TROUBLESHOOTING

Problems Joining an Event:

If you have trouble joining the event on the day, the link below contains several tips which will help with most issues:

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

If you are still having problems after checking/following the tips listed in the link, you will need to get in touch with the technicians directly. To do this, please go back to the Troubleshooting link above, scroll to the bottom of the webpage and click the green **CHAT NOW** button. This is by far the quickest way to get assistance and will direct you to the PSA technicians who will be running the event.

A technician will be manning this function from 30 minutes before the event starts until the end of the event. Please note that he will only be able to answer one enquiry at a time so you may need to wait a few minutes for a response. Outside of the event times, messages will be responded to as soon as possible.

Please **DO NOT** use the 'Need Help' chat feature from the event landing page (see right) as this will direct you to a general Remo chatbot who will have no knowledge of the event that you are trying to access. By far the quickest way to get assistance is to use the **CHAT NOW** button from the above link.
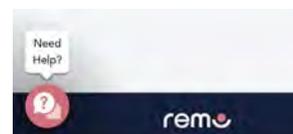
Occasionally problems are down to an individual's internet connection. Internet traffic can vary throughout a day and bandwidth may be a factor at peak periods – unfortunately no programme you run can overcome this issue.

Technical Issues During the Event:

If you need technical assistance during the meeting, the best way to contact the support technicians is to send a private message from the chat feature – just search for their names in the list of participants to do this:

PSA Kray Fulton-Smith or PSA Craig Walmsley