

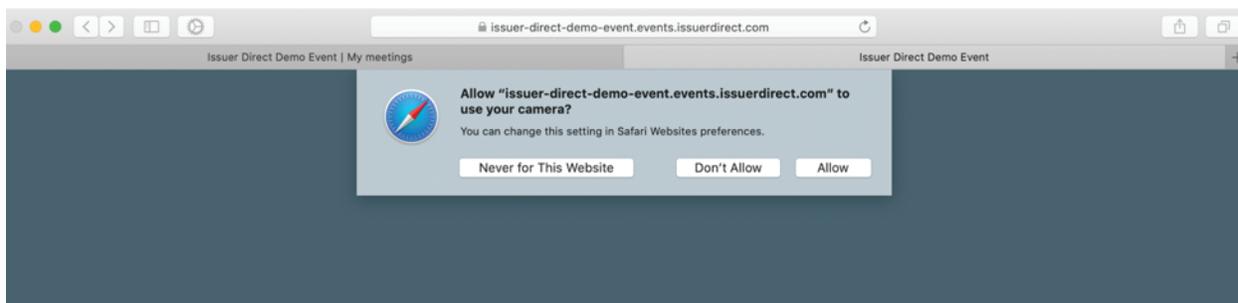
Conference Platform Troubleshooting Guide

BROWSERS

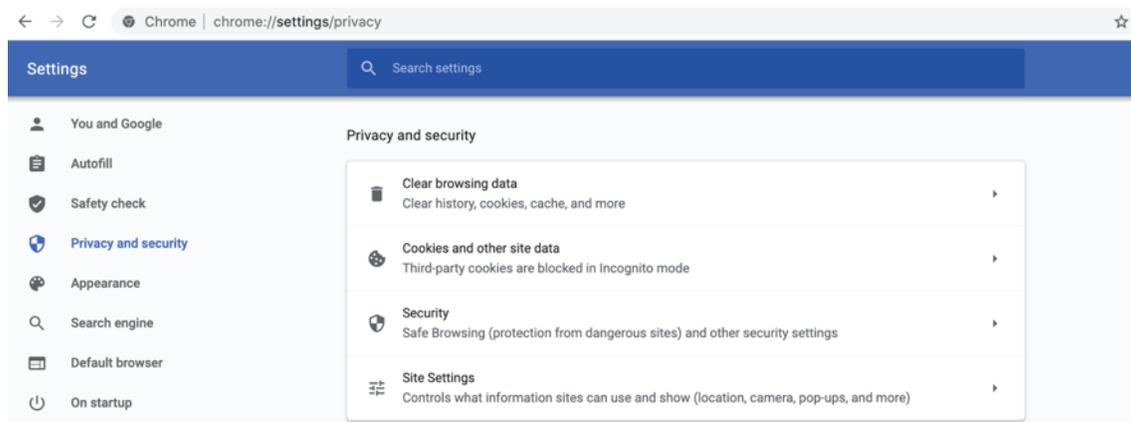
- Connect to your video meetings using Google Chrome, Firefox, or Safari. Video meetings are **not supported** by Internet Explorer.

