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DSET 2021

Virtual Attendee Guide





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DSET 2021 VIRTUAL PLATFORM GUIDE

How to Navigate the get the DSET Online
Event Platform and Maximise Virtual
Audience Participation and Experience.

We are fast approaching our much-anticipated Hybrid event, DSET 2021. We are very excited to meet you both in-person and virtually!

As this is the first time we will be hosting DSET virtually, we thought we would help you by creating this guide to maximise your participation and experience from anywhere in the world using our online events platform, HOPIN.

While we would have liked to welcome you all in person, for those of you that can't make it we are working hard to bring the DSET experience directly to you at home or in the workplace. During DSET 2021 you will be able to watch and interact with panel discussions, engage with speakers, exhibitors, connect and live video chat with other attendees plus participate in networking roulette.

To enable you get the most out of your online event experience, we have pulled together this guide which covers all the basics you need to know to navigate the virtual event platform.

Make sure you read this prior to the event and keep it handy to refer back to during the live event also.

If you have any further questions, please feel free to contact us:

James McGinn - Ops Director jamesmcginn@ruddynice.com

Louise Hart - Marketing Director louisehart@ruddynice.com

We look forward to seeing you at DSET 2021,

From the DSET Team at Ruddy Nice

TABLE OF CONTENTS

1. Introduction to HOPIN
 - a. Reception
 - b. Main Stage
 - c. Forums
 - d. Networking Roulette
 - e. Expo
2. Technical Requirements
 - a. Internet Connectivity and Broadband Capacity
 - b. Browser Recommendations
 - c. Recommended Device
3. Registration
 - a. Attendee
 - b. Exhibitors
 - c. Speakers
 - d. Moderators
 - e. Additional Support
4. Using HOPIN - Attendee Guide
 - a. Reception
 - b. Stage
 - c. Forums
 - d. Networking Roulette
 - e. Expo
 - f. Chat
5. DSET Helpdesk
6. Frequently Asked Questions (FAQs)
7. Contact information



1. Introduction to HOPIN



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Hopin is a virtual venue with multiple interactive areas that are optimized for connecting and engaging. Attendees can move in and out of rooms just like an in-person event and enjoy the content and connections you've created for them. The results? High show-up rates, low drop-off rates, and happy attendees.

The main areas are: **Reception, Stage, Forums, Networking, and Expo.**

Before the event starts you will only be able to see the registration page. Five minutes before the event goes live you will be able to access all areas and familiarise yourself with the virtual event platform.

You are encouraged to roam and engage in any of these areas as per the **DSET** schedule and platform etiquette.

There are multiple ways you can meet with, interact, and collaborate with exhibitors and other attendees during the Hopin event areas, such as:

a. **Reception:**

This area is the virtual event page you will arrive at post registration. This is a good place to start for information about the event; see Sponsor information, DSET Schedule including speakers, and navigation direction and helpful links for further online assistance.

b. Main Stage:

The Stage is where everyone gathers to learn and listen to insightful chaired speaker sessions. Up to five people can be on stage at once. This is where presentations or keynote speakers become visible, through the live stream to up to 100,000 virtual attendees. There will be live broadcasts, pre-recorded content and streaming - the Stage delivers the real conference experience.

c. Forums:

This segment is for group discussions. There will be various topic themed areas within the Forums for attendees to join in with to exchange ideas and knowledge. Each Forum is moderated and attendees can join the live chat when prompted by a moderator. Up to twenty attendees can be on one screen and other attendees can watch and participate through the live chat box. With unlimited Sessions running at the same time, it's a perfect place for roundtables, group talks, networking and discussions.

d. Networking Roulette:

Expand your network by random matching and engage in a 1:1 meeting by connecting with other event attendees. There is a set amount of time for these meetings and can also set-up match ticket holders to meet or at random.

e. Expo:

This Segment is the showcase area for exhibitors, attendees can visit booths that interest them, interact with booth staff, to find out more or request further information. Each booth will contain pre-recorded videos branded content, website and social media links, live booth chat, and a customisable Call to Action button and the ability to interact and connect between booth staff and attendees to live video chat or schedule a meeting at a specific time.

