

TECHNICAL SUPPORT FOR CLAYFEST 2020

Thank you for coming to Clayfest 2020! If you are having any trouble, have a look at our troubleshooting guide [here](#), and if you are still struggling send a message to info@ebuki.co with the Subject Line 'Clayfest Tech Support' or send a direct message to Morgan Roberts or Robin Brittain on the Hopin page.

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Getting to the Stage

The image below is the reception. Once you have your ticket you will be taken here, or use this link <https://hopin.com/events/clayfest-international-virtual-conference-2020>

The stage is circled in red here, click that to go to the stage and view the speakers. If there is nothing happening on stage – it is probably just a break so stick around and something will happen on schedule!

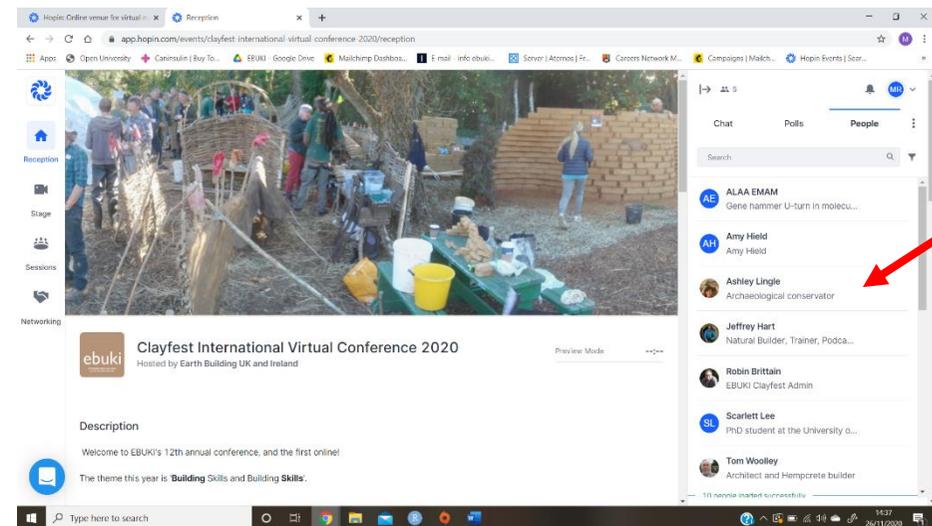
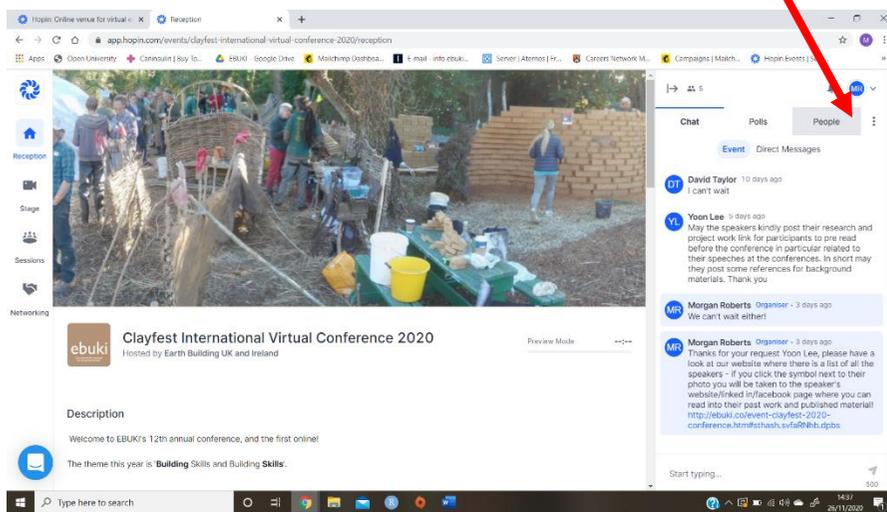
The screenshot displays the Hopin virtual conference interface. The main area shows a video feed of an outdoor event with people and tables. The left sidebar contains navigation icons: Reception (home), Stage (circled in red with a red arrow), Sessions, and Networking. The right sidebar shows a chat area with messages from David Taylor, Yoon Lee, and Morgan Roberts. The bottom of the screen shows the Windows taskbar with the date 26/11/2020 and time 14:32.

What to do if you can't see or hear the speakers

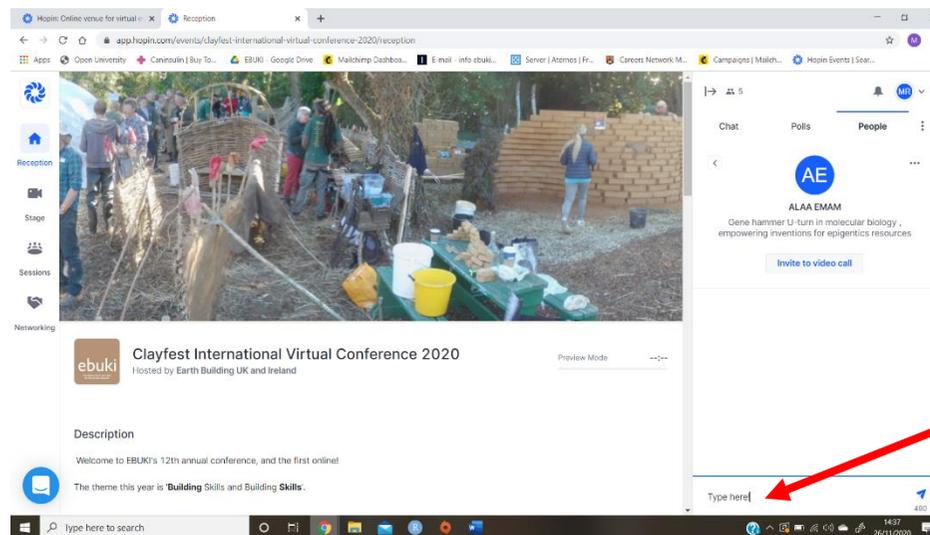
If your internet doesn't seem to be working or you can't see/hear the speakers at any point, try refreshing your browser, or even closing the whole page and opening it up again. Hopin works best on a desktop computer or laptop, and on the browser Google Chrome.

