

#CAPDEVSymp: TROUBLESHOOTING GUIDE

For full access and functionality, please ENSURE YOU ARE LOGGED INTO THE #CAPDEVSymp PLATFORM

To ensure as stable an internet connection as possible, always:

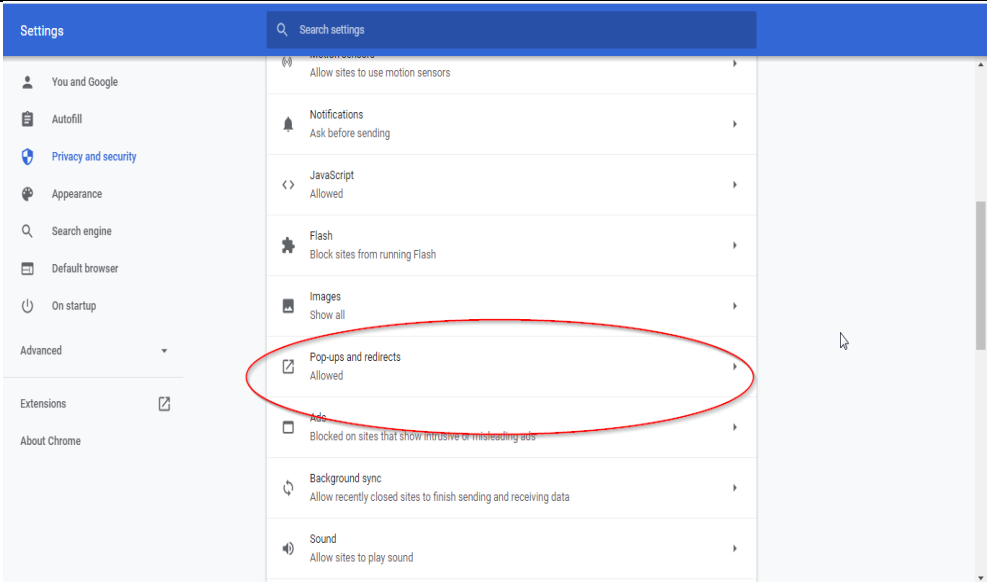
- Use an Ethernet cable rather than wifi
- Close any tabs and other applications