Segments and their functionality will be covered in more depth throughout this guide.



2.

Technical Requirements

As we mentioned DSET 2021 will be using the HOPIN online platform.

You will not be required to download or install additional software or programmes, all of HOPIN's virtual platform functionality is available directly from your browser.

We have put together some helpful tips for you to help make sure that you will be able to make the most of the virtual event platform:

a. Internet Connectivity and Broadband Capacity:

For the best online experience, it is recommended that you use a minimum of 5mbps download and 2mbps upload broadband connection. To guarantee the best experience and quality, a 30mbps download and 10mbps upload connection or higher would be ideal.

b. Browser recommendations:

Please ensure that you are using the newest version of Chrome or Firefox. Safari and Internet Explorer are not fully supported and lack some of the requirements for live video streaming.

c. Device:

We recommend that you take part using a laptop. If you don't have access to a laptop and your only option is to use a mobile phone you must remember to join using an up-to-date Chrome or Firefox browser. **Download the HOPIN App for the best Mobile phone experience.**



3. Registration

Account and Registration

a. Attendee

The majority of attendee registrations will have been completed using our 3rd party registration company idloom, so there is no requirement to re-register. Your registration details and ticket type will be transferred to the HOPIN platform by the organiser and you will receive a 'Magic Link' via email much closer to the date of DSET 2021. The link will give you access to the virtual platform.

Once received, click the magic link in the email and you will be directed to the DSET registration page. Please update your profile now. Add a photo, edit your headline and bio to improve your visibility and make networking much easier.

To ensure that people can recognise you, see basic information and connect, you must upload the following basic information to your profile:

Image, Name, Headline, Bio, Email and Social profiles.

Some of these fields will already be populated from the registration information you provided when registering with idloom, so please make sure your details are accurate. The more information you provide the better chance you stand of making new connections and showing your presence at DSET 2021; this information will also be electronically sent to any connections you make during the event.



b. Exhibitors

Designated Exhibitor Staff will be sent an invite (email) by DSET organisers via the virtual platform inviting them to access and manage their booth. This will allow exhibitors to update, edit and administrate their booth. You will be supported throughout the event and advice can be sought from additional support contact below.

c. Speakers

All speakers will be registered to the DSET platform by the organiser. As a speaker you will receive the magic link as per the Attendee process above. Once registered, speakers will be on-boarded and then provided support by staff and moderators during the event.

d. Moderators

All Moderator logins will be dealt with by DSET organisers, but will follow the same magic link process as the Attendees.

e. Additional Support

If you have any problems or questions during registration please contact:

James McGinn - Ops Director jamesmcginn@ruddynice.com

Louise Hart - Marketing Director louisehart@ruddynice.com



4.

Using HOPIN

We want DSET 2021 to be inclusive for all, it is very important to us as organisers that you have the best experience and make the most out of the Hybrid event. In the next few sections, we will explain how you can maximise your time on the virtual platform ensuring the virtual experience is a good one.

Profile updates complete? Let's have a look into the virtual platform!

The Side Panel and event Segments

There are five areas indicated with icons in the left-hand side panel, below is an explanation of their functionality and how to get the best out of each area:

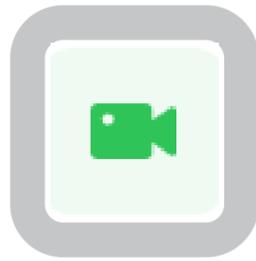


a. Reception

You have landed in the Reception area! Here you can quickly find out what's happening at DSET 2021. The Reception area and Event chat will be used for announcements, important links, sponsor messages, and event updates, also including:

- **DSET 2021 Welcome Message** - Including helpful links and information to navigate the platform.
- **Sponsor logos** - taking you to the Sponsors website.
- **Event Schedule** - Describing what's happening and when.
- **Speaker Bios** - Information about our speakers.