Sending a Direct Message

When in the reception or at the stage, you can click 'People' on the right hand side of your screen. Then scroll through all the people present and click the person you want to message, then type as shown in the third image here or invite them to a private video call.



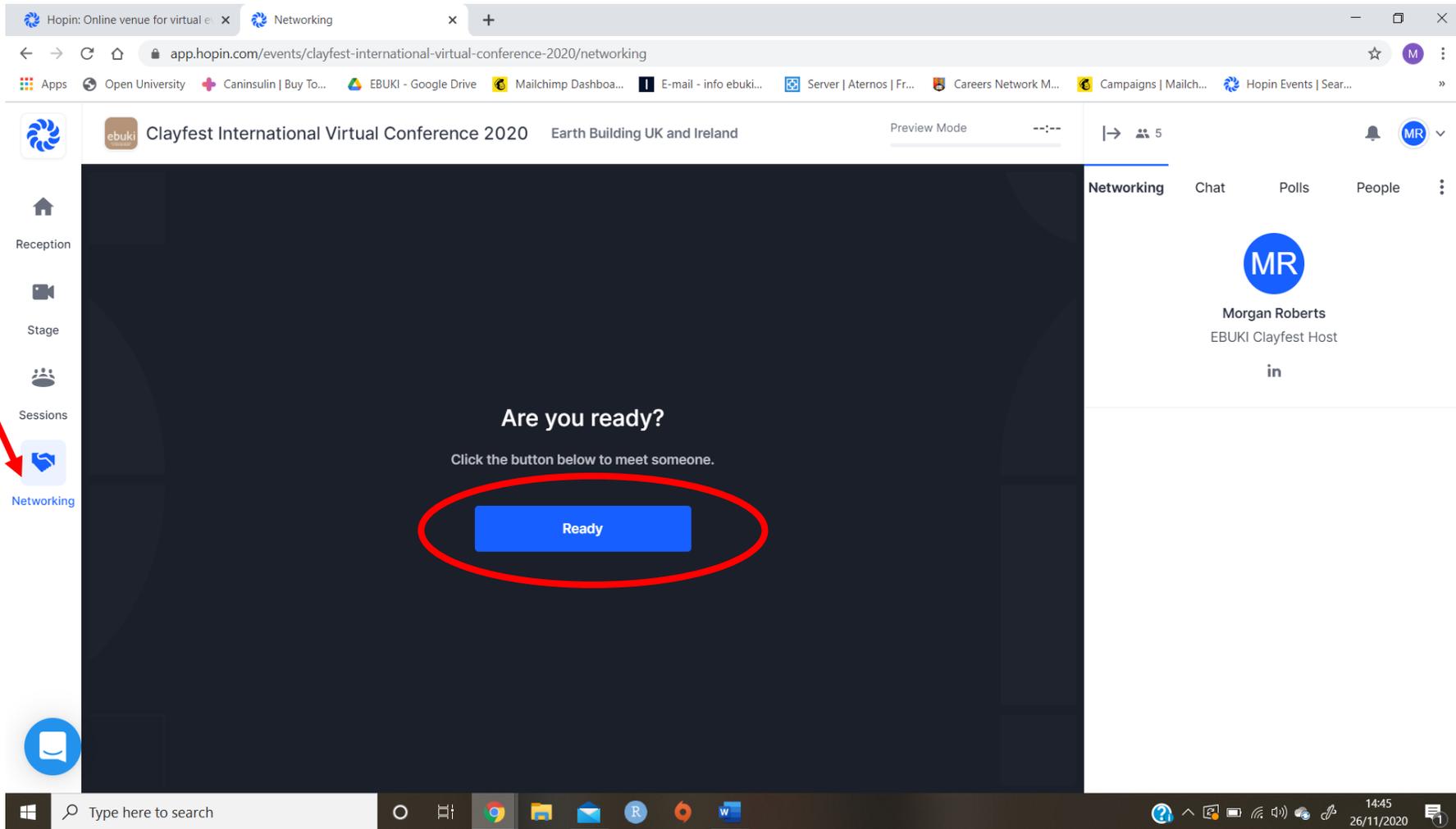
Choose the person you want to message



Start typing here

Using the Networking

If you click the networking icon on the left hand side, you can click 'Ready' and be automatically connected to another attendee at random and have up to 5 minutes conversation! If you want to speak more with them, see the Direct Messages instructions above.



The screenshot displays the Hopin Networking interface for the Clayfest International Virtual Conference 2020. The main content area is dark blue and features the text "Are you ready?" followed by "Click the button below to meet someone." and a prominent blue "Ready" button, which is circled in red. A red arrow points to the "Networking" icon in the left sidebar. The right sidebar shows the profile of Morgan Roberts, EBUKI Clayfest Host, with a blue circular profile picture containing the initials "MR". The top navigation bar includes "Clayfest International Virtual Conference 2020", "Earth Building UK and Ireland", "Preview Mode", and a "5" icon. The bottom taskbar shows the Windows operating system with various application icons and the system clock displaying 14:45 on 26/11/2020.