

Are you a speaker or chair during the ESSHC conference and experiencing difficulties, please check the tips below:

General

- Do you have a good internet connection? If the Wi-Fi connection is unreliable, check if a cable connection is available, try with another internet connection or a "hotspot" from your mobile phone.
- Make sure you are using the latest version of the following recommended browsers: Google Chrome or Microsoft Edge.
- Have you closed other video conferencing tools? Or other tabs and programmes that consume resources on your computer? We advise all tabs on your browser to be closed and only keep one dashboard window open.

People can't see or hear me

- Make sure your camera is not covered by anything.
- Click on the arrow next to the microphone icon and make sure to select the correct audio and video sources.
- Make sure that your browser is allowed to access your microphone/video/screen-share. Go into the system preferences of your operating system (MacOS or Windows) and browser to allow.
- Turn off VPN as this might block your access to the Virtual Event Platform. More information about this and about firewall issues can be found below.
- Refresh your webpage:
MacOS: CMD + Shift + R
Windows: Ctrl + F5.

I cannot upload my slides

Make sure you have PDF slides lower than 25 MB.

I cannot share my screen

If the screen share button does not work, this is in most cases because you have previously not given your browser permission to do this. In order to change that, you have to access your system preferences and allow the browser you are using to share the screen:

- On Mac: System Preferences > Security & Privacy > Privacy > Screen Recording and add in Chrome.
- On Windows: If screen sharing isn't working this might be due to a missing 'screen sharing extension' in your browser. You can check if this is there, by typing *chrome://extensions/* into the address bar of your browser. In case the screen sharing extension is already in place it might be disabled, then switch it on. If the screen sharing extension isn't there, please visit the Chrome Web Store to install one for free via this link.

White-listing for firewalls in corporate networks or VPNs

It can occur that streams are blocked by a firewall or VPN connection. Some network administrators (IT departments, companies or universities) block all video and audio services in browsers by default. This can cause the Virtual Event Platform or its features (e.g. broadcast) not being able to transmit video or audio data. This may impact you when you use the Virtual Event Platform over your company internet network, a company VPN, or a corporate laptop. For example, you are able to enter a virtual room but you cannot see or hear anyone, nor can they see or hear you.

The quickest solution is to switch to another internet connection. If this is not possible for you, follow these steps:

If you are using a VPN, turn this off. If this is not solving your issue, your IT Department could whitelist our services. Below you find all the necessary information the IT department will need to unblock all services used by Conference Compass. Those domains all need to be wildcards for the subdomains:

agora.i
edge.agora.io
agoraio.cn
edge.agoraio.cn

To access the virtual platform and web app, it is needed to whitelist the following domains in your firewall:

eureka.web.indrina.com
get-eureka.com
talk.get-eureka.com
devtalk.get-eureka.com
backend.get-eureka.com
compass.my.conferences.cc
esshc2021-compass.web.indrina.com
compass.backend.get-eureka.com

The ports that need to be open are 80, 443, 5222, 5280.

Please do not set static IP restrictions to our domain as our infrastructure is scaling permanently and server content through multiple endpoints, in different geographical locations.

For more information on firewall requirements access the [Agora platform documentation](#).

Still experiencing issues, please contact us via the Helpdesk page.