Please use the Reception area as the information hub of DSET 2021.



b. Stage

The Stage is where all speakers and panel discussions will take place. The stage segment icon will indicate 'Live' in red when there is a speaker broadcasting as per the event schedule. Simply click the Stage segment icon to watch the stage live. You will be notified of the speaker programme by checking the schedule in the Reception area. Set a reminder of those presentations you want to attend by clicking the add to calendar button. This allows you to add to your personal calendar, outlook, Apple, ...

09:00 AM - 09:30 AM



Add to calendar to DSET 2021

Main Stage

Opening - Check-in and Morning Networking



c. Forums

Clicking the forums segment icon will take you to scheduled virtual roundtables for speakers, sponsors and attendees. DSET 2021 organisers will decide which forums will be available, and when, as per the event programme. This will be a great place to have group network discussions during the additional Virtual Networking and Industry Showcasing Day on Thurs 27 May.

Forum segments will be tethered to the Schedule, (available at all main stage breaks, when speakers are not live) they will automatically appear five minutes before the time on Schedule and automatically hide once their time is up, this is to inform the virtual audience when sessions are live, it does not stop the session going beyond the allocated slot. Attendees can view the list of previous forums by clicking show past segments in the Reception area.

Watching and participating in forums:

There are various forum chat rooms you can access and take part in.

Some forums will be limited access to specific ticket types only.

You will be able to watch the live stream and communicate with moderators via the chat box.

Organisers will manage and moderate forum rooms. Moderators leading the forum will have the ability to allow visitors into the Forum live video chat and remove/replace them as and when.



