# Tech Tips and Tricks for the AMCOMP Virtual Event Portal

- Google Chrome is the recommended browser for the AMCOMP Virtual Event Portal. You can find detailed browser set up instructions on pages 2-11.

- Check to make sure your microphone and camera are allowed in your browser by clicking on the lock icon to the left web address field.

- Always remember to sign out when you exit the portal – closing the browser does not sign you out of the portal. To sign out, you need to click on your profile picture/initials in the upper right corner and select sign out.

- If you are having trouble logging in, please clear your web browser history. When logging back in, copy and paste your pin number as plain text

- If you are within the portal and things do not seem to be loading, you can try these troubleshooting tips:

  o Refresh your browser page

  o Run a WiFi speed test to ensure a good WiFi speed at fast.com.

  o Sign out of the event (click your profile picture or initial's and click sign off) and log back in

  o You may try clearing your browser cache and cookies. When using a browser, like Chrome, information is saved from websites in its cache and cookies. Clearing them fixes certain problems.

- Video troubleshooting within the portal:

  o The portal uses Twilio for the video-to-video feature for sessions like the networking breaks, roundtable discussions, and sponsor connections. Here are some tech tips for Twilio:

    ▪ Conduct a network test at https://networktest.twilio.com/

    ▪ OnAIR, the online portal, has provided these additional links for tech support for Twilio:

      • https://www.twilio.com/docs/video/ip-addresses

      • https://www.twilio.com/docs/stun-turn/regions

- If connection problems persist, try to access the event on a personal device. If the event works smoothly, please connect with your IT department and troubleshoot the device that was not working.

- Remember the live support functions is always available to connect with AMCOMP staff within the AMCOMP Virtual Event Portal.

# Browser Settings for AMCOMP Virtual Event Portal Introduction

The AMCOMP Virtual Event Portal works for most browsers used by consumers today. However, if you have not connected to a virtual event, your browser may not be correctly set for your audio and video settings.

