HOW to ACCESS and NAVIGATE the
2021 CPSA VIRTUAL CONFERENCE PORTAL

Troubleshooting Tips

1. Use your desktop computer or laptop. **Tablets or phones are not recommended.**
2. Browser - Use the latest update of one of the following modern browsers: Google Chrome, Mozilla Firefox, Apple Safari. **Internet Explorer is not supported.**
3. Internet Connection - A high speed internet connection is recommended to participate in sessions without experiencing interruptions. If the stream is working, but the audio or video seems choppy, it's possible that your internet connection is too slow, unstable, or bandwidth is being utilized elsewhere. A hard-wired internet connection is more stable than using a wireless connection.
4. Other possible issues and solutions:

Issue	Solution
	As a first step for all issues encountered, refresh your browser.
	Close all other browser windows and applications. Ensure no downloads are running in the background and clear all caches and cookies.
	Try using an incognito or private browsing session.
Session is not yet live	Ensure you are viewing a session at the date and time that it is expected to be live.
Getting video, but no audio	Ensure your speakers are not muted, none of the controls on the stream (if available) are muted, and no other tab is occupying your audio channel. Try using an 'incognito' or private browsing session.
Microphone or webcam isn't working	Check to make sure you've granted the browser tab for the virtual event access to your microphone and webcam, this is usually toggled via a little video camera icon in your URL bar.

General Troubleshooting

Everybody has different browser configurations and network settings/restrictions which may require trying a different browser and/or network just to have a clean environment to engage with the platform through. In case something isn't working, to isolate the root cause, we suggest trying:

- Private/incognito window in your browser
- Different browser (see Supported Browsers above)
- Disabling any operating system level VPNs or firewalls which may be blocking a specific website
- Different network