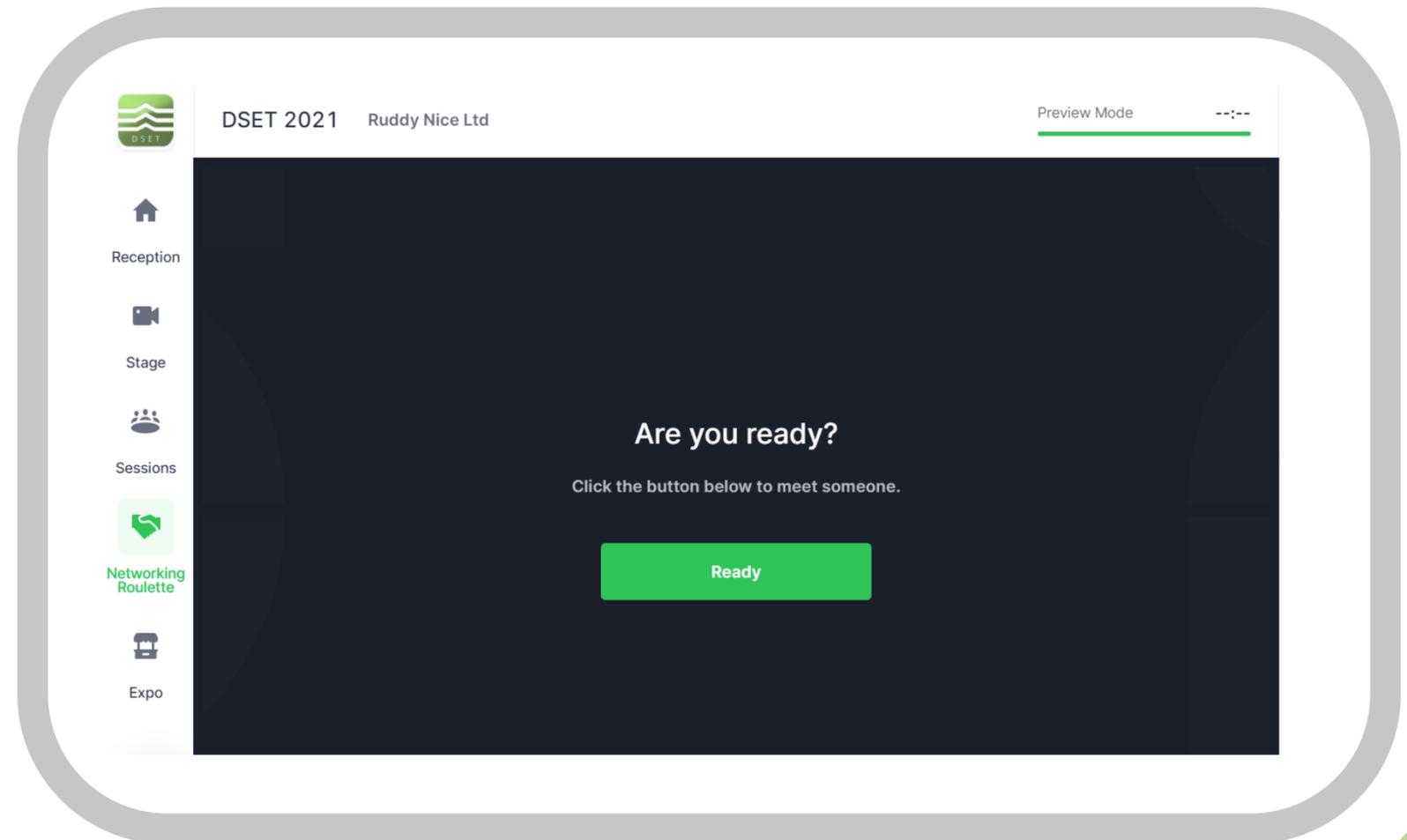
d. Networking Roulette

Networking remains one of the pillar experiences of an event on Hopin. It's personal, it's fun, and it's smooth.

The Networking Roulette area on Hopin is pure one on one automated engagement, similar to meetings on a FaceTime call. This segment is designed to recreate the "coffee break" conversations that are important at an in-person event, pairing two people over a direct video call. The Networking area automates the discovery of new connections. When an attendee clicks the button in Networking Roulette, they are matched with a random attendee.

Ready to Connect?

Click the Network Roulette Segment icon, then click ready. The platform now searches for someone available to meet. Once a random connection is found the two are matched and the video chat begins, lasting for a pre-set time of 5 minutes.



Don't Forget to share your audio and video when prompted.



You'll meet the next person available.

Cancel

During your Network session you will see the time remaining of the meeting, a connect tab and a leave button to quit the networking session early.

Click the connect button during a call to exchange contact information (electronic business card). All contacts made will appear in the connections tab of your Profile Account, click your profile and select connections.