The following white paper reviews commonly used browsers and shows you how to confirm or configure the correct audio and video settings.
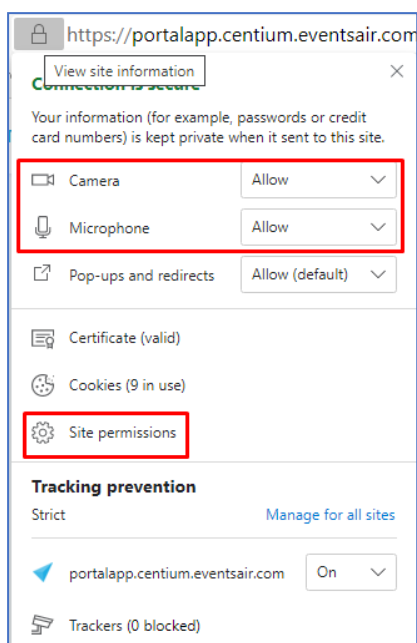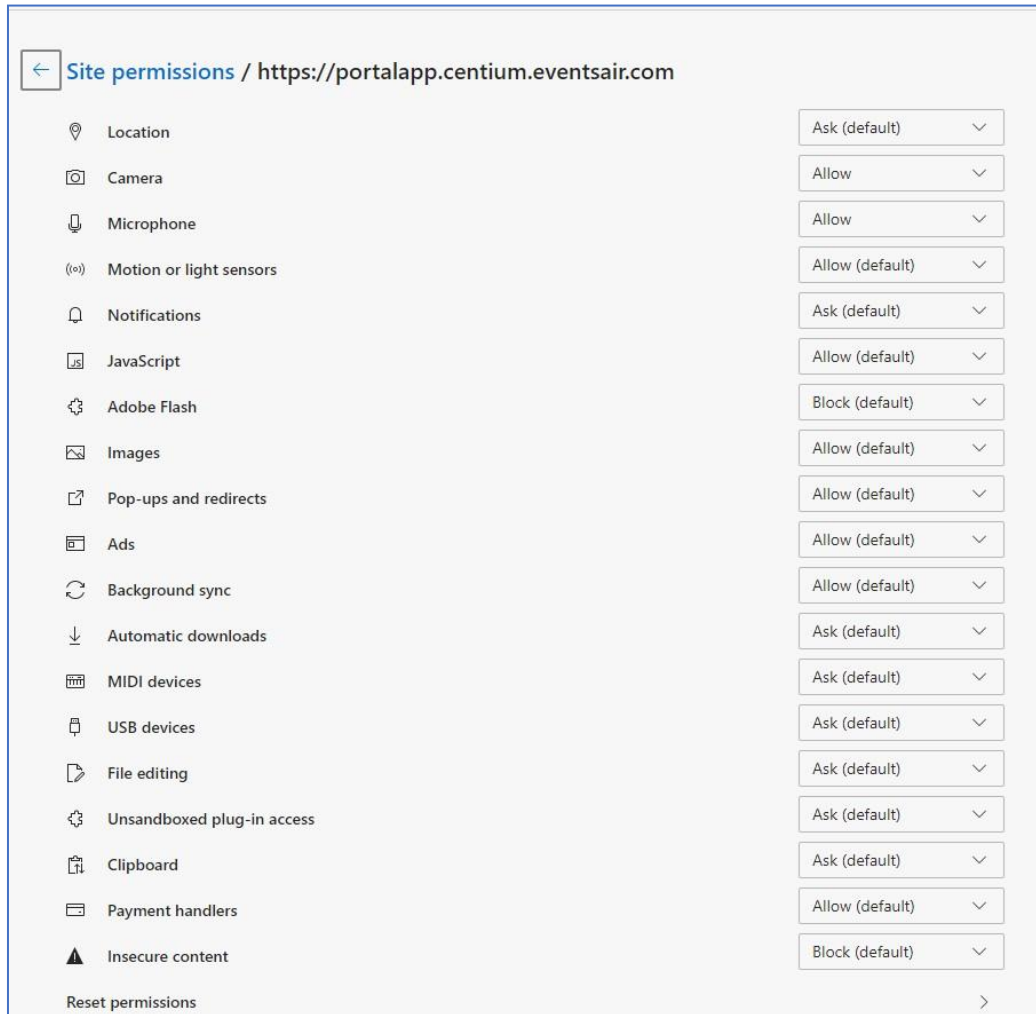
## Microsoft Edge – Version 83.0.478.45

You can quickly check your audio and video settings by clicking on the small lock icon located on the left side of the web address field:
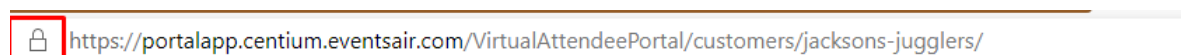


When you click on this, a drop down appears showing your camera and microphone access settings, which you can change to Allow if they are not already set this way.
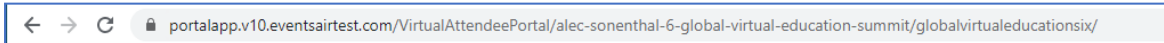
Clicking on Site Permissions from this view will bring you to the full Site Permissions page for the Edge browser.

| | | |
|---|---|---|
| ← Site permissions / https://portalapp.centium.eventsair.com | | |
| 📍 Location | Ask (default) | ⌄ |
| 📷 Camera | Allow | ⌄ |
| 🎤 Microphone | Allow | ⌄ |
| ((∘)) Motion or light sensors | Allow (default) | ⌄ |
| 🔔 Notifications | Ask (default) | ⌄ |
| [js] JavaScript | Allow (default) | ⌄ |
| Adobe Flash | Block (default) | ⌄ |
| 🖼 Images | Allow (default) | ⌄ |
| ↗ Pop-ups and redirects | Allow (default) | ⌄ |
| Ads | Allow (default) | ⌄ |
| ↻ Background sync | Allow (default) | ⌄ |
| ↓ Automatic downloads | Ask (default) | ⌄ |
| MIDI devices | Ask (default) | ⌄ |
| USB devices | Ask (default) | ⌄ |
| File editing | Ask (default) | ⌄ |
| Unsandboxed plug-in access | Ask (default) | ⌄ |
| Clipboard | Ask (default) | ⌄ |
| Payment handlers | Allow (default) | ⌄ |
| ⚠ Insecure content | Block (default) | ⌄ |
| Reset permissions | | › |

