

TROUBLESHOOTING

Technology can be wonderful, but it can also be frustrating!

If things are not going to plan, in the first instance please **check that your webcam and microphone are turned on**.

Next, try to **refresh your browser** as this will rectify most simple problems. When you do this, you may be logged out – don't worry, this is normal and you can log back in as many times as you need to.

Always use the recommended and supported web browser and a laptop, PC or Mac (not a mobile device).

At the top of your screen, to the left, is a circular icon with three short horizontal lines – this is the settings control.



Open this window to assure that you have selected the correct webcam and microphone.

If you are still experiencing difficulties, you may need to go into your operating systems control panel and seek out the sound and video settings to make sure that webcam and microphones have not been disabled. After doing this, you will need to restart your internet browser.

You may also find your internet connection speed may interfere with your experience. Internet traffic varies throughout the day and bandwidth may be a factor at peak periods – unfortunately no programme you run can overcome this issue.

If you need technical support to access the platform, please

- email onlinevirtualeventhelp@psa4av.co.uk
- or
- call 0207 396 76433

For assistance during the meeting, please either use the above email or send a private message to the technician - **PSA Richard Young** - from the Chat function.