🕒 4m:53s

Extend

Connect

Leave

🕒 30s

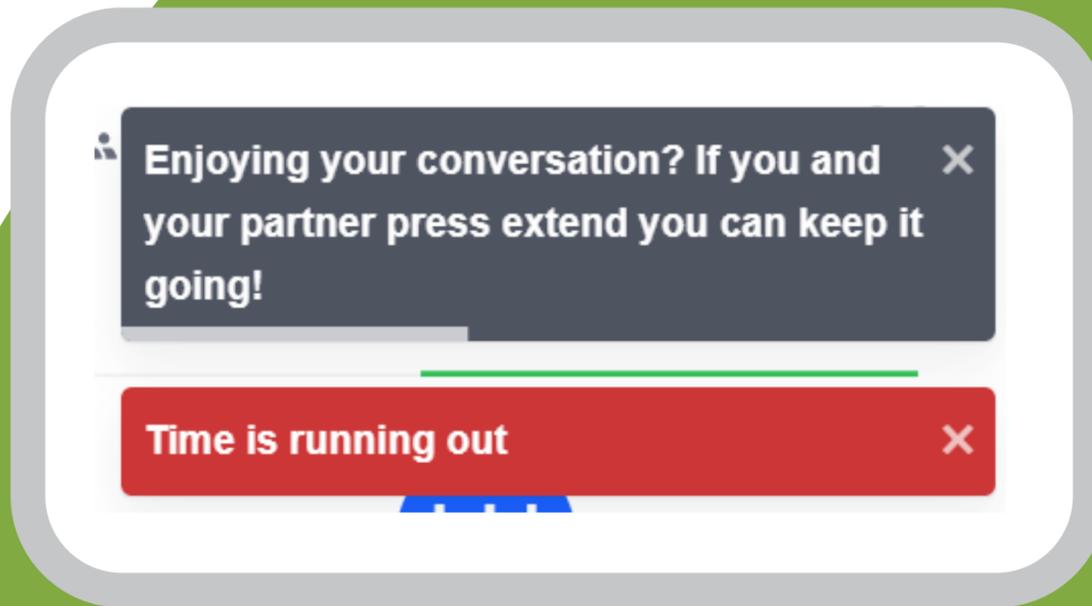
Extend

Connect

Leave

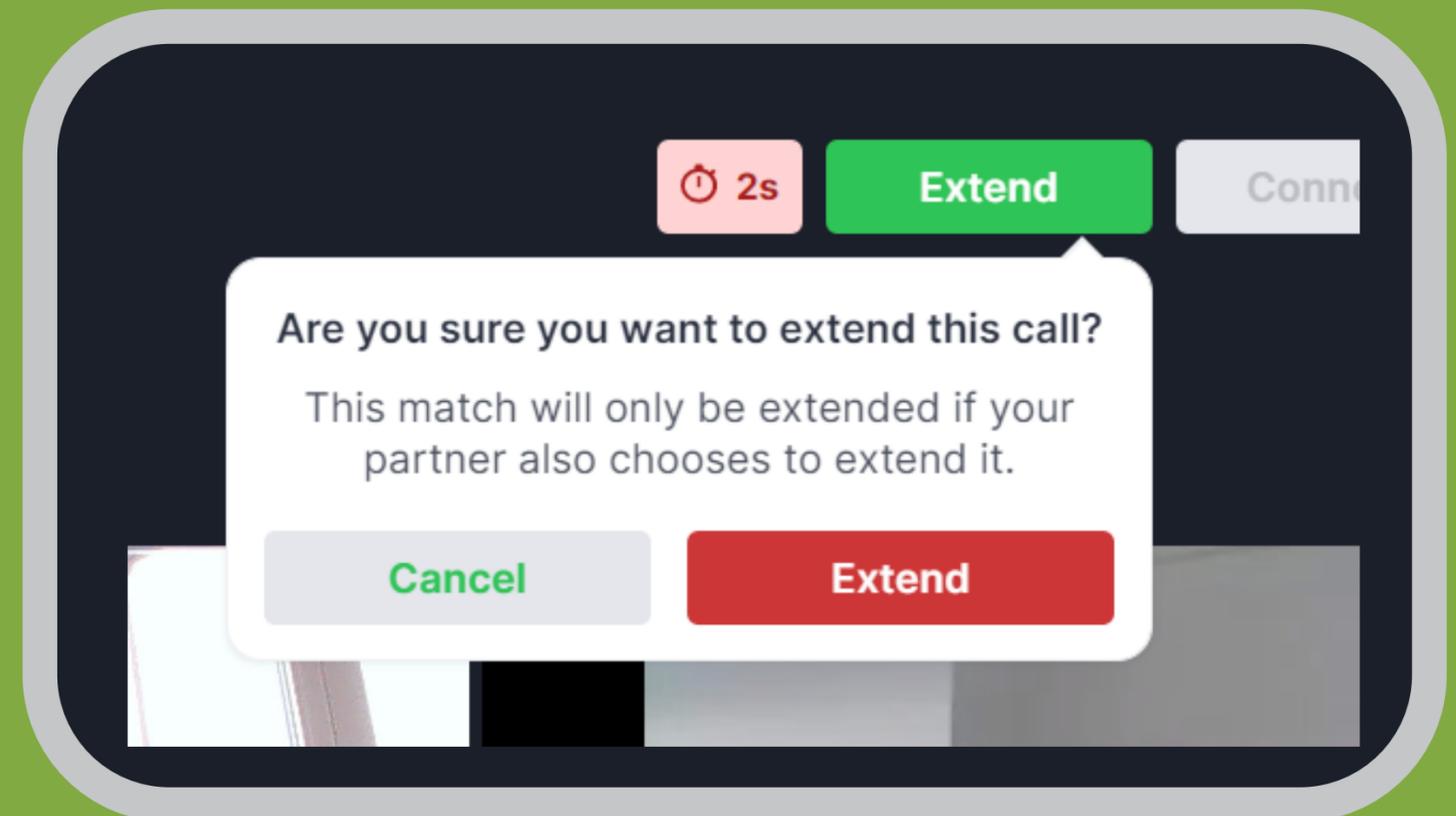
With 1 minute remaining you will be given the option to extend your networking session.

