**Please read over the following information carefully to be fully prepared for
your <u>Roundtable</u>, <u>Expert Encounter</u>, or <u>Networking Lounge</u> virtual chat.**

**<u>In the event you run into technical difficulties, or to prevent them, please read over these Video Chat Troubleshooting Tips:</u>**

If you are an Attendee or Exhibitor encountering difficulties connecting to video chat, please check the following:

1. Use Chrome or Firefox
2. Disconnect from VPN
   - If the exhibitor or attendee is logging in from an office and cannot turn of their VPN, they will need to have their network administrator unblock UDP ports 10000-30000
   - if they are working remote, either turning off VPN, or connecting from personal computer gets around this, as does connecting through the app on a device
3. If you are in the office, try another network (some offices have robust firewalls that will block the video chat.)
4. Clear your web browser history and cache
5. Check your Internet Connection
6. Close any other tabs using a lot of bandwidth.
7. If you are at home, make sure you are not also using streaming services like Netflix, etc. that could impact your available bandwidth.
8. Use a hardwired internet connection if possible
9. If you have to use WIFI, makes sure you are close to the WIFI device.
10. In the event of a technical issue within the virtual platform, ASRM will provide a Zoom call for your Roundtable.

**EXAMPLE 1**: This is an example of a Virtual Chat pop-up (what appears when you click on a specific session):



*Note the greyed-out "Video Chat" button on the lower right. This is what will become active on the day/time of your virtual chat. Once active, this is how you and your virtual chat attendees will join your virtual chat. Also note the Speaker has loaded a picture. You can also create a speaker biography, update your speaker profile information (credentials, spelling of your name, affiliation, add social media accounts, etc.), and upload a copy of slides/handouts for attendees.*

**EXAMPLE 2**: This is also an example of a Virtual Chat pop-up (what appears when you click on a specific session):
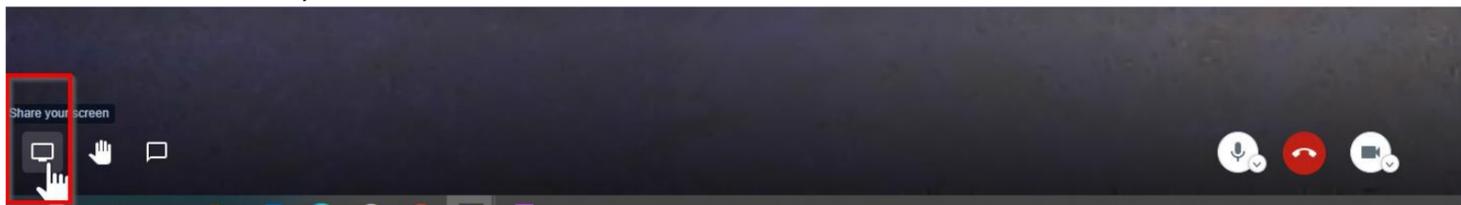


*This speaker has loaded slides/handouts for the attendees. They will remain inactive/greyed-out until the session's scheduled date/time.*

**EXAMPLE 3**: Here is what a Virtual Chat will look like on our Virtual Congress site:



**EXAMPLE 4**: The "share your screen" button is located on the bottom left of the virtual chat room:



**EXAMPLE 5**: A completed Speaker bio, profile, & biography (found in the "Speakers" list on the virtual platform):



*Completing your speaker tasks in the Conference Harvester/Speaker Portal is a great way to network during the Virtual Congress. By completing your speaker biography, uploading a picture, adding social media accounts, etc., you are inviting other attendees to connect with you, learn more about you, and view you as more than a blank icon on a page.*