

Tech Tips for an Optimal Virtual Meeting Experience

Check your Internet Connection and Settings:

Limit heavy internet usage and streaming services (Netflix, Hulu, etc.). Reduce the number of tabs and applications you have open.

Check your internet connection. Move closer to the WiFi router to strengthen your connection, or use a hardwire internet connection, if possible.

Use the latest version of Google Chrome (preferred), Mozilla Firefox, or Microsoft Edge.

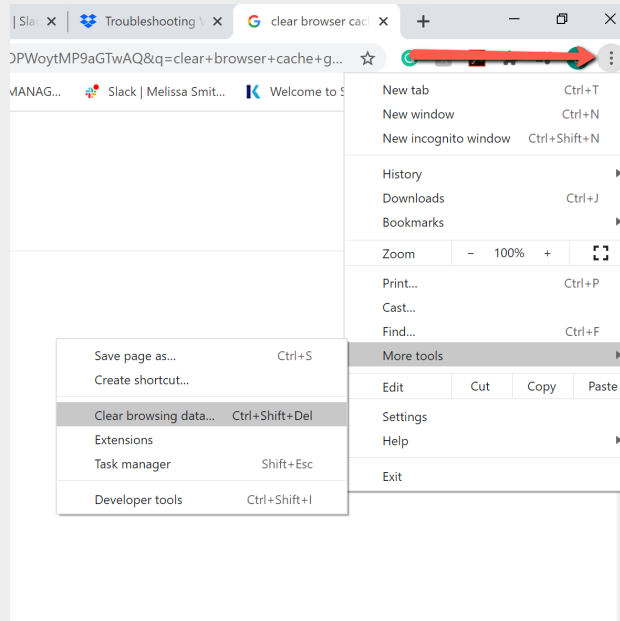
Disconnect from your Company VPN. If you are in the office, try another network (some offices have robust firewalls that will block video and video chat).

If your office has a firewall, have your IT staff make sure that you can access streaming audio and video.

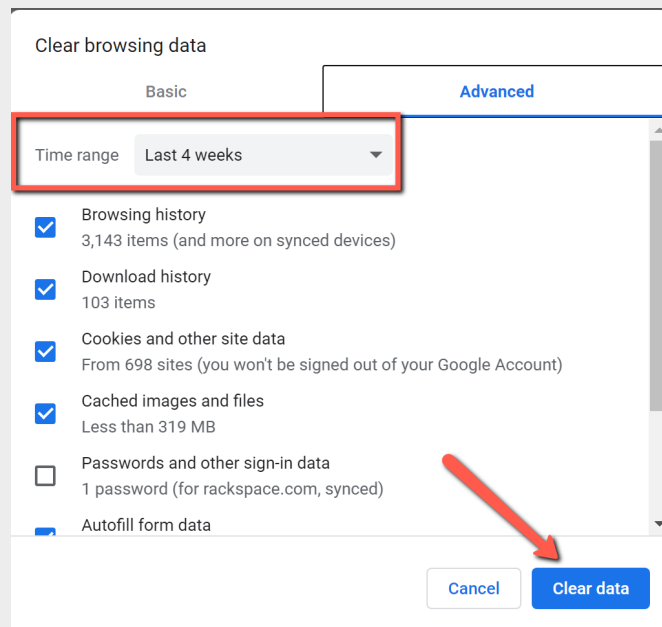
Clear your web browser history and cache.

Clearing Cache on Google Chrome:

- Click on the Menu from the top right corner of the page and select “More Tools”

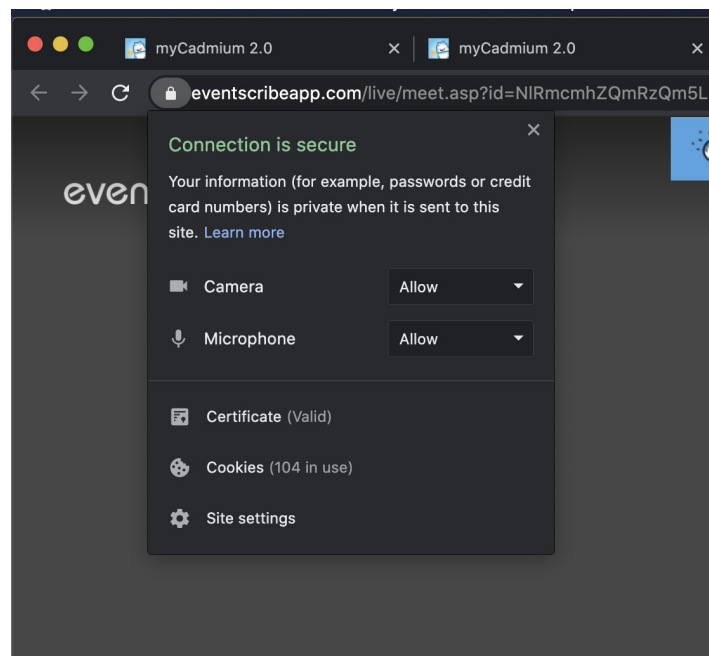


- In the popup window that appears, select the time period of cache browsing data that you would like to clear. Then, press the blue “Clear Data” button from the lower right corner of the popup.



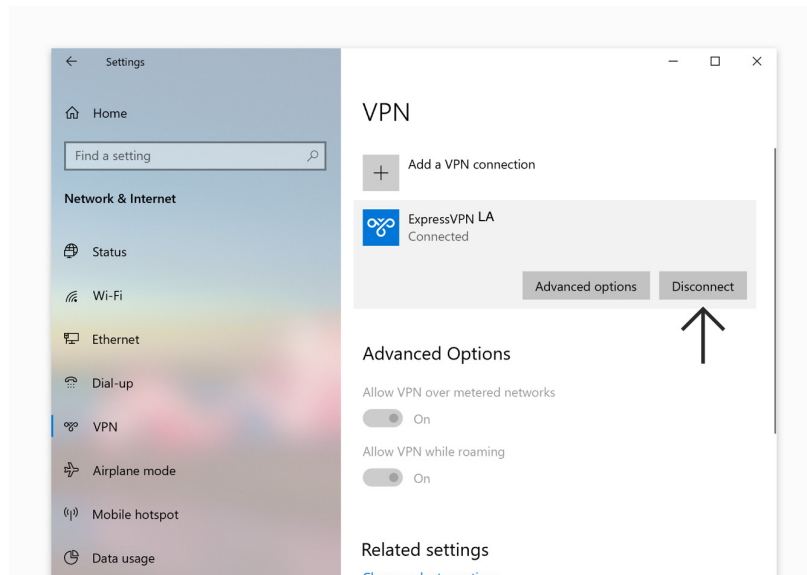
Allow Microphone and Camera Permissions:

- Make sure you are using the most updated version of Google Chrome to access the Video Chat.
- Click the “Lock” icon beside the URL at the top of the page.
- Be sure both Microphone and Camera permissions are set to “Allow.”



Disconnect from your VPN:

- Open your computer settings and search “VPN.” This should be located in the Network and Internet settings.
- Find the VPN and disconnect.



Still Having Trouble?



If you continue to have issue, please contact us by clicking [Technical Support](#) in the footer of the event website and submitting a [Support Ticket](#), or call us at 410-638-9239 and select the option for [Technical Support](#).