Extending your Networking Session



You can do this by clicking the Extend button which will appear next to the timer. Once clicked, your networking connection will receive a notification requesting them to confirm if they wish to extend the meeting.

If accepted the meeting timer will default back to 5 minutes and you can continue to network.

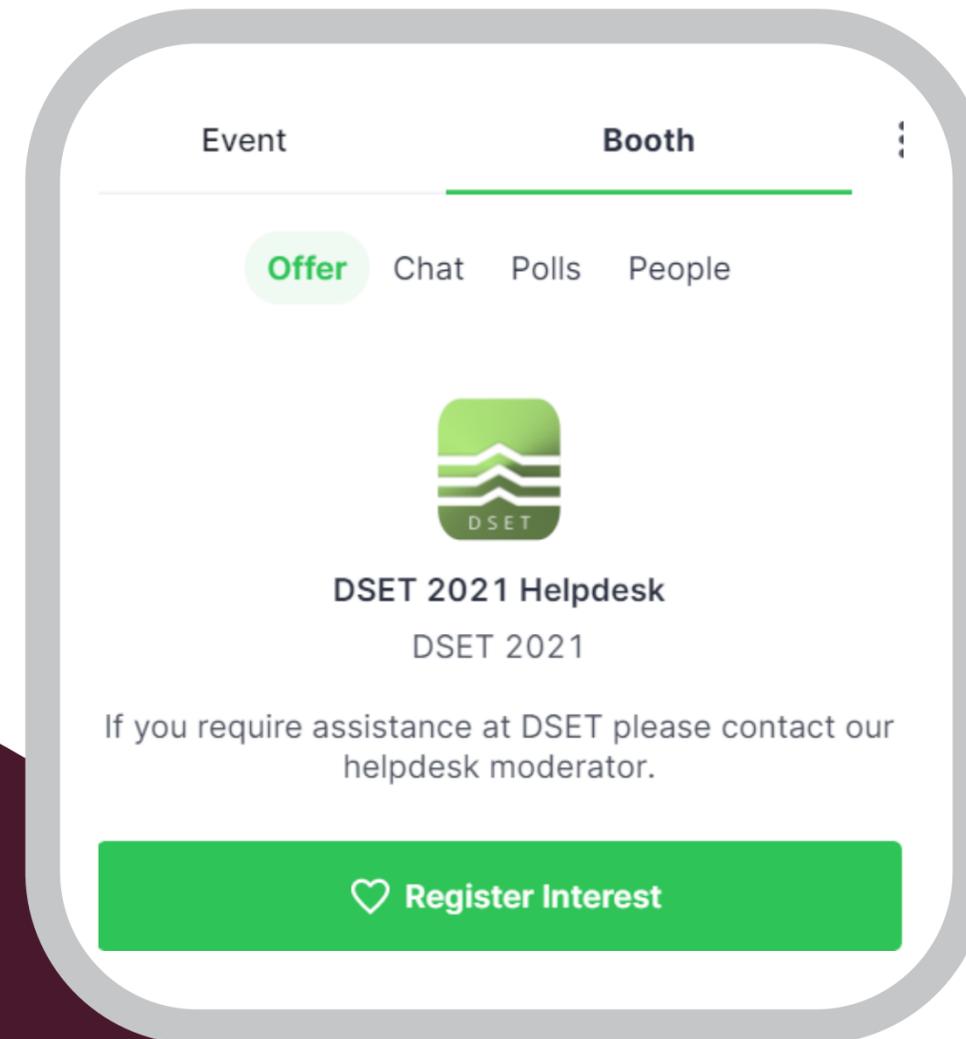




e. Expo

The Expo area is the virtual exhibition hall where you can explore the booths of our amazing sponsors. Every booth will feature pre-recorded videos and live showcases of their products. If the booth is staffed and live as per the event schedule you can stop by and chat via text or request to speak to the booth moderator. Simply request to share your audio and video, and the vendor will be able to answer your questions.

