

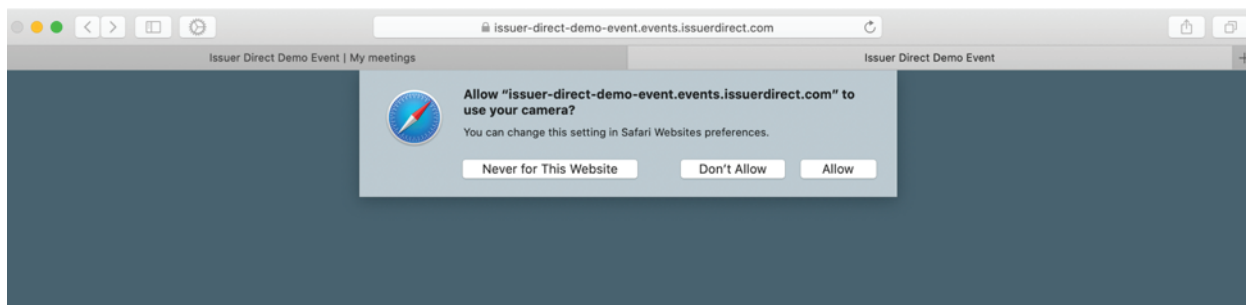
# Conference Platform Troubleshooting Guide

## BROWSERS

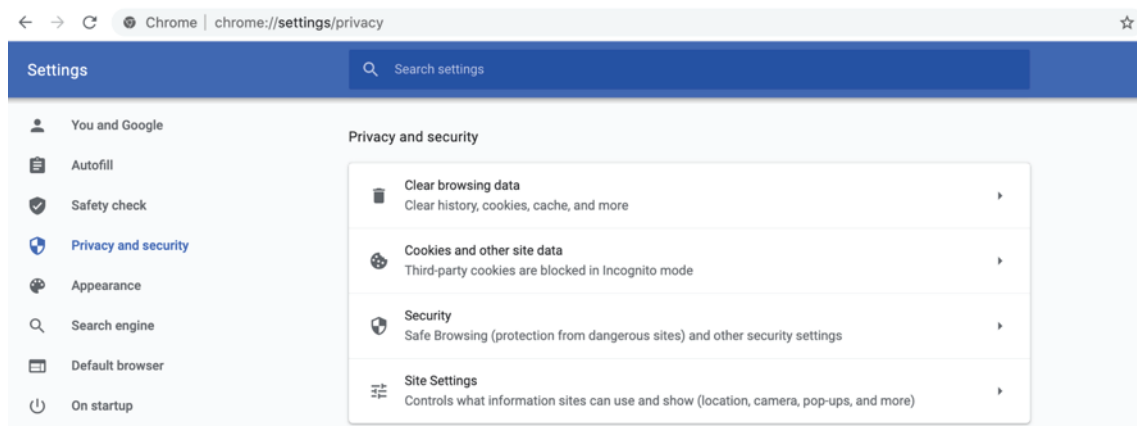
- Connect to your video meetings using Google Chrome, Firefox, or Safari. Video meetings are **not supported** by Internet Explorer.

## AUDIO / VIDEO CONNECTION

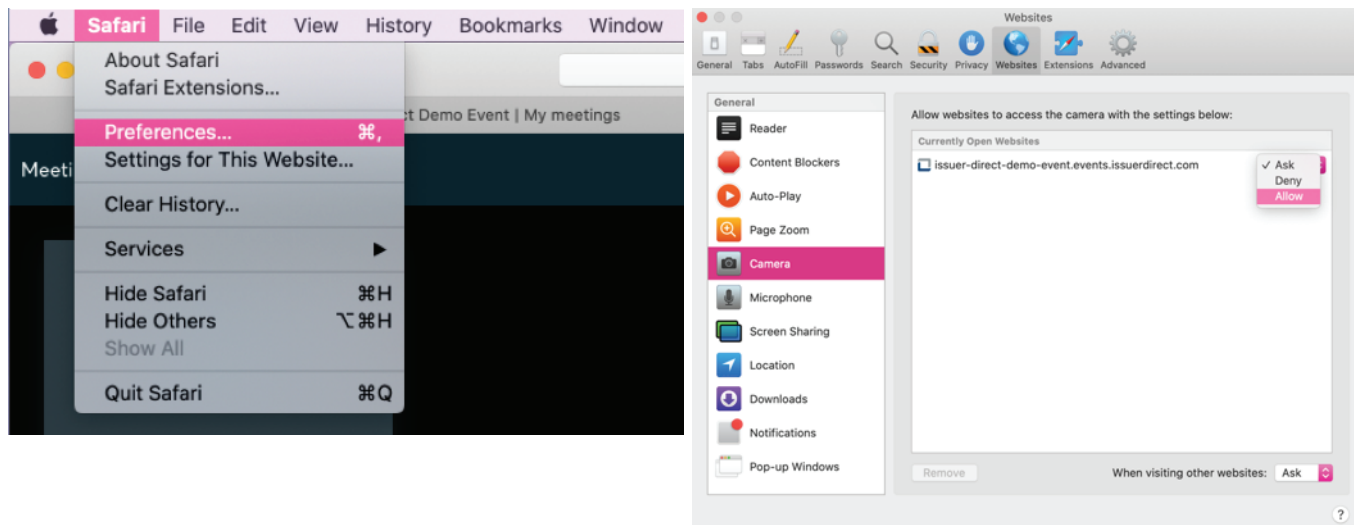
- Audio and Video are controlled through your browser settings. Be sure to **Allow** and popups for camera and microphone settings. Follow the steps below to confirm that permissions have not been blocked for the conference portal.



