



# ROSACON 2021

## DELEGATE TROUBLESHOOTING GUIDE

 <h3>BROWSER AND LINKS</h3> <p>Where possible, use Google Chrome as your browser. It works best with our Webinar service.</p> <p>Open LiveWebinar by clicking the link in your invitation email. You should have received a separate email for each day of the conference that you signed up for.</p> <p>You will not need to access your webcam or microphone for the presentations, but you will need to do so if you're taking part in the pitches.</p>	 <h3>APPLE MAC SOUND TROUBLESHOOTING</h3> <p>If you can't hear sound, first play something from iTunes or Music to make sure it's your speakers/headphones and not the webinar.</p> <p>Check the volume, the speaker/headset cables and port, and remove any additional plugs as HDMI and USB devices can affect sound.</p> <p>Check System Preferences, Sound, Output and make sure your audio device is selected and not muted.</p>
 <h3>WINDOWS SOUND TROUBLESHOOTING</h3> <p>If you can't hear sound, first play something from Music to make sure it's your speakers/headphones and not the webinar.</p> <p>Check the volume, the speaker/headset cables and port, and remove any additional plugs as HDMI and USB devices can affect sound.</p> <p>Select the Speakers icon on the taskbar, click the arrow to open the list of connected audio devices and select your preferred device.</p>	  <h3>VIDEO TROUBLESHOOTING</h3> <p>If you can't see the presenters or moderators, first make sure that everyone in the room is experiencing the same problem. If so, the problem is with the presenter/moderator and they will resolve it as soon as possible.</p> <p>If not, check your internet connection, make sure JavaScript is enabled, and refresh the page. Make sure you haven't installed any extensions that may block playback, and clear your browser cache.</p>
 <h3>LIVEWEBINAR TROUBLESHOOTING</h3> <p>As a delegate, you will not have access to your webcam and microphone. When you first enter the room, you will be muted and have your camera switched off. You will have access to the chat and you should be able to see the presenter's screen if they are sharing a presentation and their video feeds when they're speaking.</p> <p>If the video or audio is slow, frozen or not visible, please confirm in the chat whether anyone else is experiencing a similar issue. If they are, then it's either on the presenter end – in which case moderators will attempt to assist to restore the connection, or it is your internet connection or computer processing affecting it. Turning off background tasks, closing open internet tabs, and making sure that while you're streaming, no one else is using the internet to download or stream should help resolve this. If not, you will be able to watch a recording of the session afterwards.</p> <p>If you lose connection at any point, you can re-join the webinar by clicking the invite link in your email.</p>	

**PLEASE NOTE THAT MODERATORS AND PRESENTERS ARE NOT ABLE TO ASSIST YOU WITH SOFTWARE PROBLEMS. PLEASE CHECK THAT YOUR AUDIO, VIDEO PLAYBACK AND INTERNET CONNECTION ARE WORKING BEFORE THE EVENT.**