



2021 Carnegie International Nuclear Policy Conference Frequently Asked Questions and Troubleshooting Guide

STEP-BY-STEP GUIDES

We recommend reviewing these few helpful guides in advance of and during the conference:

- [How to Navigate the Nuclear Policy Conference](#)
- [Test your stream quality with the Hopin Stream Test](#)
- [I'm having Camera and/or Microphone issues on Windows 10](#)
- [I'm having Camera and/or Microphone issues on Mac](#)
- [I'm getting a 500 error or a 404 error](#)

FREQUENTLY ASKED QUESTIONS

Are there any technical requirements to use Hopin, the conference platform?

- We recommend using a computer with a hard-wired internet connection or placed near a strong Wi-Fi signal for best use.
- For the best experience, we strongly encourage users to access the event using **Google Chrome** or **Mozilla Firefox** browsers. While Safari and Microsoft Edge will work, some aspects of the conference may not be accessible to you while using those browsers. Participants are also welcome to access the conference using the Hopin App, which can be downloaded from their smartphone app store.
- To ensure a strong connection and prevent interrupted streaming of the Nuclear Policy Conference content, close out of unnecessary programs, like Outlook, Spotify, Teams, Zoom, and other browsers, and close unused tabs in your browser.
- **Young Professional** ticket holders will have access to the **'Sessions'** and **'Networking'** tabs in the conference. Before accessing these features, participants should be sure they are using an appropriate browser (or the application on their device) and ensure their Camera and Microphone permissions are granted in your browser.

How do I access the Carnegie International Nuclear Policy Conference Platform?

- You can access the venue by opening the link to the venue included in the emails you received from the Carnegie Endowment as a participant in this conference in a **Google Chrome** or **Mozilla Firefox** browser. We strongly discourage use of Safari and Microsoft Edge unless you must.

If joining from a portable apple device (iPhone or iPad), we strongly recommend downloading the Hopin app to access the event, as opposed to using the default browser, Safari, to participate in programming.

- You can also access the venue by going to **Hopin.com/explore** and searching for **“Carnegie International Nuclear Policy Conference.”**
- If you would like to view the conference from your phone, go to your device's App Store and search and download **‘Hopin.’** Once downloaded, use the app search function to find **“Carnegie International Nuclear Policy Conference”** and login to access the programming.
- For a step-by-step guide, see [this link](#).

How do I access the conference stage where keynotes and panels are streamed?

- Click on the **'Stage'** tab on the left taskbar and then, once directed to the stage site, click on the **'Stage'** button at the center of your screen to view the livestream.

NEED ADDITIONAL HELP?

Should you need additional help during the Nuclear Policy Conference, be sure to chat with our team by visiting our [Helpdesk](#) or email our team at info@ceip.org with your request.

We will reply to your outreach in a timely and efficient manner.