

Resources for Humans Virtual 2022 is hosted by Lattice on the Hopin platform. In order to keep the event secure, each attendee is given a unique link to join in their event confirmation email. Here is a step by step guide on how to join the conference from that link. Questions? Email [rfhvirtual@lattice.com](mailto:rfhvirtual@lattice.com) or read the [FAQs on the conference website](#).

## Quick links for Troubleshooting Logging in to the Conference

### Finding your unique link to join the conference

#### Join conference/create account - First time Hopin User

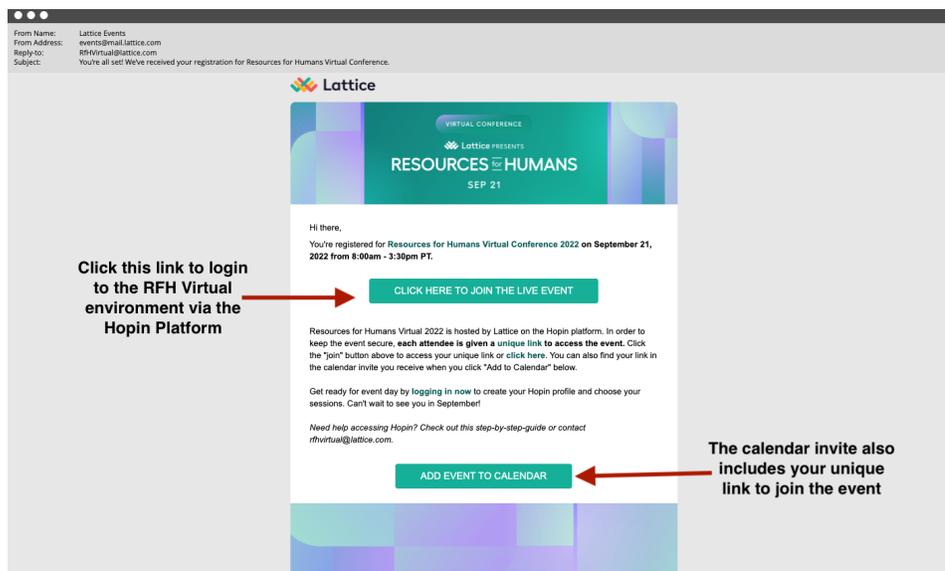
#### Join conference - Existing Hopin User

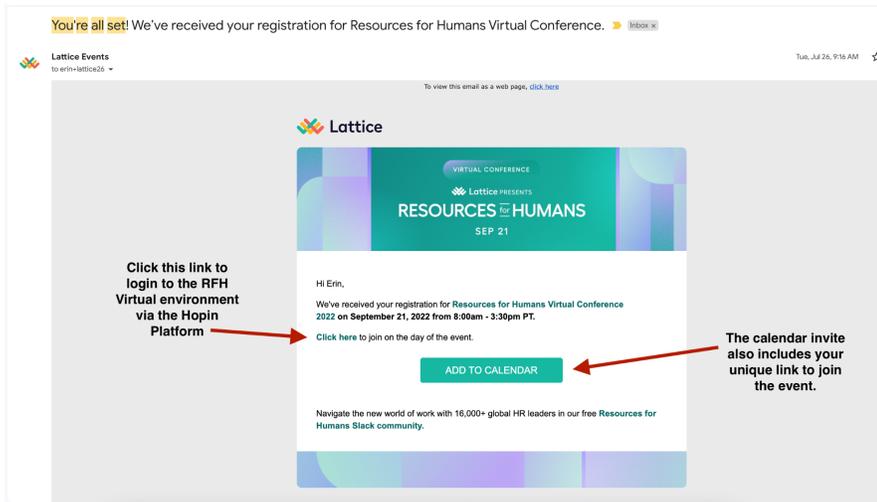
#### Adding sessions to you My Agenda/Your Calendar

#### FAQs

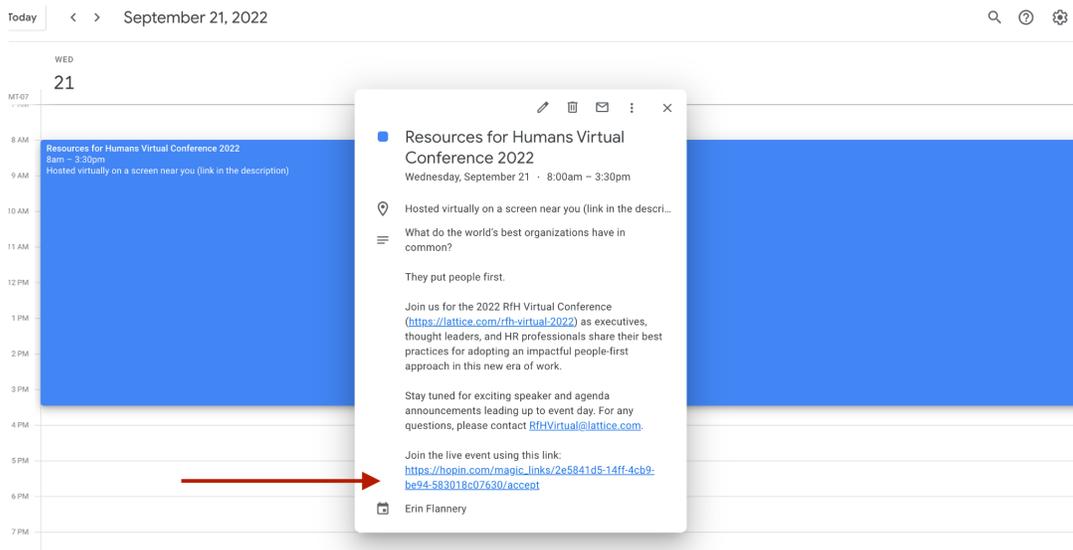
## Finding your unique link to join the conference