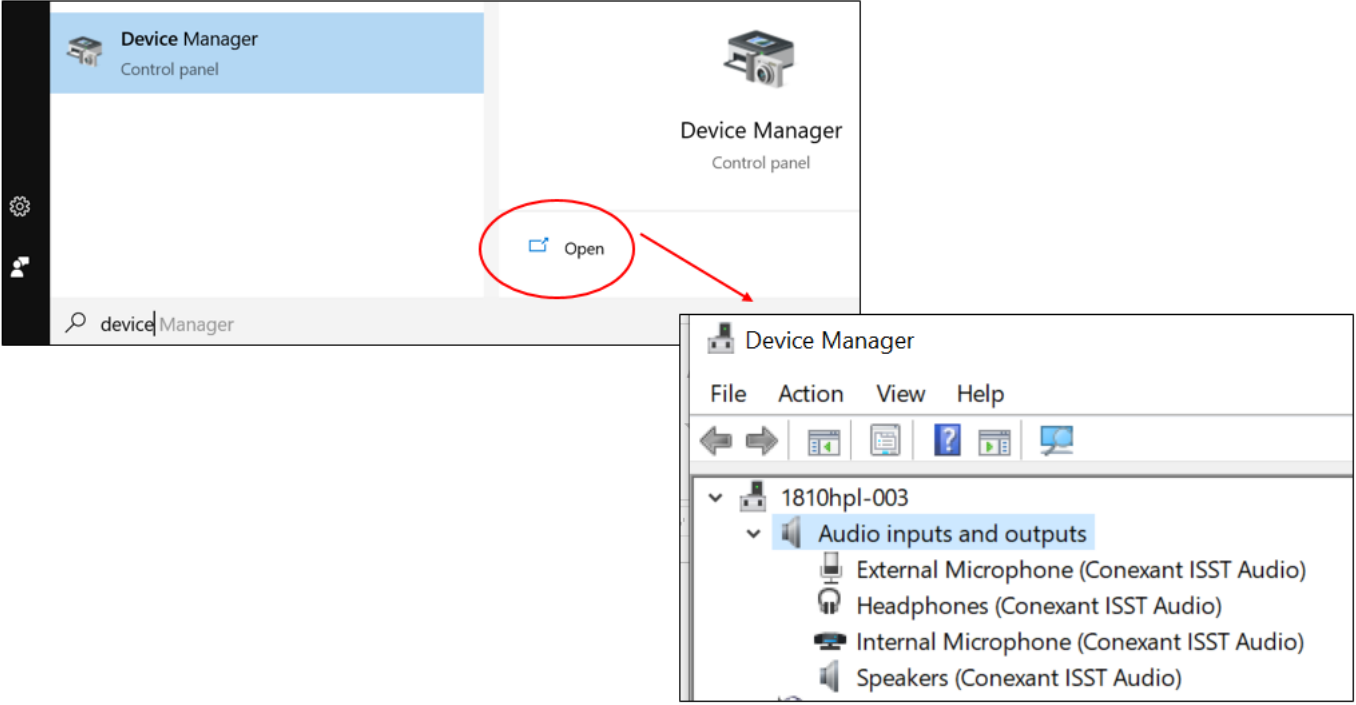

To ensure your audio, mic and video settings work:

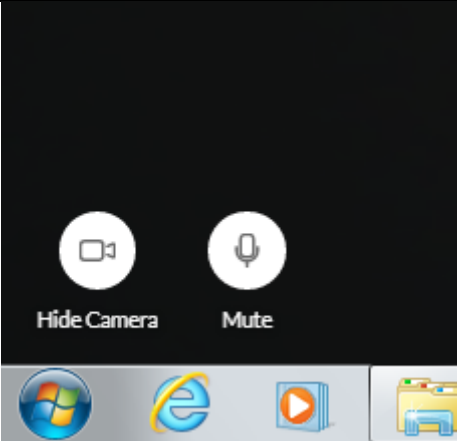
- Test the audio and video functions of the system you are going to use well before participating in any event (see general set up below)

A: GENERAL PROBLEMS

Typical Troubleshooting Problems	Possible Solutions
My invitation link does not work	<ul style="list-style-type: none">• This might be link to the settings of you browser (Chrome). Make sure your pop up settings are activated. See image below for reference. If you continue experiencing issues we recommend you to get in touch with your own IT team.• See image below

	 <p>The screenshot shows the Chrome Settings page. The 'Pop-ups and redirects' section is highlighted with a red oval. The setting is currently set to 'Allowed'.</p>
<p>Forgotten your password?</p>	<p>FOR USERS</p> <ul style="list-style-type: none"> • Mail capdevsymposium@un-ihe.org with header PASSWORD RESET. • You will receive an email with instructions on how to reset your password
<p>General set up</p>	<ul style="list-style-type: none"> • Firewalls – check that you can access the platform and webinar software from the machine you intend to use. If this is an organizational machine and you experience problems check with your IT team <i>vis a vis</i> firewall problems. • Internet Stability – Check your broadband and make use of Ethernet cable (for good speed use one at around 20Mbsa; really good is fibre optic) • Software – Best option is to make sure your browser is either <u>Chrome</u> (Windows 81.0.4044.129 release date 2020-04-28; MacOS 81.0.4044.129 release date 2020-04-28; Linux 81.0.4044.129 release date 2020-04-28); or on <u>Firefox</u> (Firefox Standard Release Desktop 75.0; Firefox Extended Support Release Desktop 68.7.0). • Settings – Check your audio settings on your machine. In Windows 10 you can do this by typing “Device Manager” into Start and checking your settings:

	
Audio doesn't work	<ul style="list-style-type: none"> • In the bottom right-hand corner of your screen, check that the sound is switched on  <ul style="list-style-type: none"> • If this is on, try: <ul style="list-style-type: none"> Switching it off and back on from your laptop settings Plugging in and out your headset • If all else fails, try logging out and back in again – and eventually restarting your computer • If you're using an iPad, make sure that the volume button has not been accidentally switched off
Video doesn't work	<ul style="list-style-type: none"> • Make sure your camera is on most laptops have a light next to a camera that indicates is on • Also make sure the camera is activated in the software, for example see photo below

