System Requirements

What are the system requirements needed for me to use the platform?

Desktop Browser / OS Support	e	Edge	Firefox	Safari	Chrome
Windows 7	x	*Edge Chromium	*73	x	*80
Windows 8.1	x	*Edge Chromium	*73	x	*80
Windows 10 (Includes Surface Pro 3 & 4)	x	Edge Chromium	*73	x	*80
macOS Mojave (10.14)	x	Edge Chromium	*73	x	*80
macOS Catalina (10.15)	x	Edge Chromium	*73	x	*80
Red Hat Enterprise Linux 7.4	x	x	x	x	*80

I am using Internet Explorer or Safari, but the platform doesn't seem to be working. What can I do?

This virtual experience does not support Internet Explorer and Safari settings can be difficult with live portions of the event.

Please use another browser such as Edge, Chrome, or Firefox.

Participating in Sessions

How do I get to my session? I don't see it.

You can access your pre-recorded session from the agenda or you My Agenda if you have favorited it. If a session has passed, you can access it through the On Demand portion of the event.

How do I chat with others in the Discussion?

You must check-in to the session in order to join the discussion. You can check-in under the video using the "check-in" toggle.

What is the difference between the Live Q&A and the Discussion Board?

The Live Q&A is a place to ask the Presenter questions directly. The Discussion Board is used to pose questions and have conversations regarding the content with fellow attendees in the virtual session.

Audio/Video

When I join the session, I cannot hear anyone speaking, what do I do?

If you enter a session and see a live discussion but cannot hear the presenter speak, please make sure your speakers and volume are enabled. Some of the sessions for this conference are pre-recorded and require you to select play on the video to view the content. In this case, you will not hear anyone speaking until you begin the pre-recorded video. Also, at the end of some sessions, a speaker may be available to answer questions and elaborate on the pre-recorded content.

How do I enable my microphone and camera in the virtual platform?

Upon entering the session where you will be using those items, a pop up should appear that will ask if you would like to allow your camera and microphone to be used. Please click "Allow" for both when this option appears.

Audio/Video

I accidentally clicked "Block" instead of "Allow" when asked to enable my camera and microphone. How do I enable this now?

There are a couple different ways to do this depending on the type of device and browser you are using. From a Google Chrome browser you can click on the locked icon at the beginning of the URL, and you are able to allow camera, notifications, and microphone for access.
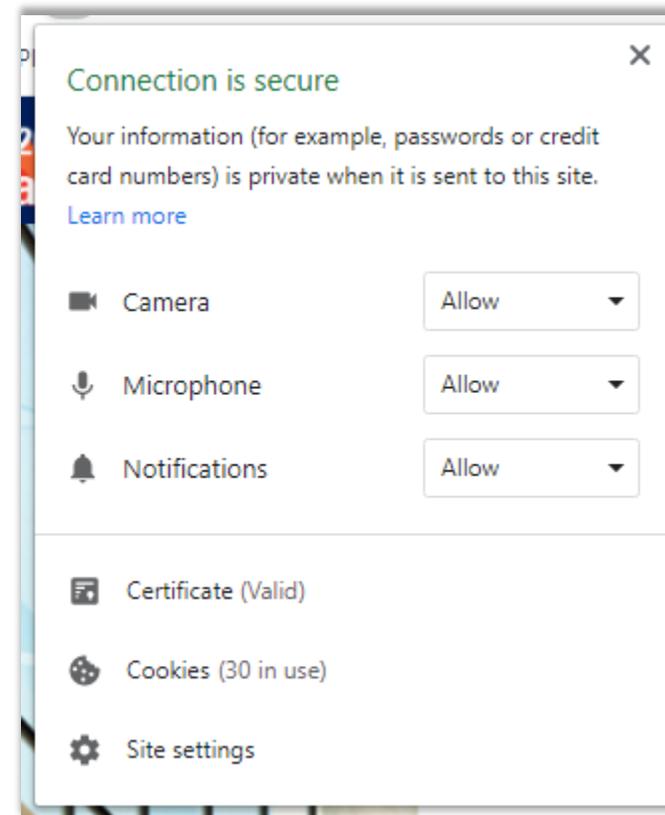
Loading Content

My computer keeps spinning and I can't see any of the presenters.

Make sure you are connected to strong WIFI or are connected to a hardline. If your internet/WIFI is working on other pages, reload the page.