AUDIO / VIDEO CONNECTION

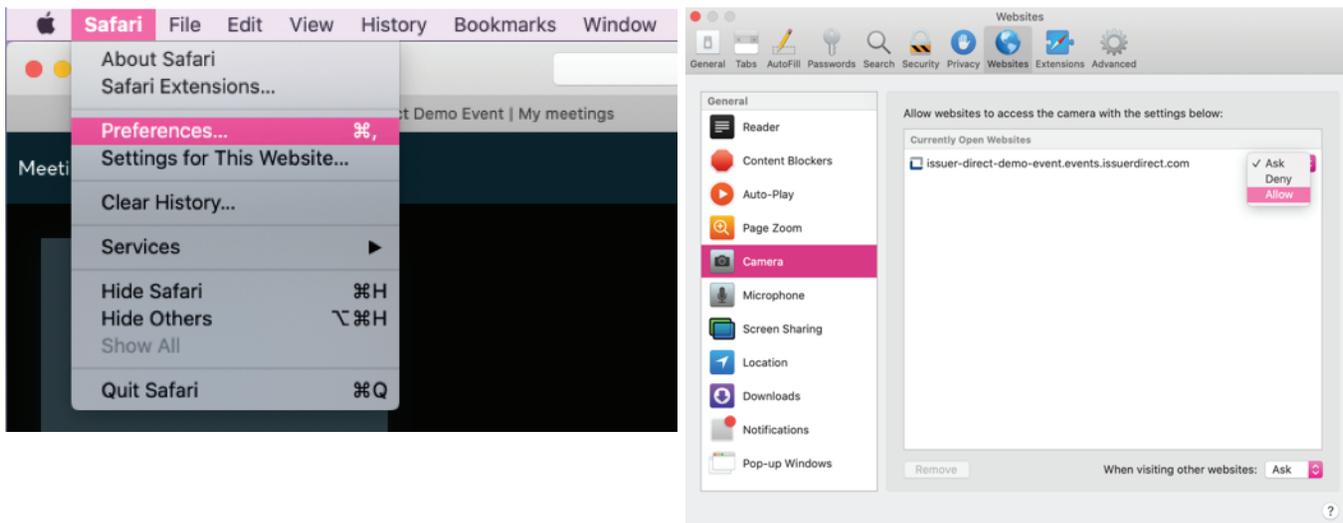
- Audio and Video are controlled through your browser settings. Be sure to **Allow** and popups for camera and microphone settings. Follow the steps below to confirm that permissions have not been blocked for the conference portal.



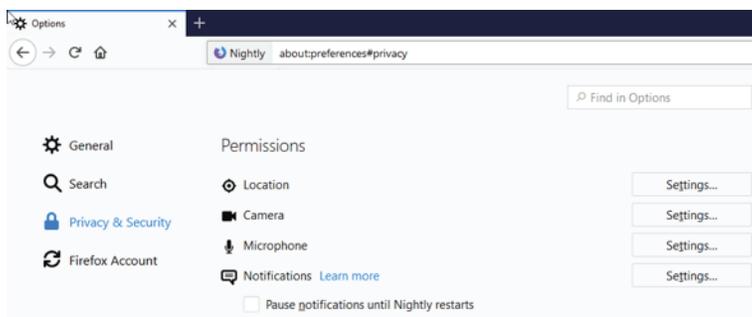
- **Chrome:** Click the three dots in the top right, then navigate to settings. Select Privacy and Security > Site settings > Scroll to Permissions. Click into Camera and Microphone and confirm the conference site is allowed.



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

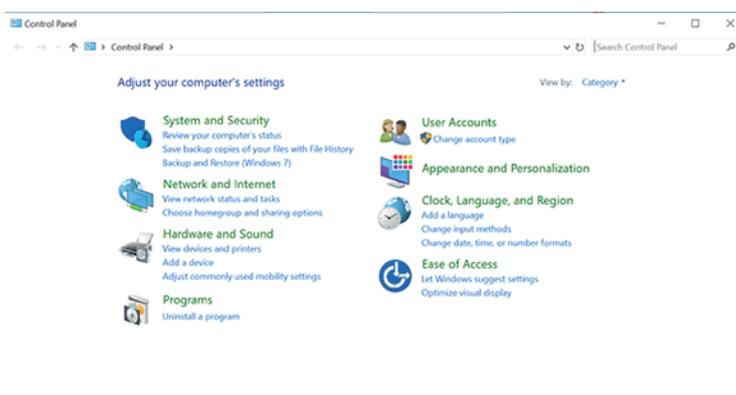
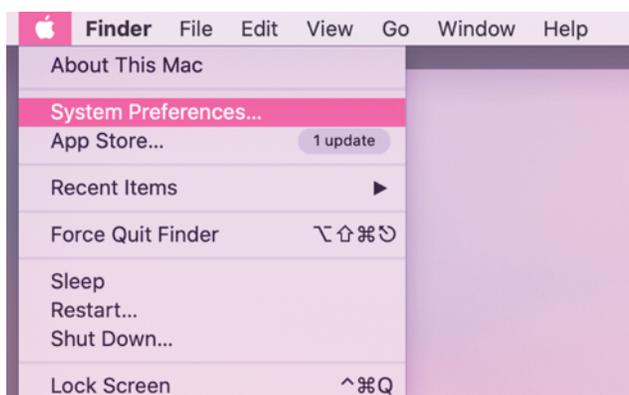


- **Firefox:** Select the three-line menu, then preferences. Click Privacy and Security > Scroll to permissions. Allow Camera and Microphone access and hit Save Changes to confirm.



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.