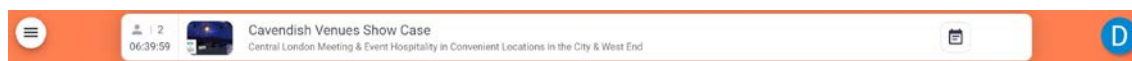


TROUBLESHOOTING

If you have trouble joining the event on the day of the meeting, please try the points below:

- Make sure that you are using a laptop or desktop computer running either Windows 10 or MacOS.
- Make sure that you are using a supported browser: CHROME, Microsoft Edge or Safari and check that your browser is up-to-date (some older versions are no longer supported).
- iPads and mobile devices are not supported. If attempting to use one of these devices, there is no guarantee that it will work but results can vary.
- Make sure that you are using the email address that was supplied to the organiser as your username.
- If requesting a password, this will either need to be created or will be one which you have previously used.
- If you cannot see your event or gain access, please try clicking the circle in the top right corner of the screen and choosing the 'Sign out' option. This will then allow you to relog in with the correct email address.



- If you have gained access to the event but are unable to turn your camera and microphone on, please make sure you have only 1 tab open in your browser and close any programs such as Microsoft Teams or Zoom. Once these have been closed, please try a refresh of your browser window to re-enable the camera and microphone.
- If you have a red cross on either your camera or microphone, right click on the button and choose 'reload'.
- For any issues with video or audio during a presentation, please try **refreshing your browser**.

You may also find that 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 none of these pointers resolve your problems, you will need to contact the technicians directly. You will be able to do this by following the **CHAT NOW** link which you will find by clicking the Troubleshoot link below. Please note that a technician will be manning the chat function from 30 minutes before the event starts until the end of the event. Outside of these times, messages will be responded to as soon as possible.

<https://www.onlinevirtualevents.org/help/troubleshoot-hartley-taylor.html>