1. You must register for Resources for Humans Virtual on the [event website](#) in order to access the conference in Hopin. You cannot register for the conference directly in Hopin.
2. Find your confirmation email by searching the subject line “You’re all set! We’ve received your registration for Resources for Humans Virtual Conference.” The email is sent from [events@lattice.com](mailto:events@lattice.com).
  - a. If you cannot find your confirmation email, please check your spam folder.
3. Your unique link can be found in your confirmation email and in the general calendar invite for the event.





^ Confirmation emails for RFH Virtual with links to join and add the event to your calendar. Your confirmation email may look different depending on when you registered for the conference.

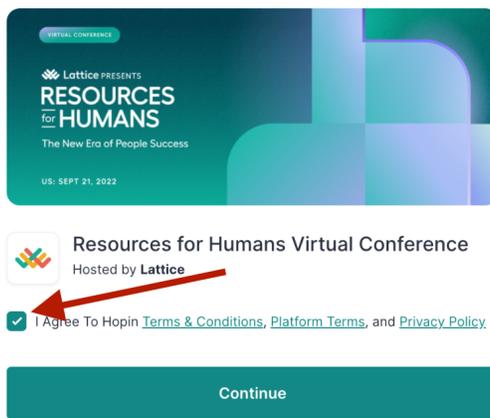


^ Example of a calendar invite for the conference. You can add the event to your calendar via the confirmation email. Once it is added, you will see your unique link to join in the calendar invitation.

## Join conference/create account - First time Hopin User

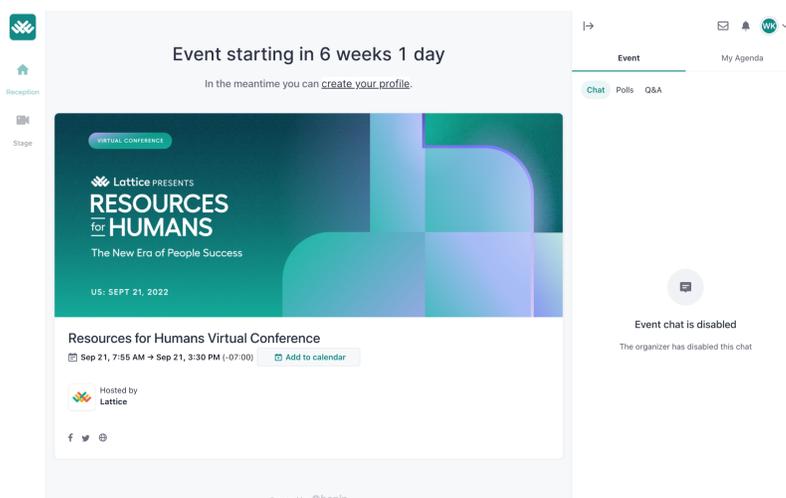
Follow the instructions below if you do not have an existing Hopin account with the email address you used to register for Resources for Humans Virtual. The email you used to register for the conference is the email address that the confirmation email for the event was sent to.

1. Click your unique link to join in your confirmation email or calendar invite.
2. Check the box to agree to Hopin's Terms & Conditions and click "Continue."



[Decline invitation and remove my data from Hopin](#)

3. Clicking "Continue" will take you to the event reception page. Prior to the live event, this page will display the event agenda, but other features will be minimal.



## Join conference - Existing Hopin User

*Follow the instructions below if you have already set up a Hopin account with the email address you used to register for Resources for Humans Virtual. You may have set up a Hopin account to access a different event in the past.*

1. Click your unique link to join in your confirmation email or calendar invite.
2. If you have previously accepted Hopin's terms and conditions, you will be taken directly to the event reception page without having to accept the terms again.
3. Clicking "Continue" will take you to the event reception page. Prior to the live event, this page will display the event agenda, but other features will be minimal.