# Chrome – Version 83.0.4103.97

You can quickly check your audio and video settings by clicking on the small lock icon located on the left side of the web address field:



When you click on this, a drop down appears showing your camera and microphone access settings, which you can change to Allow if they are not already set this way.
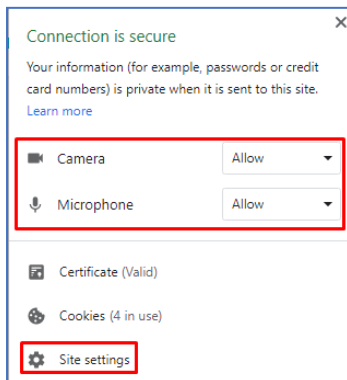


Clicking on Site Permissions from this view will bring you to the full Site Permissions page for the Chrome browser.
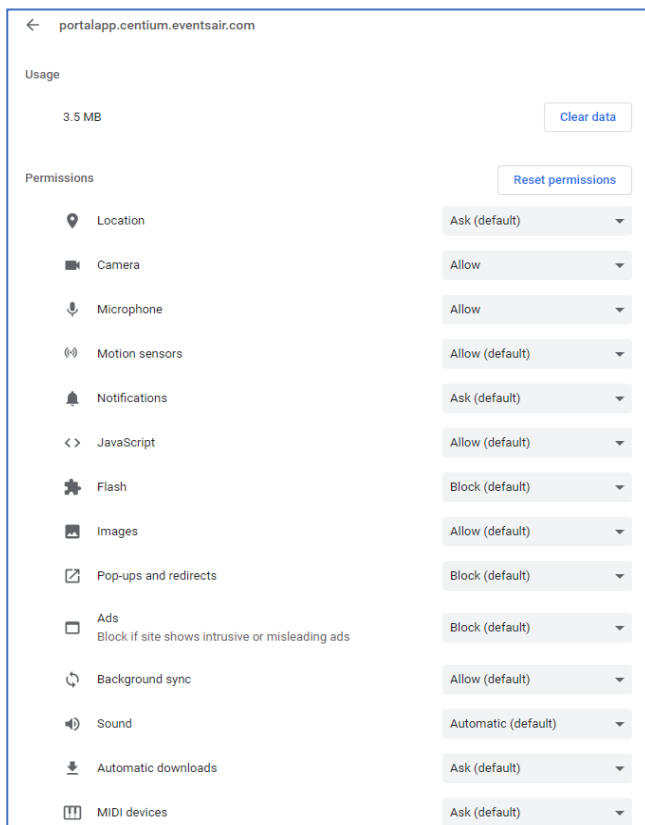
# Firefox - Version 77.0.1

When first visiting the AMCOMP Virtual Event Portal via the Firefox browser it should prompt you to enable the webcam and microphone upon logging in as shown below.

When this occurs please be sure to select your microphone input and hit the "Remember this decision" checkbox so these choices are saved for future use in the AMCOMP Virtual Event Portal. To note you will be prompted to do this for both your microphone and webcam.
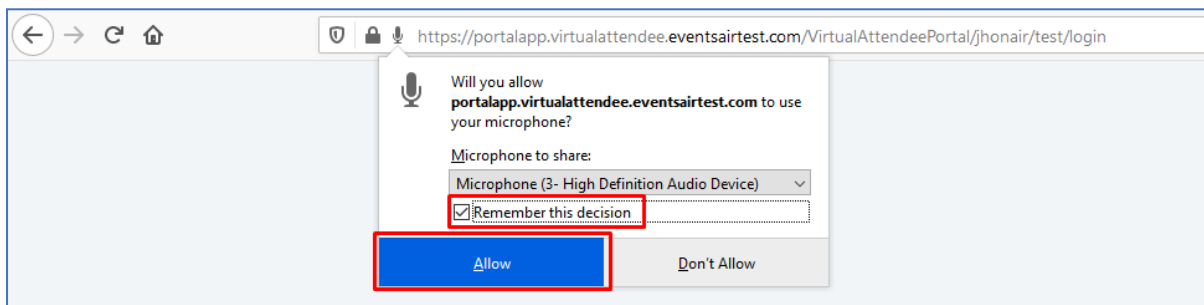


