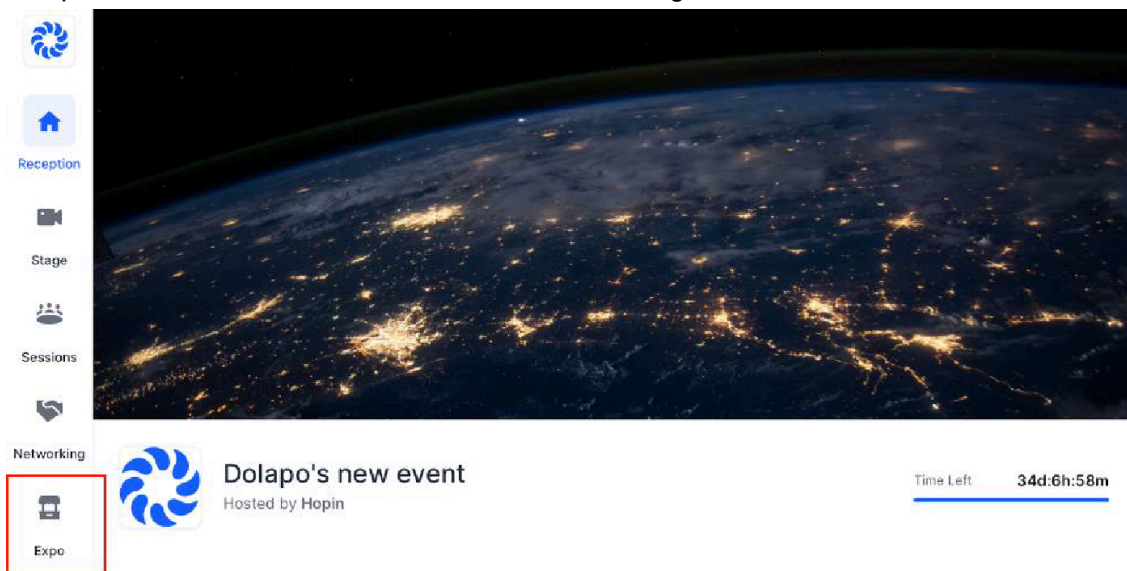
1. **Acronym of the project** - The acronym of the project (e.g. SP24)
2. **Name of the project** - The full name of the project (e.g. Sustainable Places 2024)
3. **Project logo**
  - a. center aligned
  - b. editable file
  - c. High definition, recommended: 1080x1080px
  - d. Max file size of 1MB
  - e. Acceptable file extensions are: .png, .jpg, or .jpeg
4. **Background image**
  - a. center aligned
  - b. editable file
  - c. High definition, recommended: 1500x1000px, minimum: 1000 x 670px
  - d. Max file size of 1MB
  - e. Acceptable file extensions are: .png, .jpg, or .jpeg
5. **About the project** (short information about the project) - A few words to make the booth more descriptive for the event attendees. While there's no character limit per say and it will be truncated with a 'read more' link, brevity is highly preferable in this section. For a more dynamic written section, please see n°12 of this list and the included link therein.
6. **Up to 3 Keyword tags** - Labels or filters to sort booths by categories and help attendees to quickly navigate through multiple booths during the event. This is very important so please be both specific and generic (e.g. renovation, business models, etc.) and specific (e.g. prefabricated envelopes, one-stop shops, etc.)
7. **Social media accounts** (any or all the following four options):
  - a. LinkedIn
  - b. Facebook
  - c. Twitter
  - d. Instagram
8. **Project website** - The link that will bring to the organization's website.
9. **'Call to Action' button offer** - Use this field to write a special offer for booth visitors. It could be a discount, special access, coupon code, or anything. It's optional text, not tied to anything programmatically.
10. **'Call to Action' Button text**. Any short text used as a click to action for the attendees. The actions can be only one of the following two options:
  - a. Register Interest (email collection)
  - b. Hyperlink
11. **Contact email** - The email address where all emails from attendees who click the "Register Interest" button will be delivered (e.g. [sustainableplaces@r2msolution.com](mailto:sustainableplaces@r2msolution.com)).
12. **Additional information** - to be shown under the main content provided in the Expo Booth's Homepage. Follow [this guide](#) to set that up. As mentioned in n°5 of this list, here you can add a bit more detailed, dynamic, and formatted info about the project specificities (e.g. partners in the consortium with each website, demonstrations in the project with brief descriptions, key exploitable results with images, regular hyperlinks and hyperlinks to media files, etc.)

