

# WSC 2023 ONLINE CONFERENCE

## TROUBLESHOOTING DOCUMENT

### [Use the Live Support Hub](#)

The **Live Support** tool inside the conference portal is your virtual concierge desk. Here you will be able to request support for either technical issues or more general questions about the program or the event. Use the button on the top right.

### [Email us](#)

You can also email us: [sanskrit@kaigi.com.au](mailto:sanskrit@kaigi.com.au)

### [Read this Document](#)

We will aim to assist you as soon as possible. Remember that we are all operating from different time zones. If you do not get an immediate response, you might find the answer you need inside this document.

### [Important](#)

As a rule, most portal issues can be resolved by using the correct browser, closing all other programs and maximising your bandwidth. You can also try logging out and back in, refreshing your browser or refreshing the data inside the portal by clicking on your photo icon (top right).

## Contents

|  |   |
|--|---|
| 1. SET UP AND ACCESS ISSUES.....   | 3 |
| Browser and computer recommendations .....   | 3 |
| Clearing browser cache .....   | 3 |
| Close other tabs and programs .....  | 3 |
| Logging in for the first time .....  | 3 |
| Refresh your portal.....   | 3 |
| Logging out .....  | 3 |
| What time zone is the conference in?.....  | 3 |
| 2. USING THE TIMELINE AND PORTAL.....  | 4 |
| Allow your microphone and camera .....   | 4 |
| The session is cutting out, buffering or not available .....                       | 4 |
| Scrolling the timeline.....  | 4 |
| The program section is only a small window to scroll through.....                  | 4 |
| I can see session are live but when I click on them, they don't open. ....         | 4 |
| Will the sessions be available to watch later?.....                                | 5 |
| I want to watch the whole day, but I am required to choose session by session..... | 5 |
| Where can I see the presentation documents? .....                                  | 5 |
| How to enter a live session as a presenter or chair .....                          | 5 |
| Using the Meeting Hub.....   | 5 |
| How do I connect with multiple people, forming a group? .....                      | 5 |
| 3. SOUND AND VIDEO ISSUES.....   | 6 |
| I have no sound or video despite being in the session.....                         | 6 |
| Check sound and camera settings in <i>Live Support</i> .....                       | 6 |
| Video connection still failing after trying all the above.....                     | 6 |
| Back-up streams .....  | 6 |
| External platforms using microphone and camera .....                               | 6 |
| Can I disturb a live session? Do I need to be on mute?.....                        | 6 |
| 4. FIREWALLS AND WHITELISTING .....  | 7 |
| Check for Firewalls.....   | 7 |
| Whitelisting.....  | 7 |
| 5. LIVE SUPPORT .....  | 8 |
| Raise a support ticket if you need assistance.....                                 | 8 |
| Closing a ticket.....  | 8 |

## 1. SET UP AND ACCESS ISSUES

### Browser and computer recommendations

We recommend accessing the portal using a *Google Chrome* internet browser. If *Chrome* is not available, please use *Firefox* or *Edge*. *Safari* is not compatible with the portal on a MAC desktop. If you are using an iPad, *Safari* is compatible and will allow you to connect.

Unfortunately, the portal will not work on a mobile phone. Access is best on a desktop, laptop or iPad.

### Clearing browser cache

If you face issues such as frozen page or icon moving in circles, please log out of the portal and clear your internet cache and browser history. Ensure you're opening the portal link up in a new *Chrome* browser window.

### Close other tabs and programs

Close all other programs and other tabs on your browser to maximise your bandwidth and likelihood of access success. This is particularly important when you are part of a broadcast (for participating in a live session) or if your connection is limited.

### Logging in for the first time

Make sure to add all your details during the first log in and set up process and **always check and allow your camera and microphone**. If you have a headset or multiple screens, be sure to select the correct items.

### Refresh your portal

Click on 'My Settings' under your photo (top right) and then click 'Refresh Data'. This may help resolve some issues.

### Logging out

If you are logging out for troubleshooting purposes make sure to actually 'Sign Out' under your photo on the top right, rather than just shutting down the browser.