Once logged into the AMCOMP Virtual Event Portal, when you select the Lock icon on the left side of the Web Address, you will see the microphone and webcam marked as allowed if you did indeed hit the "Remember this decision" checkbox previously mentioned.
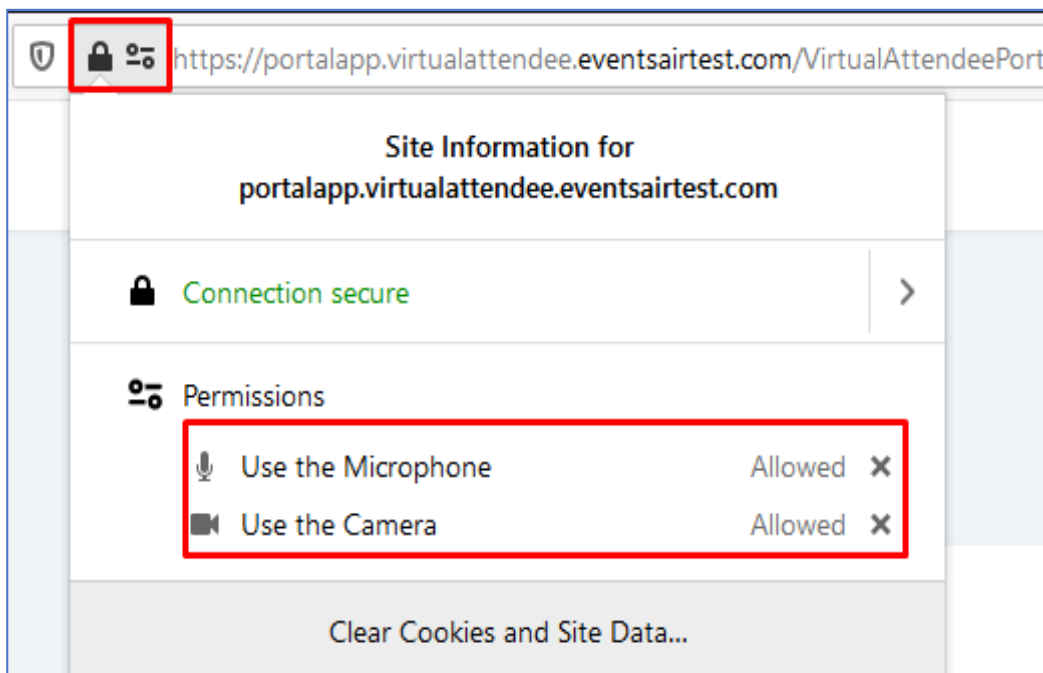
If you were not prompted to enable your webcam and microphone, please use the following link:

about:preferences#privacy

In the Firefox address bar where you then need to scroll down a bit to reach the Permissions section as shown here.
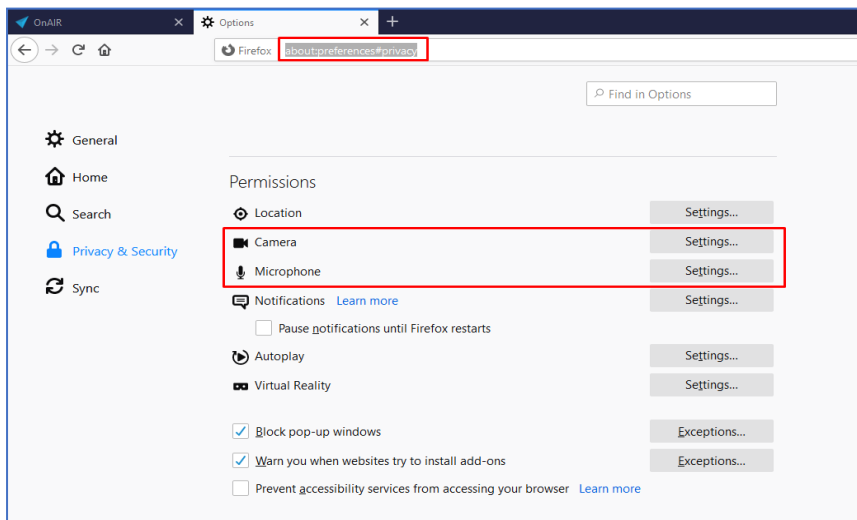


If you then select settings, you will be shown the appropriate settings options.