I am having trouble with the video quality and load time on the site.

Ensure that other devices on your network are not consuming bandwidth through downloads, streaming, updating, or watching online videos, as each of these will greatly slow down your connection.

If you're using Windows, ensure that Windows Updates are not downloading in the background. To access this menu, simply press the Windows icon in the bottom left corner of your screen and type "update". After selecting "Check for updates" you will be able to verify whether your internet bandwidth is being taken by the Windows Update. If there is a download occurring, simply press the "pause" button to stop the download and speed up your internet.

If you're on a wireless device like a laptop or tablet, you may need to move closer to your network router to get a stronger signal. This can impact your internet speed greatly.

Miscellaneous

My screen looks like it is cut off or the scrollbar is not working, how do I fix this?

Check that your cursor is hovering over the section you would like to scroll. If so, make sure you are connected to strong WIFI or are connected to a hardline. If your internet/WIFI is working on other pages, reload the page. You may also need to adjust the Zoom settings to 100% so you are able to see everything in your computer frame.

I do not see a logout button; how do I leave the meeting?

You can close out the browser window or click the Logout button on the left-hand navigation.

Presenting

I am a presenter, but it is not giving me the option to Present within a session.

If you want someone to be a presenter, they must be set to Account Type = Presenter in the administrative part of the system, within the attendee record. They must also be associated to the session they are presenting at there. If someone wants to present on the fly, you must make the change in the admin and then they must logout and back in.

I muted all users, but they can't hear me presenting. What do I do?

If you mute all users, you must be sure to unmute yourself so that you can present clearly for all to hear you.

Collaboration Sessions

I need to mute my microphone/camera while on the live steam. How do I do this?

On the right-hand panel there is both a Setting button within the Presenter box as well as a Video Settings option which allow you to toggle your microphone and camera on and off. If you set your microphone toggle to off, others will not be able to hear you. Camera toggle to off, you will show as a black box in the collaboration session.

Can I watch collaboration after the session is over?

No, you can't watch the collaboration workshops or session once they are over.
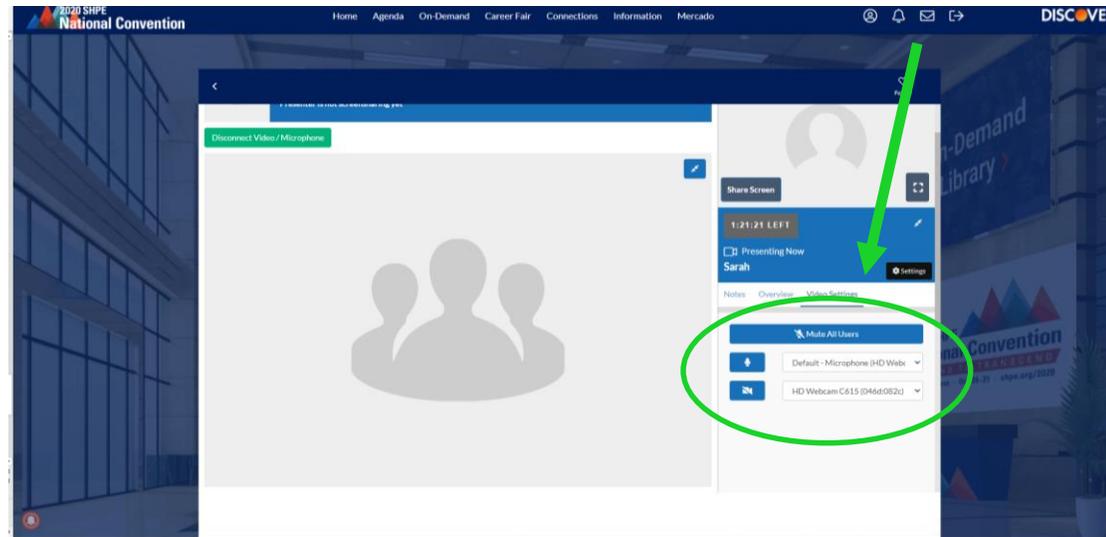
Additional Support

I am having general problems using the platform. Help!

We've got you covered! Use the top navigation to chat with your support. From the Information dropdown, select **Help Desk**. Then, select **Get Help – Chat with Support Now**. Our team is ready and available to chat directly and help you with any questions or concerns.