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A guide to using HyHyve at the CIEP conference

HyHyve works similarly to Wonder (for those who remember that from 2021). You can move around a space and see a picture of others in the room (or just their initials if they haven't added a photo), and then you can find people to start a video conversation with or join one that's already happening.

Note: Your browser won't be able to access your webcam if a Zoom Meeting/Webinar is already using it, and vice versa. You need to close one to use the other.

How to get in

1. Follow this link: https://app.hyhyve.com/?spaceId=72Nw8fS-AX9VC-yQlJhks – the link will work from Saturday to Monday.
2. It'll say the space is password protected, but you'll need to go through the following steps before entering the password.
3. Click on 'Continue as Guest' (you can register with an email but unless you use HyHyve for other things, we've not found this to be better).
4. Click on 'Take picture' and give permission for your camera to be accessed, take a photo, and enter your name and any other details you wish (photos are really helpful to know who's who in the room). Alternatively, you can upload an existing picture.
5. Click on 'Next' and then enter the password, which you can find in the Final Details email sent to delegates or in the conference lobby in Zoom Events.
6. Click through the instructions, making sure to give permission for your mic to be used, and you're in!
7. If there's someone you want to talk to, or a group, move your avatar close to them.
8. Explore the side bar (controls may vary on different devices) to see settings you can tweak and different ways to interact with others.

Tech tips

You can use HyHyve on a computer, tablet or phone, but a phone screen may struggle to navigate well, and older phones don't seem to be able to access the video calls.

There are settings and options you can explore via the right-hand toolbar, and there are also more options once you're in a video call, including a low-data mode if that's

helpful. These additional settings are accessed by hovering the mouse over (or pressing) the Cam, Mic, etc buttons at the bottom of a call.

If you have more than one webcam/mic (eg you're running an external webcam off a laptop) then HyHyve will select one as default, and you can change it only once you're in a video call.

If you're using an external webcam connected to a laptop via a USB hub or external monitor's USB, try plugging the webcam directly into your laptop if you have problems.

On rare occasions, we found that a 'guest' login attempt was met with a message that we don't exist. If this happens, just try logging out and logging back in again. A different browser may help.

Have a funny blue tint across your screen? Try clicking somewhere on the map to get rid of it. (Our best guess is that something has made the app 'select all' of the browser page and clicking somewhere deselects that.)

If you have any difficulties, there are some tutorials here: https://hyhyve.notion.site/Welcome-to-HyHyve-Learn-fca21fdd4c79478b9116cdb6f3bcccf8

or you can email Ben at onlineconf@ciep.uk.