**NOTE:** There will be a check box down the bottom of the window regarding blocking access requests. Please be sure to **uncheck** this if it is already checked.
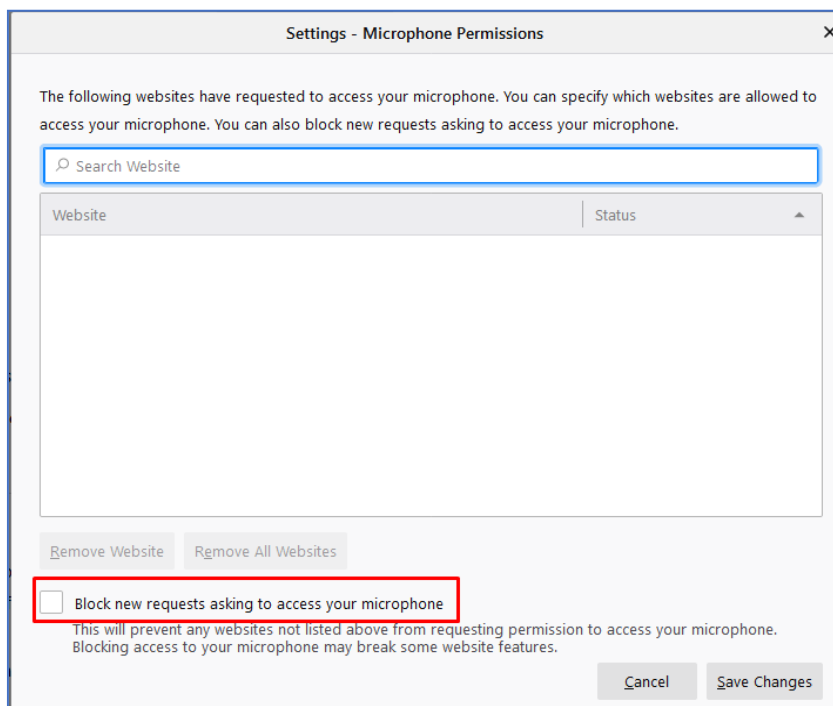
It may also be the case that your FireFox browser is currently blocking the access to the microphone or webcam for the AMCOMP Virtual Event Portal. If this is the case, you will see this when clicking on the highlighted icons below within the AMCOMP Virtual Event Portal.
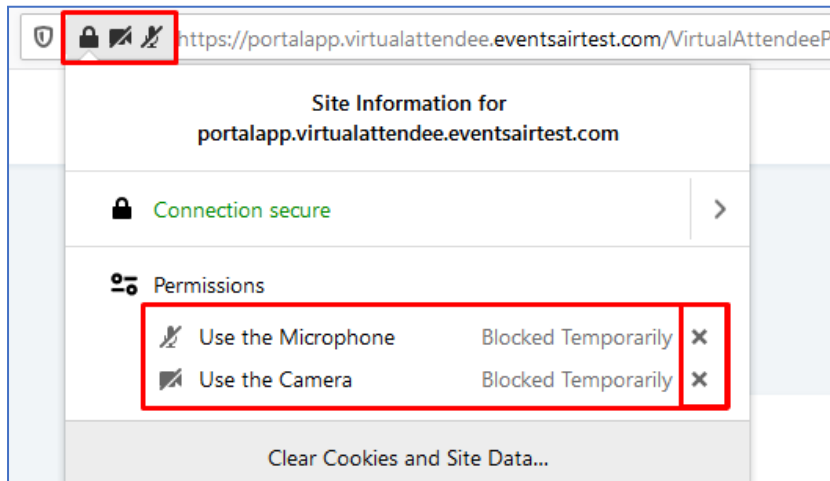


