

# 2022 Virtual Leadership Symposium Tech FAQs



Check our knowledge base to get help for some common issues.  
Access the platform at: <https://vls2022.org>

## System Requirements

### Which system requirements do I need to use the platform?

We recommend you connect to the event using the Chrome browser from an internet-enabled desktop or laptop.

Desktop Browser & operating System	Chrome	Firefox	Edge	Safari	IE
Windows 7	Minimum Version: 80	Minimum Version: 73	Edge Chromium	<i>Not Recommended</i>	<i>Not Recommended</i>
Windows 8.1	Minimum Version: 80	Minimum Version: 73	Edge Chromium	<i>Not Recommended</i>	<i>Not Recommended</i>
macOS Mojave 10.14	Minimum Version: 80	Minimum Version: 73	Edge Chromium	<i>Not Recommended</i>	<i>Not Recommended</i>
macOS Mojave 10.14	Minimum Version: 80	Minimum Version: 73	Edge Chromium	<i>Not Recommended</i>	<i>Not Recommended</i>
macOS Catalina 10.15	Minimum Version: 80	Minimum Version: 73	Edge Chromium	<i>Not Recommended</i>	<i>Not Recommended</i>
Red Hat Enterprise Linux 7.4	Minimum Version: 80	<i>Not Recommended</i>	<i>Not Recommended</i>	<i>Not Recommended</i>	<i>Not Recommended</i>

### Can I use my phone to connect to the event?

We recommend using a laptop or desktop to get the full functionality and experience. If needed, our sites are optimized to be viewed briefly on a mobile device.

### What if I need to connect from my iPad/iPhone?

If you need to connect from your iOS device we recommend using Chrome. However, if you wish to share your video during a live, interactive session, you must use the Safari web browser.

### What if I need to connect from my Android device?

If you need to connect from your Android device, we recommend using Chrome. You will need to enable audio and video to participate in live, interactive sessions.

### The platform doesn't seem to be working. What can I do?

Please check the following:

Check that your browser is up to date and that you are using one of the recommended browsers above. Check that you are on a solid internet connection.

Check that your company VPN is turned off.

Check if there is a company firewall and try to connect to Wi-Fi that is not behind a company firewall.

### I connected through a VPN. Will I have issues?

It is possible that your VPN could block incoming or outgoing video and audio. If possible, turn off your VPN or connect via an alternate device not connected to a VPN. If this is not possible, we recommend working with your preferred IT professional to resolve the issue.

### I'm connected through a company firewall. Will I have issues?

It is possible that your company firewall could block incoming or outgoing video and audio. If possible, connect to the event on a different network or use your mobile phone. If this is not possible, we recommend working with your preferred IT professional to resolve the issue.

## Participating in a Session

### How do I get to my session?

Your session can be accessed through the Agenda.

### I missed a session. Can I watch the replay?

Some sessions may be able to be replayed.

### When I join the session I can't hear. What do I do?

Please make sure your speakers and volume are enabled and working by attempting to play audio from another site

### **How do I chat with others in the Live Chat?**

You must check-in to the session in order to join the live chat discussion. You can check-in under the video using the Check-In button.

### **How do I ask questions during the Q&A?**

You can ask questions in a session by posting a question in the Q&A tab.

### **What is the difference between the Q&A and the Live Chat?**

The Q&A is a place to ask the Presenter questions directly. The live chat is used to pose questions and have conversations regarding the content with fellow attendees in the virtual session.

## Audio/Video

### **I accidentally clicked “Block” instead of “Allow” when asked to enable my camera and microphone. How do I enable this now?**

To enable your camera and microphone in Google Chrome, click on the locked icon at the beginning of the URL, and select Allow for camera, notifications, and microphone.

### **I am having trouble with the video quality and load time on the site.**

Ensure that other devices on your network are not consuming bandwidth through downloads, streaming, updating, or watching online videos, as each of these will greatly slow down your connection.

If you're using Windows, ensure that Windows Updates are not downloading in the background. To access this menu, simply press the Windows icon in the bottom left corner of your screen and type “update.” After selecting “Check for Updates” you will be able to verify whether your internet bandwidth is being taken by the Windows Update. If there is a download occurring, simply press the Pause button to stop the download and speed up your internet.

If you're on a wireless device like a laptop or tablet, you may need to move closer to your network router to get a stronger signal. This can impact your internet speed greatly.

## Miscellaneous

### **My screen looks like it is cut off or the scrollbar is not working. How do I fix this?**

Check that your cursor is hovering over the section you would like to scroll. If it is, make sure you are connected to strong Wi-Fi or are connected to a hardline. If your internet/Wi-Fi is working on other pages, reload the page. You may also need to adjust the zoom settings to 100% so you are able to see everything in your computer frame.

### **I do not see a logout button. How do I leave the meeting?**

You can close out the browser window or click the Logout button on the left-hand navigation.

### **How do I get Technical Support during the event?**

Use the Meeting Concierge/Technical Support button to access our live chat option.

## Additional Support

### **I am still having technical problems on the platform. Help!**

We've got you covered! Click the Question icon in the top right corner of the platform or click the Tech Support icon in a session page. Our team is ready and available to chat directly and help you with any questions or concerns.