	 <ul style="list-style-type: none"> • Make sure that your machine's camera lens is not covered by any object. • Make sure you are connected to the call with a good internet connection / speed, and make use of an Ethernet cable if possible (this is essential for tech hosts).
You don't have an Ethernet cable and your Wifi connection doesn't work	<ul style="list-style-type: none"> • Turn your modem off and back on again. If this does not work try restarting your computer.

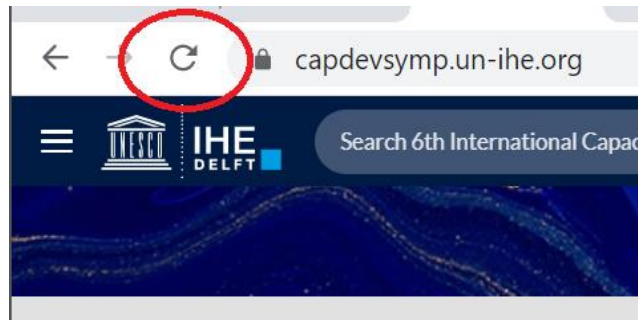
B: #CAPDEVSYP – VIDEO PANELS

For full access and functionality, please ENSURE YOU ARE LOGGED INTO THE #CAPDEVSYP PLATFORM

Typical Troubleshooting Problems	Possible Solutions
Down server, extraordinary problems	<ul style="list-style-type: none"> • Contact CAPDEVSYP team: <ul style="list-style-type: none"> ○ Email the team via capdevsymposium@un-ihe.org using the Subject Header SERVER DOWN
Frozen image / video	<ul style="list-style-type: none"> • Check your connectivity (see screenshot below)- If it is low/red, this means that your internet connection might be unstable.



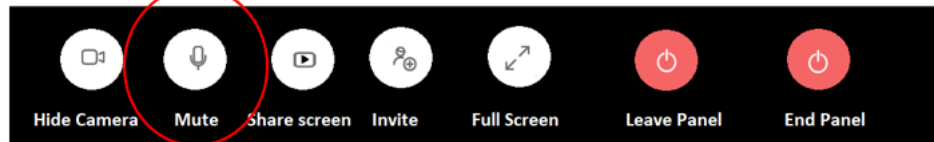
- If it doesn't simply improve you can try wait up to 5 minutes, and either press F5 or click refresh:



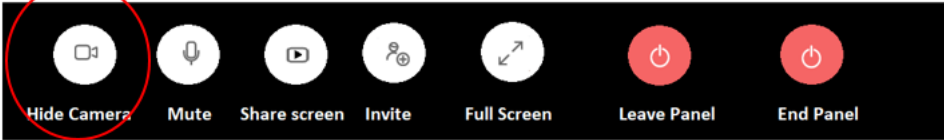
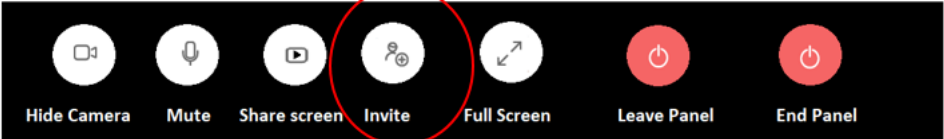
- You can also try turning off video and using just audio.
- If this still does not work close all tabs and rejoin the event.