To change this:

1. Select the "x" button next to the rules shown above

2. Close Firefox

3. Relog in to the AMCOMP Virtual Event Portal which should then prompt you again to confirm your settings

Alternately, you can navigate to the below section as previously shown in this section and change the EventsAIR entry to "Allow' instead of block.
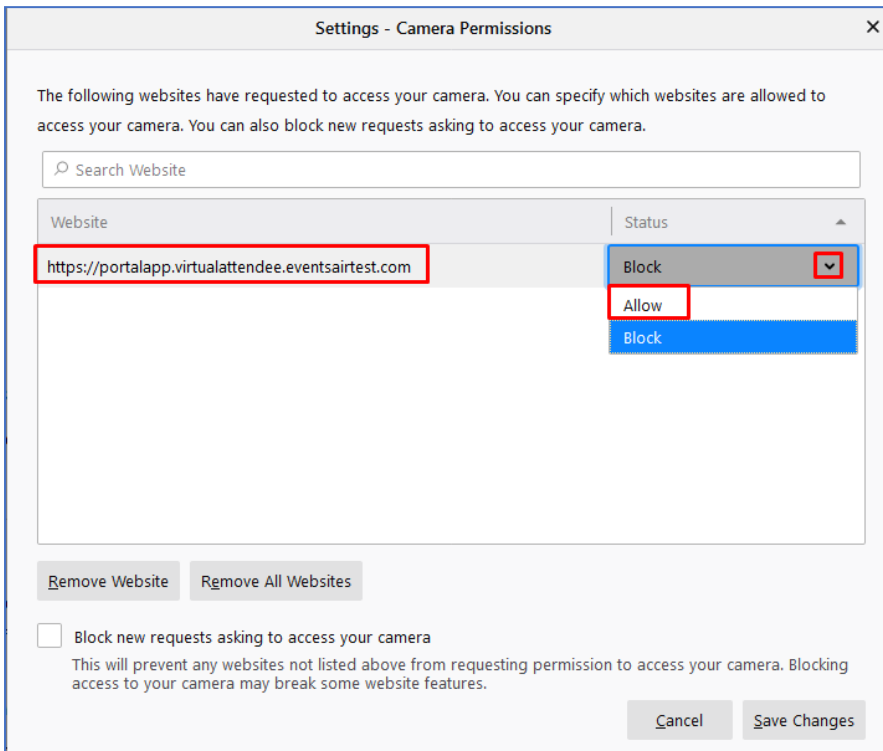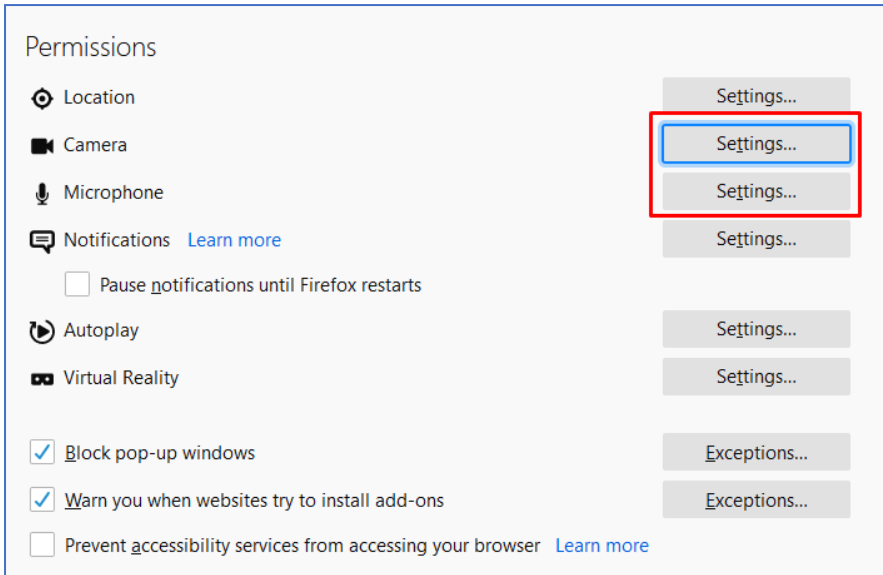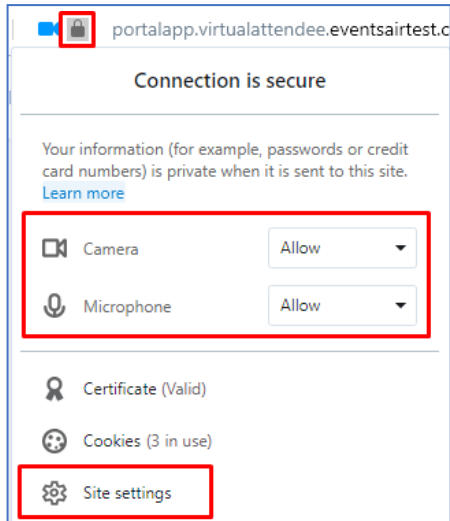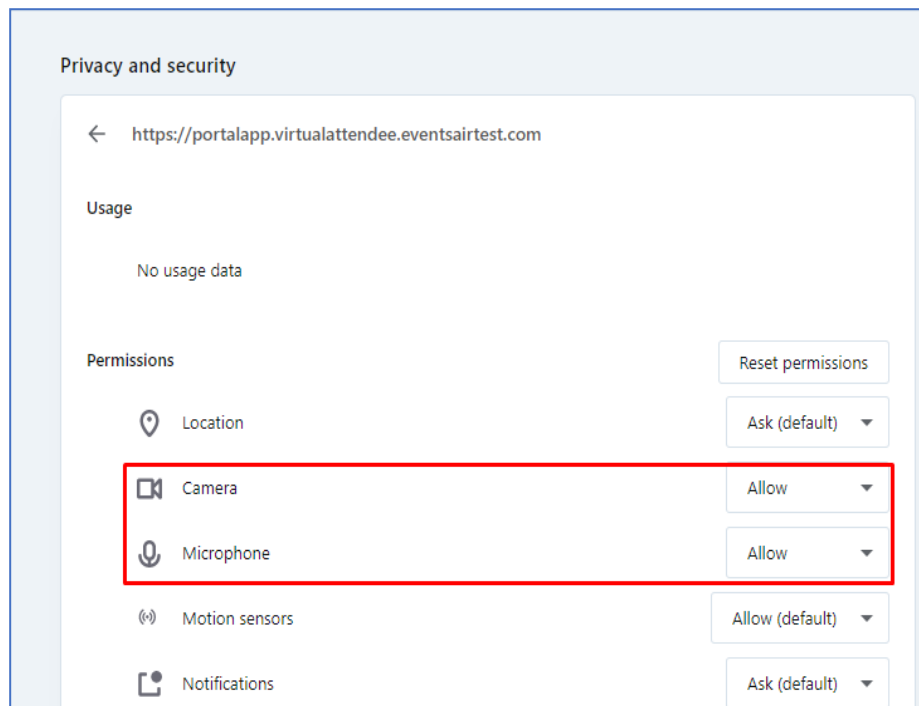
## Opera – Version 68.0.3618.125