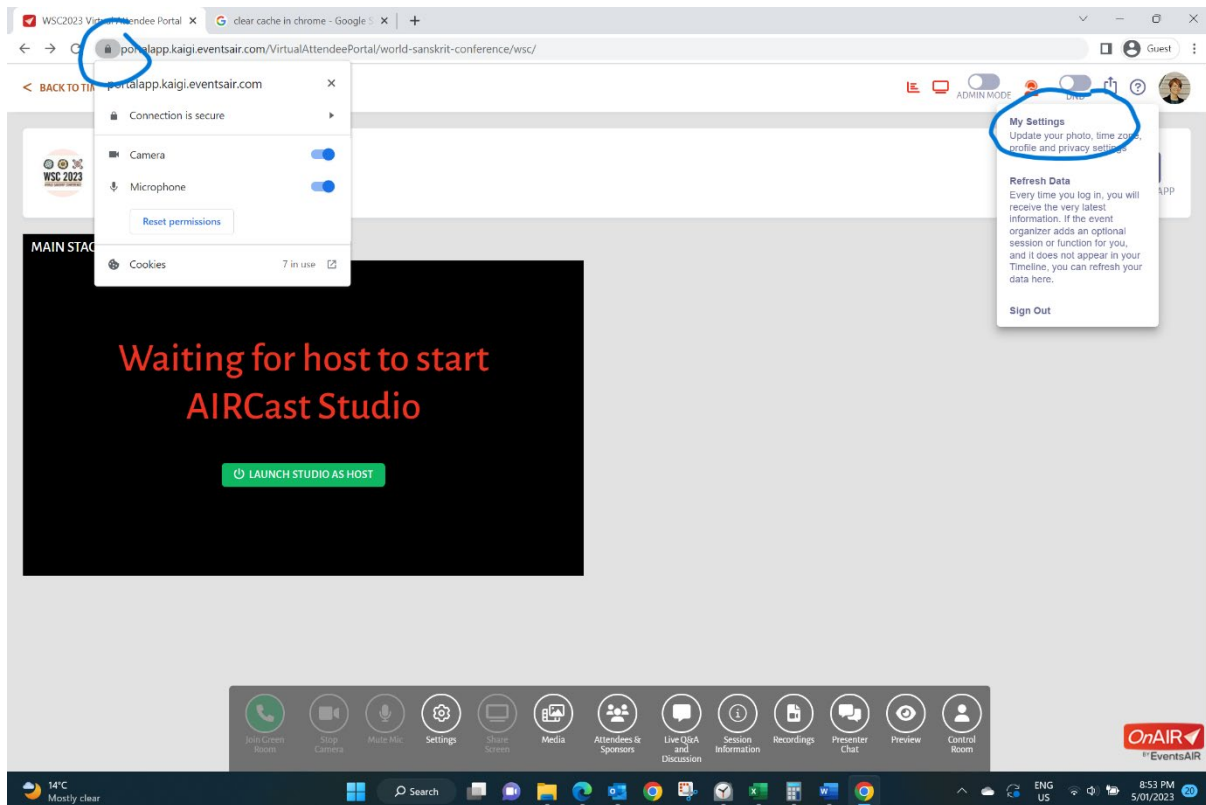
### What time zone is the conference in?

The portal is in your local time. Make sure you set your local time when you set up and check in. You can go back to your settings to adjust this. 'My Settings' is under your photo icon on the top right of your screen.

## 2. USING THE TIMELINE AND PORTAL

### Allow your microphone and camera

If you didn't allow this in the setup you will have difficulty using the portal. Click on 'My Settings' under your photo (top right) and go down to 'Media Settings' and check that your microphone and camera are both allowed and pointing to the correct devices. You can also check by clicking on the small padlock next to the URL at the top of the screen which shows if they have been allowed. You can also log out of the portal, clear your browser cache, then log back in and 'Allow' all devices.



### The session is cutting out, buffering or not available

Try logging out or refreshing. Follow all the suggestions in Section 1 above. Make sure you have allowed your microphone and camera.

### Scrolling the timeline

After the session has commenced on the timeline, the timeline will automatically display the next session. You will need to scroll up on the timeline to join a session that is currently live.

### The program section is only a small window to scroll through.

On smaller screens you may need to zoom out to reduce the screen resolution. To do this click on the 3 dots on the top righthand corner of the browser and reduce the zoom percentage to 75% or to a size that suits.