# SUSTAINABLE PLACES 2024

13. **Pre-loaded booth content:** There are three pre-loadable content options, you can only choose one of them and they cannot be combined (e.g. unfortunately you cannot have a video or slides and then for a designated time switch to a live booth manager, this is because once the event starts backend changes to Hopin are not possible):
- Live booth manager** (with a holding image if the manager is away from their computer) using live chat and moderated webcams for up to 10 simultaneous visitors. [This brief video](#) illustrates how this content option would look and operate.
  - Pre-recorded video.** You can place pre-recorded videos from YouTube, Vimeo, or Wistia on the Expo. Instead, you could assign a full YouTube playlist to let attendees select which video(s) they want to watch. This would be ideal if your project has multiple videos. *Note:* The playlist link must include <https://www.youtube.com/playlist?list=>
  - Google Slides presentation.** The link to any Google Slides presentation that is web-published. *Tip:* The published Slides link will always start with <https://docs.google.com/presentation/d/e/> VS <https://docs.google.com/presentation/d/> if not published to the web. Publishing Slides to the web is easy with *File > Publish to the web* menu on the Slides page. Once published, be sure to *copy the link that's inside the popup window* (not in the Browser address bar at the top of the page). If the presentation is set up on the Slides to auto-advance, it will not translate through in the booth.
14. **Tool integrations (up to 3 maximum).** On [this webpage](#) there are 3 pages of tool integrations to choose from (e.g. Slido, Mailchimp, etc.). Please note, these will not show up in the session recording.

## Operation (During SP24)

- Get registered for the event (the registration link will be provided at least one week prior to SP24 commencement on 23<sup>rd</sup> September 2024).
- When it's time for the event, sign into your account and head to the reception page of the event five minutes before the event starts.
- Click Expo on the left sidebar and find your booth. Click it to enter.
- Apart from the booth chat (visible to all attendees), you can send direct messages, create private one-to-one video calls, and schedule meetings with attendees.

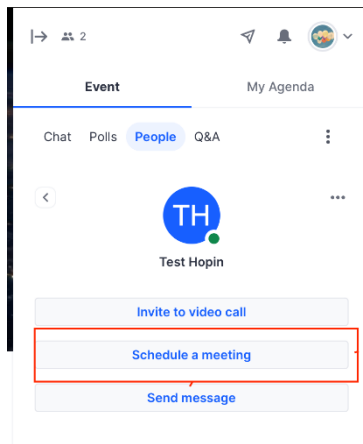


The screenshot shows the Hopin event interface. On the left is a vertical sidebar with navigation icons and labels: Reception, Stage, Sessions, and Networking. The 'Expo' icon at the bottom of the sidebar is highlighted with a red box. The main area displays a booth titled 'Dolapo's new event' hosted by Hopin. The background of the booth is a satellite-style image of Earth at night, showing city lights. A 'Time Left' indicator shows 34d:6h:58m.

## Networking

### Private

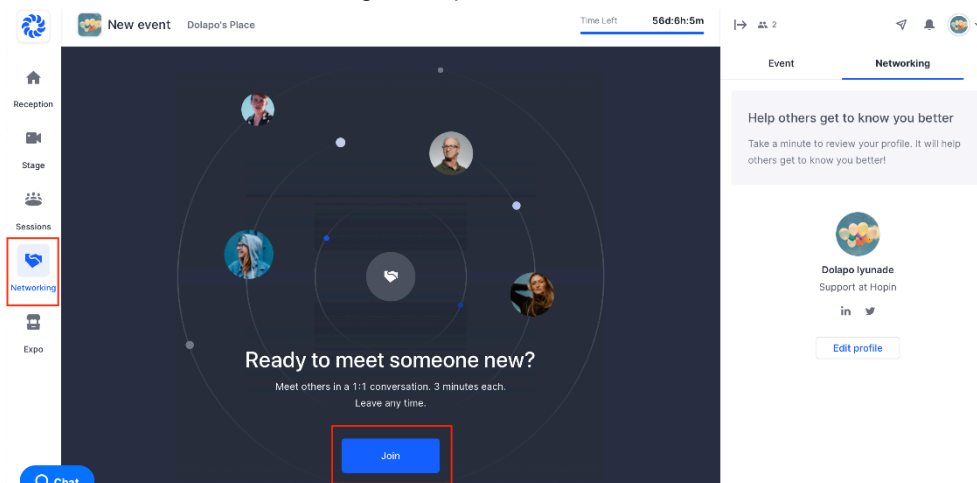
1. **Find the profile of the attendee** that you would like to meet with. This can be done by clicking on that user's name in the chat tab or the people tab of a booth chat.
2. **Click the “schedule a meeting” button** which opens a modal that requires you to populate the following data: (i) meeting title, (ii) start date/time, (iii) end date/time, (iv) elect recipients: You may invite up to 4 attendees to a meeting. Once you have your meeting set up, you can send the invitation.



**Notes:** meetings can only be scheduled within the start and end time of SP24. When a meeting is scheduled, the recipient of the invite is notified when they enter the event - or immediately if they're already in the event - via the notification area at the top right of the screen. They will also be sent an email of the meeting invite. The time displayed for this notification is based on the recipient's local time. If accepted, you will be able to enter the meeting room 5 minutes before the scheduled time to get ready. Once a meeting has been scheduled, participants cannot reschedule it. They can only schedule a new meeting. If one of the participants leaves and wants to re-enter the meeting room, they can do so via the notification area where they first received the invite. **Video tutorial:** <https://youtu.be/N2SFBnfGekw>

### Random

In the networking tab, when someone clicks the “Join” button, the system randomly pairs you up with someone else who has also clicked the “Join” button. This match is paired randomly, so you are not able to pick who you are paired with. If both parties are available, the two are matched instantly and the video chat begins and lasts for a preset amount of time. Users can extend the meeting if both parties agree. Once you meet someone, you will not be matched with that person again. Users can turn off their camera, and screen sharing is not possible.