Mic or video doesn't work

- Make sure you are not muted on screen and that your microphone on your laptop is activated

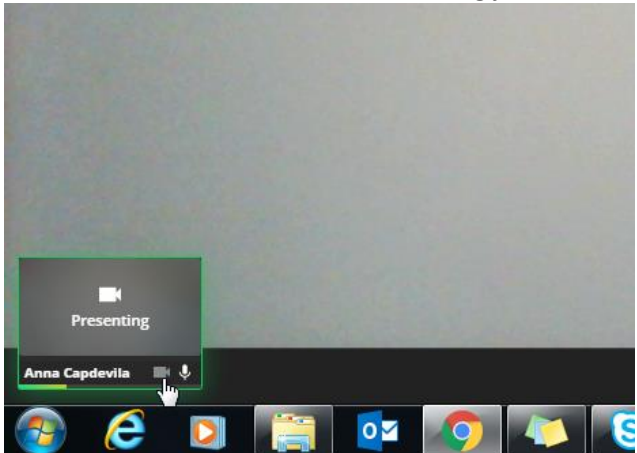


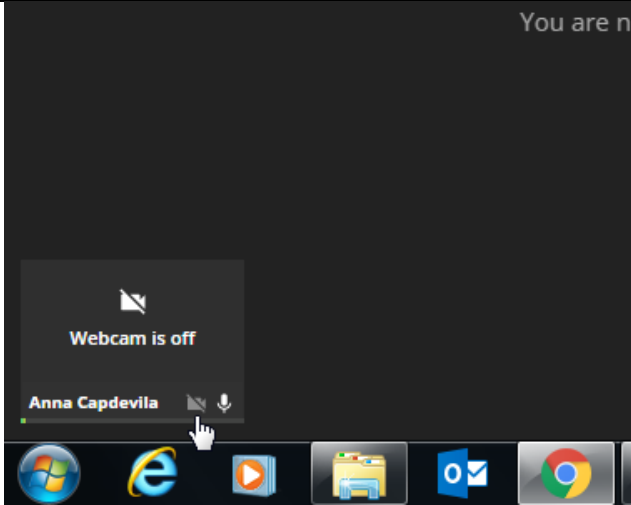
- Make sure that you are sharing your camera

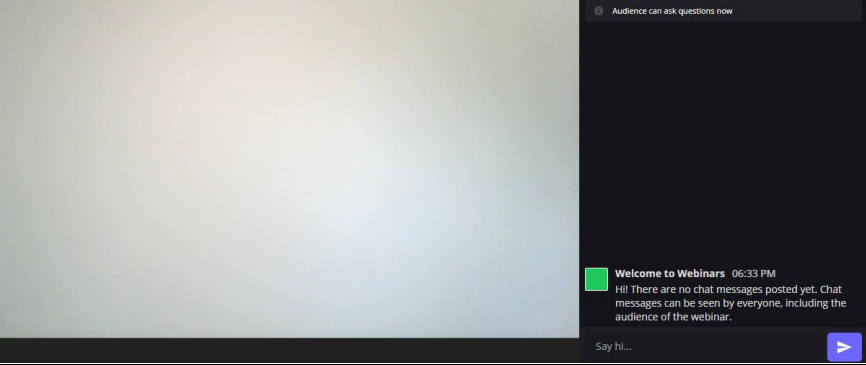
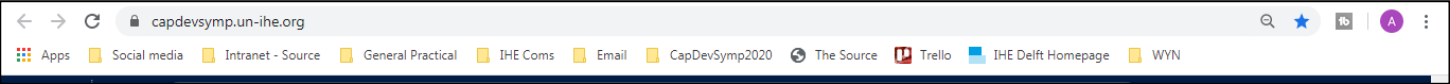
	 <p>A screenshot of a video panel control bar. It contains seven icons with labels below them: 'Hide Camera' (circled in red), 'Mute', 'Share screen', 'Invite', 'Full Screen', 'Leave Panel', and 'End Panel'.</p>
<p>Can't get into the video panel</p>	<p>VIDEO PANEL HOSTS</p> <ul style="list-style-type: none"> • Need to invite speakers into the panel  <p>A screenshot of a video panel control bar. It contains seven icons with labels below them: 'Hide Camera', 'Mute', 'Share screen', 'Invite' (circled in red), 'Full Screen', 'Leave Panel', and 'End Panel'.</p> <p>PARTICIPANTS</p> <ul style="list-style-type: none"> • Make sure you are logged into your account of CapDevSymp • Make sure you have followed the right link • Try using the emailed link again • Make sure you are connected to the internet • Make sure your microphone and audio are activated • Restart your internet connection/computer <p>SPEAKERS</p> <ul style="list-style-type: none"> • Ask your tech host for a new link.
<p>Video Panel: What do I do if your webinar tab closes “accidentally” or accidentally leave the video panel?</p>	<ul style="list-style-type: none"> • Follow the invitation of the panel you have previously received via email • NOTE: When a user disconnects from the video panel their video disappears this shows that they have "left".