### I can see session are live but when I click on them, they don't open.

Try logging out or refreshing. Follow all the suggestions in Section 1 above.

### Will the sessions be available to watch later?

Yes, the sessions are all being recorded and will be available in the portal shortly after.

### I want to watch the whole day, but I am required to choose session by session

Each live session runs at the set time on the timeline. You must enter and exit one at a time. This is so you can ask specific questions of people in each session and for each theme area to have a separate recording that can be watched later.

### Where can I see the presentation documents?

Click on 'Preview' for the session you are interested in and once inside the session the presentation documents are on the right. You can also watch presentation videos from the **Resource Gallery** (go back out to the **Timeline** and main page and it's on the right).

### How to enter a live session as a presenter or chair

Enter the session from the timeline by clicking 'Preview' (or 'Join' if you are late and it's already started) and then once inside the session you need to click on 'Join Green Room' (green telephone icon). The host and chair will then guide you.

### Using the Meeting Hub

To use the **Meeting Hub**, click on the 'View' button next to the **Meeting Hub** box on the top right-hand side of the main page. There are instructions inside the hub but essentially you need to click on another attendee to connect with them. Once you are connected you can chat, call etc. Make sure you check to see if anyone has 'invited' you to connect so you can accept their invitation.

### How do I connect with multiple people, forming a group?

It is not possible to create a group within **Meeting Hub**. You can only connect with one attendee at a time. If you would like to connect with two or more attendees at the one time, we suggest arranging a private **Zoom** meeting to take place outside of the portal.

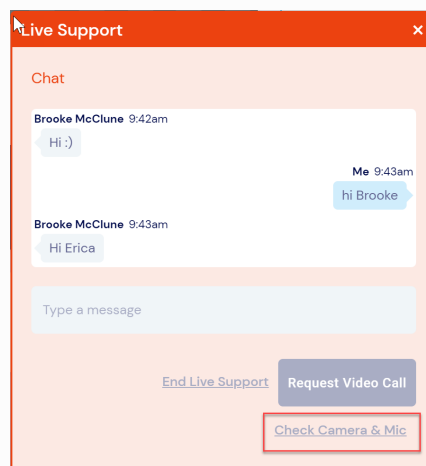
### 3. SOUND AND VIDEO ISSUES

I have no sound or video despite being in the session

Make sure you are following all the steps in Section 1 (above) first and that you have allowed your camera and microphone. These need to be allowed to view sessions. Section 2 (above) also contains guidance on allowing your camera and microphone.

Check sound and camera settings in *Live Support*

Use the guidance above to allow your camera and microphone. Additionally, if you have the red live support window open, you can access these settings by clicking on 'Check Camera and Mic' button.



Video connection still failing after trying all the above

If you cannot connect your video despite following the initial instructions, your organisation may have firewalls that will not allow access to the video interactions. In this case we recommend using a personal device (computer, iPad) without VPN, remote desktop, or internet restrictions. You can also ask your organisation to whitelist the portal.

Back-up streams

Back-up streams are extremely useful if the video or sound is poor due to your internet connectivity and bandwidth. They have up to 30 seconds latency but allow you to watch more clearly. You can select this option at the bottom of the video stream that is playing.

External platforms using microphone and camera

If you encounter problems with your microphone and camera it can happen that *Zoom* (or other programs) is 'holding' onto your microphone and camera. You need to close all other programs and re-launch the portal in a new window.

Can I disturb a live session? Do I need to be on mute?

Authors and chairs are invited into sessions in a separate manner, so you are not able to 'interfere' or be heard or seen if you are not 'on stage'. Delegates can type questions to the panel and watch without accidentally interfering in these sessions. We suggest leaving your microphone on to ensure you have full usage of the portal. You might want to chat with someone in the **Meeting Hub**.

