HSIN | Homeland Security Information Network

HSIN Connect for Participants

This Quick Reference Guide (QRG) offers a brief overview of how to use HSIN Connect as a meeting participant. There are three important participant tasks when attending a HSIN Connect meeting: entering a meeting room, navigating the meeting room and communicating with others in the meeting.

Note: Flash Player 10 or higher is required to access HSIN Connect.
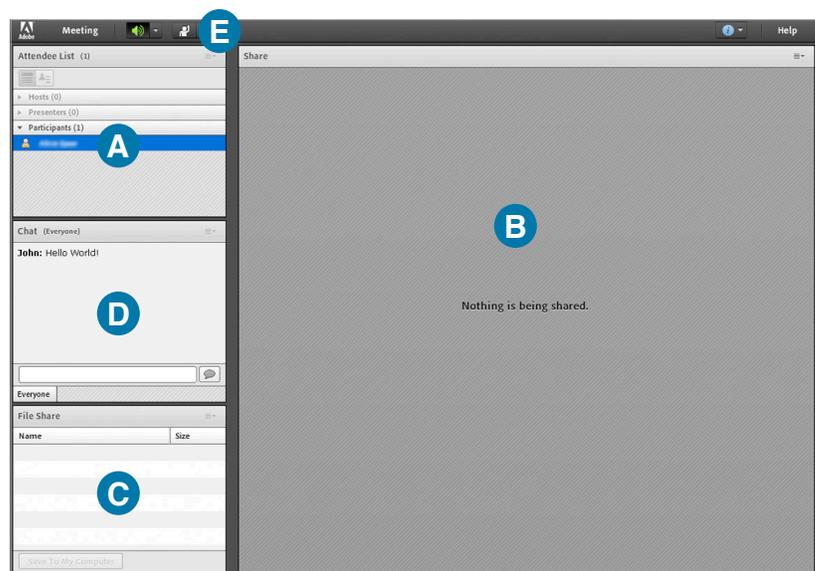
Enter the Meeting Room

Meeting URL
Participants will receive the meeting URL from the host in an email invitation. After clicking on the meeting URL or entering the meeting URL in your Web browser, HSIN Connect will open with a login prompt. Use your HSIN username and password to log in.

Navigate the Meeting Room

Participants can view the shared meeting content, see live video and communicate with the host and other attendees. Audio may be heard via phone or through the participant's computer speakers, depending on the meeting host's capabilities. If given enhanced permissions, attendees may be able to manipulate some of the meeting pods. Pods are panels containing information and/or media. The following explains some of the commonly used pods and features shown in *Figure 1*:

Figure 1: HSIN Connect Meeting Room

A **Attendee List Pod**
The Attendee List displays all meeting attendees and their role within the meeting (host, presenter or participant).

B **Share Pod**
The example shown here is for sharing screens, documents or presentations. Share pods are typically the main focus for sharing content. Other types of sharing pods include Web Links pod, Notes pod and File Share pod (discussed below).

C **File Share Pod**
The File Share pod allows the host to provide meeting participants with necessary documents such as handouts or copies of the presentation to be downloaded during the session. To download a document from the File Share pod, click on the document name then click the **Save To My Computer** button. A new window will open, choose the **Click to Download** link to download the file to your computer.

D **Chat Pod**
There are two types of Chat pods: Chat and Chat (Q&A). Participants can communicate to all other attendees or privately with only the host or another attendee. These pods are explained later in this QRG.

E **Status Option Button**
This feature allows participants to change their status and to communicate quickly with the host and other attendees. The status appears as an icon next to the attendee's name in the Attendee List pod.

Communicate with Others

Participants can communicate with other attendees through the Chat pods and Status Options.

Chat Pod
Use the Chat pod to communicate and collaborate with others while the meeting is in progress. Send messages to the host, presenter, a designated attendee or everyone in the meeting room. The following explains the features shown in *Figure 2*:

Figure 2: HSIN Connect Chat Pod

A Contains the chat messages, which are listed chronologically.

B This drop down menu allows participants to change the size and color of chat text, access help and view a list of attendees available for individual chat. Messages to individual attendees will open a new, separate tab that appears next to the **Everyone** message tab (see bottom of *Figure 2*).

C Enter messages here.

D To send chat messages, click this button or press the keyboard's **Enter** key.

Chat (Q&A) Pod
In addition to the Chat pod, the host and presenter may use the Chat (Q&A) pod to manage meeting questions and answers. This enables participants to ask questions directly to the host and presenters, who can then choose to send the answer to just the participant asking or elect to broadcast it to all attendees.

Status Options
The Status Options allow quick communication with others during the meeting. This feature is located at the top left corner of the screen to the right of the speaker icon (refer to **E** in *Figure 1*).

1. Click the icon to choose the Raise Hand status option

2. Click the dropdown arrow to open the list of all available status options (see *Figure 3*). The selected icon appears next to the attendee's name in the Attendee List pod.

Figure 3: HSIN Connect Status Options

Contact Us

For technical support, contact the HSIN Help Desk via phone at (866) 430-0162 or via email at HSIN.HelpDesk@hq.dhs.gov.

For more detailed training information, contact HSIN Training at HSIN.Training@hq.dhs.gov.

For information on how HSIN Connect is used in innovative ways by other users, contact HSIN Outreach at HSIN.Outreach@hq.dhs.gov.

For more information, contact the HSIN Outreach Team at **HSIN.Outreach@hq.dhs.gov** or visit our website at **www.dhs.gov/hsin**.

Scan the QR code* or visit our website to learn more about how HSIN can help support your mission.
* You must have a QR code reader installed on your mobile device.