Clicking on the Lock icon in the web address bar will display your camera and microphone settings.



If the displayed camera and microphone options are either not present or not enabled, please click on Site Settings to navigate to the settings section and enable them there.
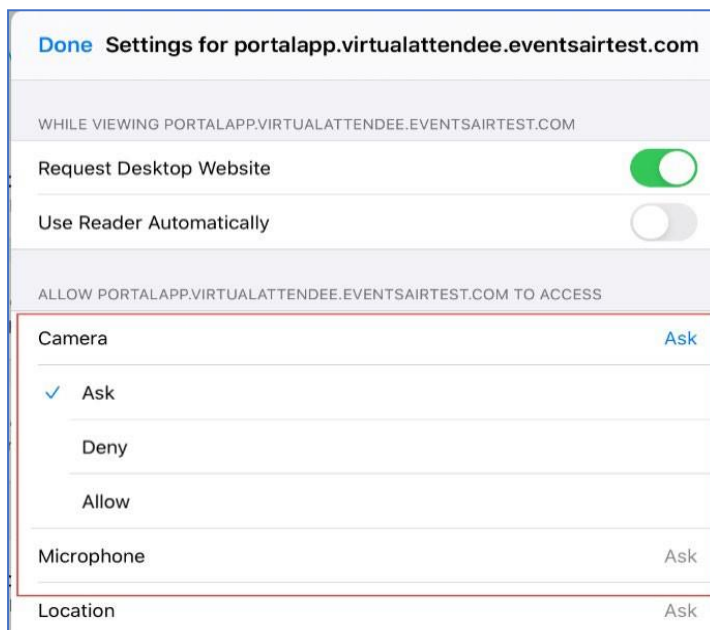
# iPad Safari – Version 13.5.1

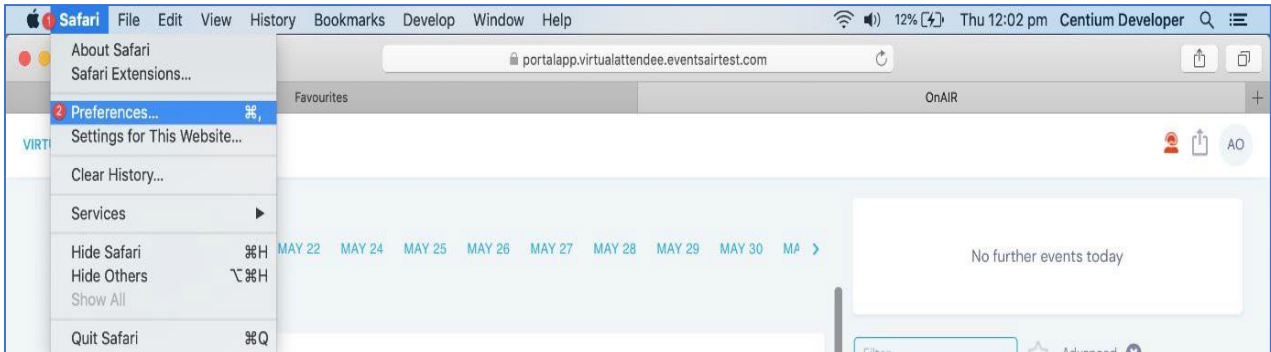Click on the font settings icon in the Web Address field and then click on Website Settings.
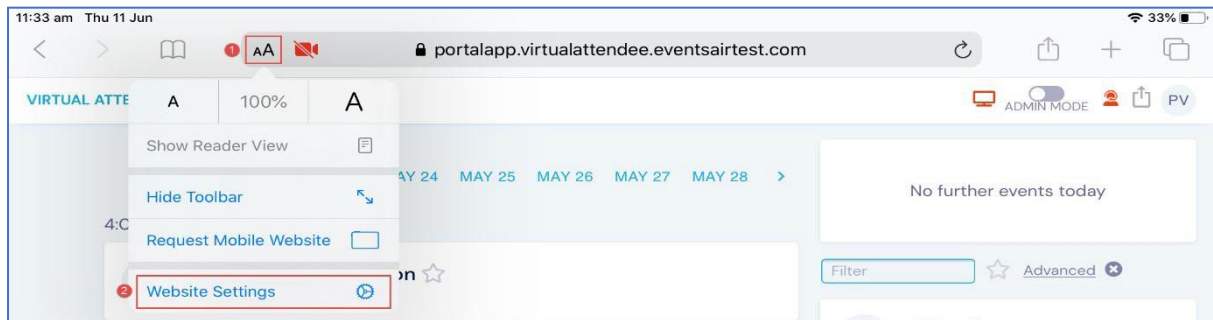


Here, you will be able to Allow Access to your Camera and Microphone.

## Mac Safari – Version 13.1.1

In the Safari Menu, select Preferences.



Choose the Websites Tab. Here, you will choose your camera or microphone settings.

To the right of your currently open website (Typically the AMCOMP Virtual Event Portal address), you can click and choose Allow.