## 4. FIREWALLS AND WHITELISTING

### Check for Firewalls

Use this link to test if there is any firewall blocking on your computer:

<https://networktest.twilio.com/>

### Whitelisting

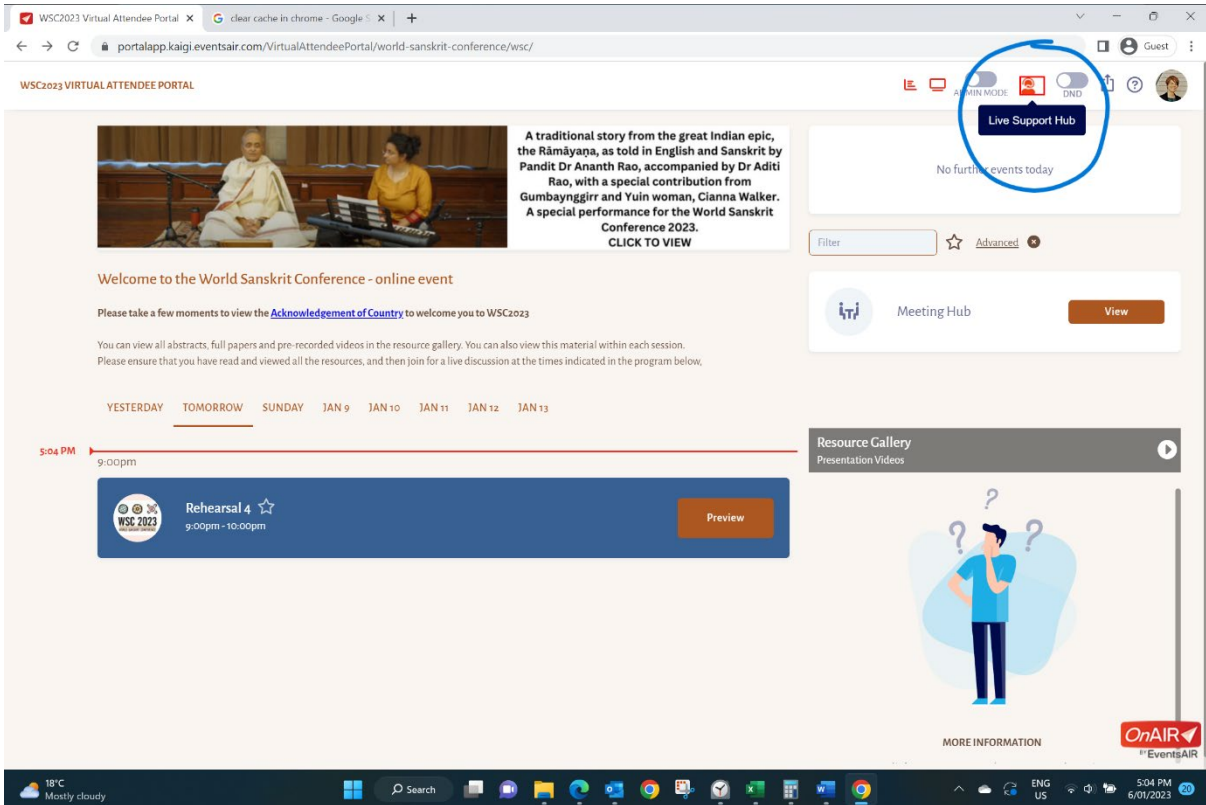
The following links need to be allowed (whitelisted):

- global.vss.twilio.com 443 WSS (Global Low Latency Twilio)
- au1.vss.twilio.com 443 WSS (Australia Twilio)
- OnAIR portal <https://portalapp.ekiddna.eventsair.com/>

## 5. LIVE SUPPORT

Raise a support ticket if you need assistance

Click on the live support button and type your question.



The screenshot shows the WSC2023 Virtual Attendee Portal. The browser address bar displays 'portalapp.kaigi.eventsair.com/VirtualAttendeePortal/world-sanskrit-conference/wsc/'. The page title is 'WSC2023 VIRTUAL ATTENDEE PORTAL'. A navigation bar at the top right includes 'ADMIN MODE', 'DND', and a 'Guest' profile. A blue button labeled 'Live Support Hub' is circled in blue. Below the navigation bar, there is a featured event card for a traditional story from the Ramayana. A 'Meeting Hub' section contains a 'View' button. A 'Resource Gallery' section is visible on the right. The main content area shows a calendar for 'TOMORROW' with a 'Rehearsal 4' event from 9:00pm to 10:00pm. The bottom of the page features a system tray with weather information (18°C, Mostly cloudy) and the time (5:04 PM, 6/01/2023).

### Closing a ticket

The ticket will be closed once we have resolved your issue or if you have to log off and refresh. If you need further assistance, please open a new ticket.