C: WEBINARS

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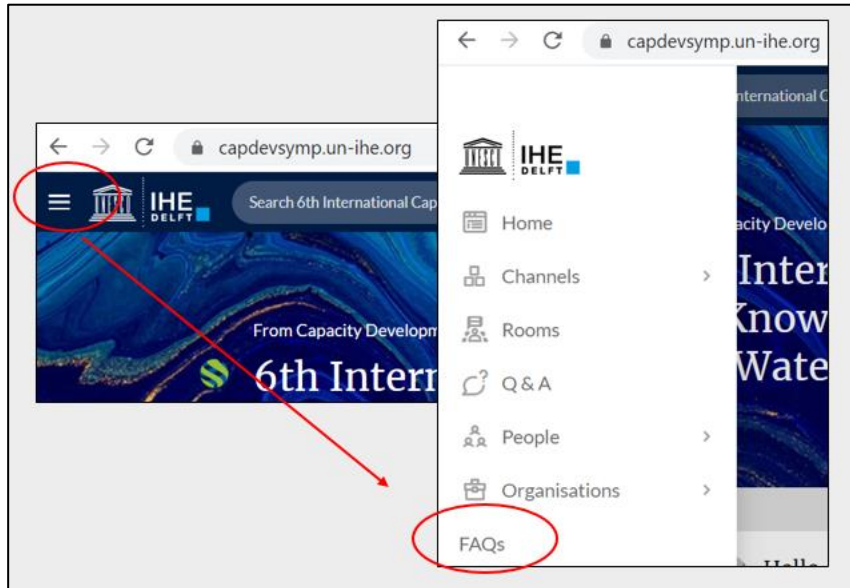
Typical Troubleshooting Problems	Possible Solutions
Email invitation containing link not received	<p>FOR ALL PARTICIPANTS</p> <ul style="list-style-type: none">• Check your spam folder• Check you provided the right email address <p>FOR SPEAKERS</p> <ul style="list-style-type: none">• Contact Tech host of your Track to ask for link to be re-shared
My mic/video does not work	<ul style="list-style-type: none">• If you are audience member of a webinar you will not be able to speak – but you CAN type in chat and submit questions for the speakers
Frozen image / video	<ul style="list-style-type: none">• Check your internet speed - we advise you to change from Wifi to Ethernet connection. In fact we advise to always use Ethernet cable over Wifi.• Switch off the video function leaving just audio. See photo for reference. 

	 <ul style="list-style-type: none"> • If this still does not work close all tabs and re-join the webinar.
<p>Can't get into the webinar</p>	<p>ALL PARTICIPANTS</p> <ul style="list-style-type: none"> • Make sure you are connected to the internet • Make sure you are logged in your account • Make sure you have followed the right link • Try using the emailed link again • Try copying and pasting the link into Chrome • Make sure your audio is activated • Restart your internet connection • Restart your computer <p>FOR SPEAKERS</p> <ul style="list-style-type: none"> • Ask your tech host to re send the link.
<p>How can I directly communicate with the tech hosts?</p>	<ul style="list-style-type: none"> • You can message the tech host via the chat

	
<p>Video Panel: What do I do if your webinar tab closes “accidentally”?</p>	<ul style="list-style-type: none">• Try following the emailed link again• Try inserting the link into your browser search bar 

D: FEEDBACK

If you'd like to give us feedback on this guide (or anything else), you can do so via this google form: <https://forms.gle/CZAxFhNFUtjJmmCa9>. In case of any doubts on how to use the platform, we recommend you to visit the FAQ page of the #CapDevSymp platform:



Or else you can contact us via capdevsymp@un-ihe.org with an e-mail headed QUESTION ABOUT THE PLATFORM.