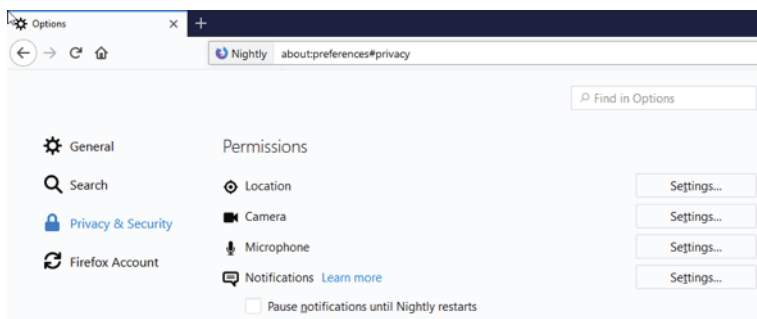
- **Chrome:** Click the three dots in the top right, then navigate to settings. Select Privacy and Security > Site settings > Scroll to Permissions. Click into Camera and Microphone and confirm the conference site is allowed.



- **Safari:** In your computer toolbar, click Safari > Preferences. In the websites section, confirm that Camera, Microphone, and Screenshare access is permitted.

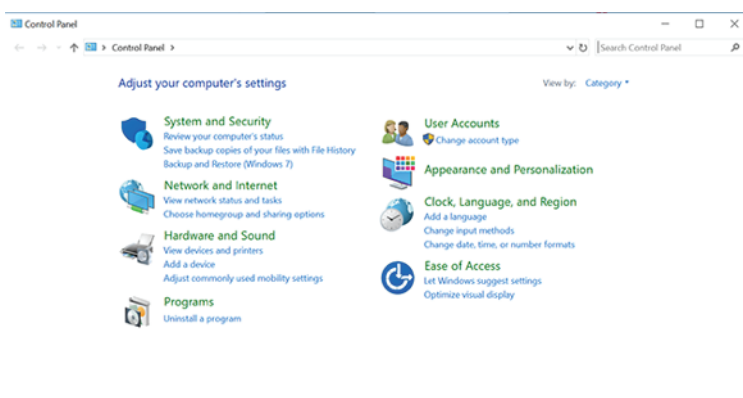
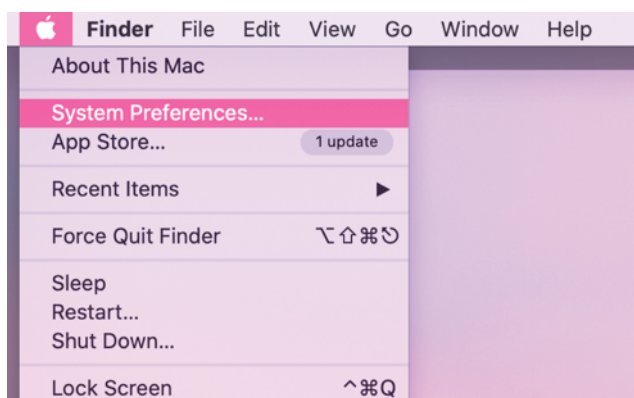


- **Firefox:** Select the three-line menu, then preferences. Click Privacy and Security > Scroll to permissions. Allow Camera and Microphone access and hit Save Changes to confirm.



**If you choose to turn off your camera or microphone during a video meeting, you may need to reconfigure your permissions and restart your browser for future meetings.**

- Close any applications that may be accessing your Camera and Microphone such as Zoom, Teams, or GoTo Meeting.
- If issues persist, navigate to your computer's system preferences and view your privacy settings. Confirm that the browser you're using is allowed to access Camera, Microphone, and Screensharing.



## CHANGING YOUR DEFAULT CAMERA

If you're using an external webcam or a device with multiple built-in cameras, manage your camera input from your Device Manager. Under System Devices, enable the camera you'd like to use and disable other inputs.

## FIREWALL ISSUES

If you receive a note that the site cannot be reached, it may be blocked by your system's firewalls. Try accessing the site from an alternate wi-fi network or a mobile device. Contact your company's IT department to request that the site is unblocked.