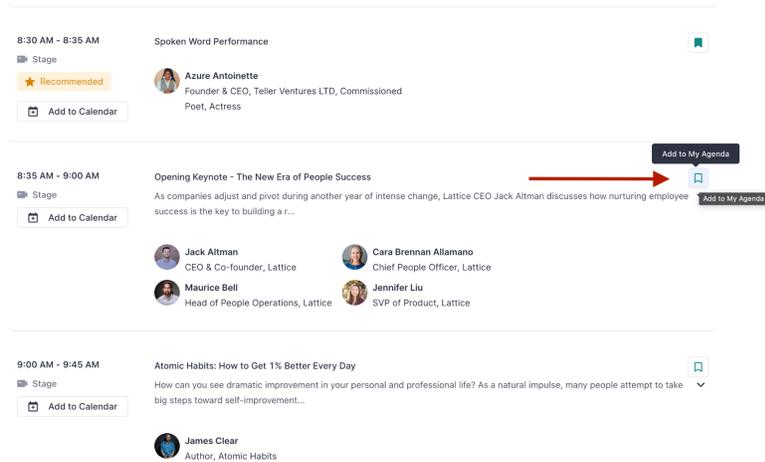
## Adding sessions to you My Agenda/Your Calendar

*The Hopin platform allows attendees to add sessions to their unique agenda in the Platform and to add those sessions directly to their calendars via GMail, Outlook, or iCal.*

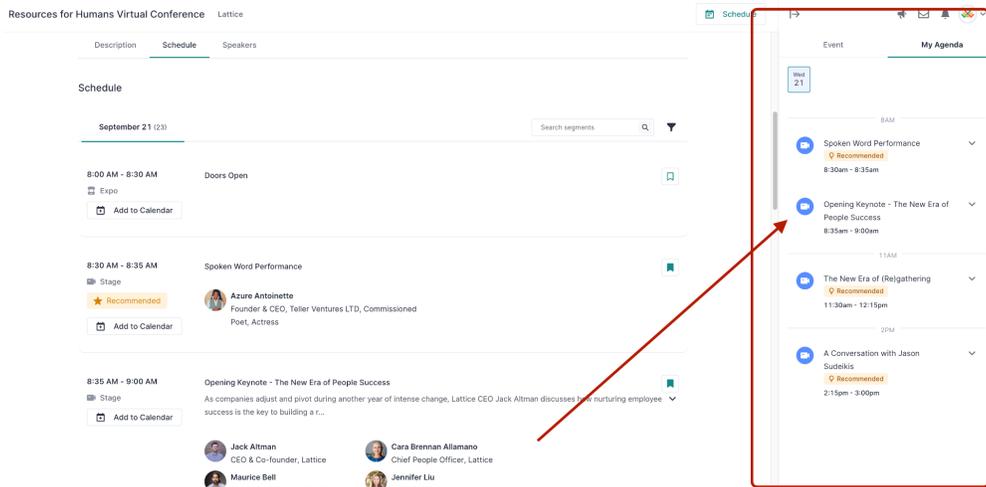
1. Once you have logged into Hopin you will be taken to the Reception page. Where you will see the "schedule" tab. Click the "schedule" tab.



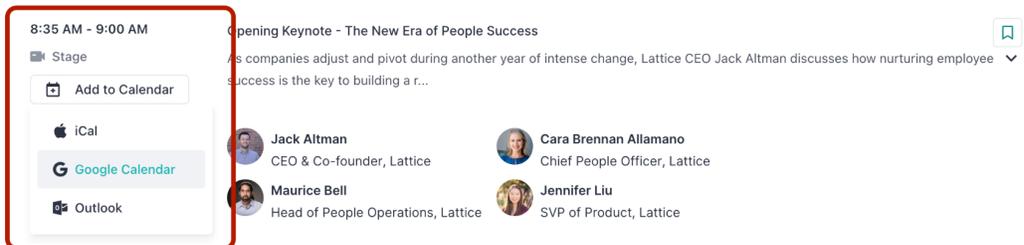
2. To create a custom agenda in the platform, find the session you would like to attend and click the ribbon icon in the far right corner of the session block. The session will be added to your agenda once that ribbon is clicked.



a. You can view your agenda on the sidebar in the right hand side of the platform.



3. To add a session to your Gmail, Outlook or iCal calendar. Click “add to calendar on the left side of the session block.



## FAQs

1. I have a question that is not answered in this doc. Who do I reach out to?
  - a. Please email [rfhvirtual@lattice.com](mailto:rfhvirtual@lattice.com) or check the FAQ section of the [event website](#).
2. I registered for the event but haven't received my unique link via email.
  - a. Search for the email subject line "You're all set! We've received your registration for Resources for Humans Virtual Conference."
  - b. Check your spam folder.
  - c. If you still cannot locate your confirmation email, [re-register](#) for the event and wait for a new confirmation email with a unique link to join. NOTE: It may take up to 10 minutes to receive this email.
3. I think I have an existing Hopin account but Hopin is asking me to re-register.
  - a. It is possible for attendees to have multiple Hopin accounts for work events, personal events, or if they have changed jobs/email addresses.
  - b. The email address you will use to join Resources for Humans Virtual in Hopin is the same email address you used to register for the event. The email address you used to register for the event is the same email address you received a confirmation email at.
4. I am trying to reset my Hopin password but have not received a password reset confirmation email.
  - a. Make sure you are sending the password reset email to the address you used to register for Resources for Humans Virtual (usually a work email).
  - b. It may take Hopin up to 10 minutes to send a password reset confirmation email.
    - i. Check your spam folder
  - c. If you still haven't received a Hopin confirmation email after 10 minutes, you can [re-register](#) for the conference and a new confirmation email will be sent to you.