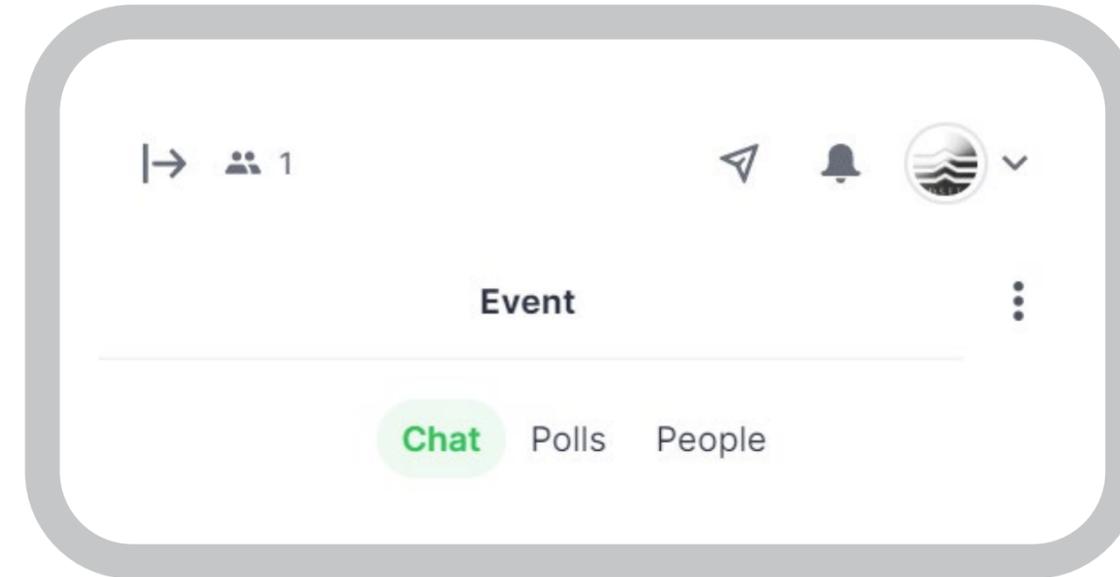
You can also connect and register your interest at the booth by using the **call-to-action** button at the bottom of the booth Communication Side Panel. An email will be sent to the booth moderator informing them of your interest.



f. Chat for everyone

There are multiple chat channels to connect with your fellow attendees, engage at roundtable discussions, network and discuss up to date topics with our speakers and exhibitors.

Each chat serves a different purpose and can be found in the Communications Side Panel of the platform:



- **Event chat**

this tab is the global event chat where all participants can post messages. This chat will be used to post global messages by DSET organisers.

- **Forum chat**

each 'Forum' has its own chat room. Attendees who are off-camera can chat in the session to interact with people on camera and vice-versa.

- **Booth chat**

like 'Forums', each booth has its own chat for group discussions and interaction.

- **Meeting chat**

In 'Networking Roulette', a private 1:1 chat channel is available to all participants.

- **Direct messages**

Anyone can send messages to an individual at a Hopin event via DMs in the 'people' tab. To send a DM, find the person you wish to chat with in the 'people' tab, click their profile photo, and send a direct message to them.

- **Pinned chat**

DSET organisers will pin important announcements, related content and useful links to the top of any chat segment, keeping everyone informed of what is going on, where and how to get there.

- **Backstage chat**

The Backstage has its own chat for speakers and staff to communicate privately. It is only accessible through the Backstage link.



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5.

DSET 2021 Helpdesk Can be found within the Expo Area

DSET 2021 Helpdesk staffed by Ruddy Nice moderators ready to answer any of your queries and questions about the event and virtual platform. Use the text chat within the community area of the booth to ask questions. Alternatively, sharing your Audio/Video and applying your settings, you will be able to speak with a moderator live if they are available and accept your request. Please be patient as this is likely to be one of our busiest areas within the platform, but helpful nonetheless.



6.

FAQ

If you want to learn more about HOPIN you can read the FAQs in this [link](#)

Feel free to reach out to us in case you have questions or need assistance.

6 • Contact

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