

Login and Tech Support

How-to Videos

- [How to Accept your Registration](#), if registered on behalf of your company
- [How to Login to you Hopin Account](#)
- [How to Reset your Password](#)
- [How to Navigate the Hopin Platform](#)

How to Login to the event

1. Head to the event page: <https://hopin.to/events/keep-america-beautiful-vision-for-america>
2. Log in to your Hopin account that you created when purchasing your ticket or accepting your registration via email for the event.
3. Enter your email and password. If you were registered by your company, the email used was your work email.
4. Join the event!



Log in

Sign up

Keep America Beautiful Vision for America

Oct 28, 5:30PM to Oct 28, 7:30PM EDT



Description Sponsors Schedule Speakers Booths

Tickets

From \$150.00 to \$500.00

Already registered [Log In to access the event](#)

General Admission

Includes admission to the main event and an opportunity to be a part of the conversation, with CEO, Helen Lowman, and Mr. Balaji Ganapathy from Tata Consulting, moderated by Brent Robertson. Guests will help amplify the conversation around the purpose of communities. Hear from innovative thought leaders on how they have revolutionized and implemented purpose and action into their DNA. **\$150.00** Guests will have an opportunity to help shape KAB's future impact on communities across America and help drive transformative change. Guests will also have an opportunity to network with likeminded Fortune 500 company thought leaders driven by purpose.

VIP Ticket

Includes access to the main event, plus an invitation to the digital experience pre-party, featuring

Don't Remember your Login Details?

Registered by your company? If you were registered by your company, follow the steps below:

1. Revisit your work email for an email titled "Invitation to Keep America Beautiful Vision for America Virtual Event." Please check your junk folders.

2. If you can recover the email, click the green button that says “accept registration” and this will automatically bring you into the event.
3. If you cannot recover the email, try and login using your work email and click “Forget password,” this will allow you to reset your password and enter the event. The forget password email will come from noreply@hopin.to
4. If you cannot find the email or continue to have issues, please email Vision2020help@kab.org.

Tech support

Tech issues are rare, but if should have any trouble, please follow the steps below or email Vision2020help@kab.org

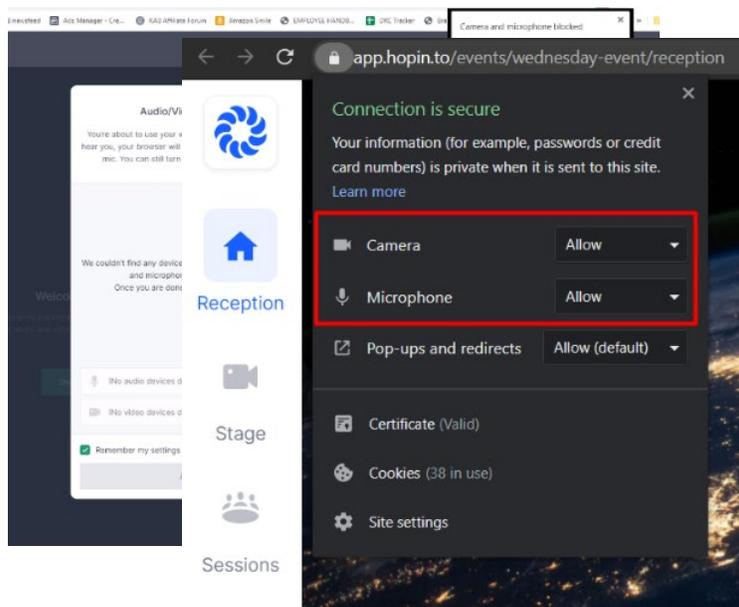
If you are unable to share your audio and video during the networking or session portions, please follow the steps below:

1. **Google Chrome** is the preferred browser and please make sure that it is up to date. If you would like to download Chrome, please do so by typing in “google.com/chrome” into a search engine and follow the steps to download. You can also watch this video on [how to download Google Chrome](#).
2. Make sure no other program that may require your microphone or camera is open (i.e. Microsoft Teams, Zoom, Google hangouts, KAB Pre-Party).
3. Click Share Audio and Video
 - a. If you receive an error message, follow these steps:
 - i. In Hopin, you will be prompted to select your audio and video device so that people can hear and see you at the event. If you are unable to select your AV options, it is probably because you need to give browser permissions for Hopin to access your AV devices.
 - ii. If that does not work, be sure to give browser permissions in Chrome:
 1. **Allow Camera and Microphone in a web browser**
 2. Click on the padlock icon next to the URL field and make sure *Camera* and *Microphone* are set to *Allow* for app.hopin.to web page.
 3. Make sure your camera and microphone are allowed for <https://hopin.to> website.
 4. You can also check to see if Hopin has access to your devices by entering the following link to your Chrome browser URL field:
 - a. `chrome://settings/content/siteDetails?site=https%3A%2F%2Fapp.hopin.to%2F`
 - iii. Under Permissions, locate Camera and Microphone. Hopin should be one of the approved sites.

Note: Third-party extensions may affect the experience by blocking some of the Hopin interface elements. To avoid that, we also recommend opening the event in Incognito mode (command+Shift+N on macOS or Ctrl+Shift+N on Windows) on Chrome or Private tab (command+Shift+P for macOS or Ctrl+Shift+P for Windows) on Firefox.

- iv. Refresh Page
- v. Click the Green button to Share Audio and Video (cannot be used with other platforms at the same time)

For the full help article click here: <https://support.hopin.to/en/articles/3351271-i-m-having-video-audio-problems>



I cannot hear to see anything on the main stage

1. Make sure you have the correct speaker connected
2. To check go to the task bar on the bottom right of your computer
3. Type in sound
4. Click Sound settings
5. Make sure your output device is the correct one

I cannot join a session

1. Refresh your web browser
2. Check your permissions

<https://support.hopin.to/en/articles/3426611-i-can-t-join-a-session>

I am still having issues

For all login, tech support, or other questions and concerns email vision2020help@kab.org.

1. Clear cookies and cache
 - a. Click the settings button in the top right of the window
 - b. Click 'More tools' > 'Clear browsing data...'
 - c. Ensure the checkbox for 'Cookies and other site data' is ticked
 - d. Click 'Clear data'
2. Close out Chrome and restart everything
3. Restart computer