## Contributions

### Contributions (Workshops and paper sessions)

1. Ensure you're using an up-to-date version of Chrome or Firefox.
2. Check to make sure Chrome has access to your Camera and Microphone. Mac setup video [here](#) and PC setup [here](#).
3. Ensure you can access the following website domains to use Hopin. You may have to check with your IT department if using a device or network provided by your employer. [\*hopin.to \*.tokbox.com \*.pusher.com \*.herokuapp.com \*.mux.com \*.twilio.com]. See here for more information on [network connectivity](#).
4. Check your browser's and network's compatibility with our streaming software [here](#).
5. Test your audio (best practice is to use headphones; this eliminates echos and background noise)
6. Check your video; put the camera at eye level (put books under computer if needed)
7. After SP2022, poll analytics can be made available via email request
8. The maximum number of video-enabled speakers on screen at once in a session is 10 people.
9. Video tutorial of sessions: [https://www.youtube.com/watch?v=Ldt\\_hdG-Sw0](https://www.youtube.com/watch?v=Ldt_hdG-Sw0)

### Polls (Workshops, paper sessions, and expo booths)

1. Open a specific Session or Expo Booth
2. Switch to the *Polls* tab on the right sidebar
3. Click *Create a poll* and the Poll popup menu will appear
4. Fill out the Poll Question and Options
5. Click *Create Poll* and a new Poll will become visible to attendees on your event
6. Note: If you want to create polls before your event starts, you must preview your event by visiting your event Registration page, registering for your event, and clicking Preview. If your event has not started yet, you'll be taken to your event's Reception Page.
7. After SP2021, poll analytics can be made available via email request

## Troubleshooting

### Troubleshooting (in case of technical problems)

**Ensure you're using an up-to-date version of Chrome or Firefox.** Check to make sure Chrome has access to your Camera and Microphone. Mac setup video [here](#) and PC setup [here](#), and troubleshooting tips are at the end of this document. Test your audio (best practice is to use headphones; this eliminates echoes and background noise). Check your video; put the camera at eye level (put books under the computer if needed). A mobile app is also available [here](#).

**Ensure you can access the following website domains to use Hopin.** You may have to check with your IT department if using a device or network provided by your employer. [\*.hopin.to \*.tokbox.com \*.pusher.com \*.herokuapp.com \*.mux.com \*.twilio.com]. See [here](#) for more information on [network connectivity](#). Check your browser's and network's compatibility with our streaming software [here](#).

### **In case of audio problems, please follow the below instructions:**

- **Windows 10** - To use your microphone with apps on Windows 10, you'll need to turn on some permissions in Microphone settings. Then, you'll need to check your app permissions if you want to use your microphone with apps. Here's how: Select Start > Settings > Privacy > Microphone. In 'Allow access to the microphone on this device' select 'Change' and make sure 'Microphone access for this device' is turned on. Then, allow apps access to your microphone. In 'Microphone settings' go to 'Allow apps to access your microphone' and make sure it's turned on. Once you've allowed microphone access to your apps, you can change the settings for each app. In 'Microphone settings' go to 'Choose which Microsoft apps can access your microphone' and turn on apps you want to use with it. For desktop apps, make sure that 'Allow desktop apps to access your microphone' is turned on and Chrome and Firefox are selected.
- **Chrome:** Click on the padlock icon next to the URL; Set *Camera* and *Microphone* to *Allow*. Make sure your camera and microphone are allowed for the <https://hopin.com> website. You can also check to see if Hopin has access to your devices by entering the following link to your Chrome browser URL field:  
chrome://settings/content/siteDetails?site=https%3A%2F%2Fapp.hopin.com%2F. Under Permissions, locate Camera and Microphone. Hopin should be one of the approved sites.
- **Firefox:** Click the *video icon* in the URL field; Choose the *Camera* and *Microphone* to share; Hit *Allow* for changes to take effect. Select the 'Remember this decision' tick-box, if you want Firefox to remember your choices for next time. Do not select the 'Remember this decision' tick-box, if you have multiple cameras and microphones and want the flexibility to change this accordingly as and when required.

**Third-party Extensions:** Sometimes, third-party extensions can affect the experience by blocking some of the Hopin interface elements. That's why we also recommend opening the event in *Incognito mode* (Ctrl+Shift+N) on Chrome or *Private tab* (Ctrl+Shift+P) on Firefox.

- **With Windows** when the microphone is muted please check in the privacy settings -> Microphone is the toggle appears switched on. Please see the screenshot below as reference. If it appears off, please switch the toggle on and refresh the Hopin page.
- **For Mac**, please follow [these steps](#). In the case of an iPad or iPhone, the only browser that has access to a microphone and camera is Safari. Unfortunately with Safari Hopin has some limitations and in this case we would suggest using a laptop.