

TECH TROUBLESHOOTING & FAQ

Most technical issues can be resolved with our helpful FAQ below. If you feel you need further support, you can try the tab on the left for In App Support which will enable you to message the virtual platform provider directly or email them at support@allintheloop.com. Alternatively, please do call us on +44(0)203 479 2299 if your query is not answered below and we will be happy to help!

We have been rehearsing with the speakers relentlessly in the weeks coming up to the event, but, as with any live event, should the event or the speakers encounter any technical issues today, we will be liaising immediately with our platform provider and will update you via the discussions board as soon as we can. Please bear with us should this happen and we thank you in advance for your patience and understanding!

TROUBLE ACCESSING THE VIRTUAL PLATFORM?

Quick Fix

Please use a **Chrome Browser** and **Home Device** if possible (work devices tend to have high firewalls which can sometimes block presentations). If you are unable to do so, please see the VPN & Privacy and Work Device/WIFI sections below.

Alternatively, you can easily download the **conference app** to view the conference and network with the delegates.

As a general rule, if you **close all other browsers and files**, you will have a better viewing experience.

VPN & Privacy:

If you are using a work device with a VPN (Virtual Private Network) on your browser, please disable it to access the virtual event or use a different device.

To Disable: Click **Start – Settings – Network & Internet – VPN** (on the left-hand menu). You can then turn this function off from here. You can also visit a What's my IP? website (www.whatismyip.com) and if it shows your actual location, you are not connected to a VPN.

If you are still having issues accessing the platform, please contact your IT department in advance of the virtual event and ask them to whitelist the IP addresses and Port numbers (listed below for your reference).

If you continue to have issues, please call the team on 0203 479 2299 or alternatively, download the conference app onto your phone. It's quick and easy to do (instructions below).

Work Devices/WIFI:

If you are using an internet connection or device provided by your place of work and are having trouble accessing the content your place of work may have a firewall in place blocking you and this is something we cannot change from our end.

Please try connecting with a different internet connection and device - we suggest using a home internet connection or device.

Or alternatively use the conference app on your mobile.

You could also contact your IT department and ask them to whitelist the IP addresses and Port numbers (listed below for your reference).

Interrupted WIFI

Unless there is a more generalised issue (and we will post about this), interrupted or intermittent broadcasting is sometimes due to weaker WIFI signals. We recommend a WIFI speed no lower than 10mbps – you can check your Broadband speed at: www.broadbandspeedchecker.co.uk. Given the current lockdown situation, this can unfortunately sometimes occur at the speakers' home and we will let you know if this occurs and apologise in advance on their behalf!

Granting Permission & Removing Ad Blocking

It may be that the default settings of the browser you are on does not grant necessary permissions to our platform (All In The Loop). You will need to change the settings. Please follow these instructions on a chrome browser:

1. Log into the conference platform
2. Click on the 3 vertical dots in the top right-hand corner and open "Settings"
3. Open "Privacy and security" then go into "Site settings"
4. Under "Recent activity" please click www.allintheloop.net
5. On this page you will see "Permissions". Please ensure you select "Allow" from the drop-down menu for all permissions, especially:
 - a. JavaScript
 - b. Flash
 - c. Images
 - d. Pop-ups and redirects
 - e. Ads

If you use an ad-blocking plug-in on your browser, this may affect your ability to view the presentations. To disable, please go to **Settings** on the homepage of your browser, go to the tab **Extensions** on the left side of the screen which will open the extension window of Google Chrome, where you can remove **Adblock Plus**.

DOWNLOADING THE PLATFORM APP TO YOUR MOBILE DEVICE


Alternatively, if you are still having issues with your devices or would prefer to use your mobile device, you can download the event app!

For Apple – Go to the App store – Search "GIC Events" – then choose the right event and log in with your password details as per your joining instructions.

For Android: Visit the Play Store - Search "GIC Events All In The Loop" – then choose right event and log in with your password details as per your joining instructions.

TROUBLE HEARING/SEEING THE SESSIONS?

Video Feeds:

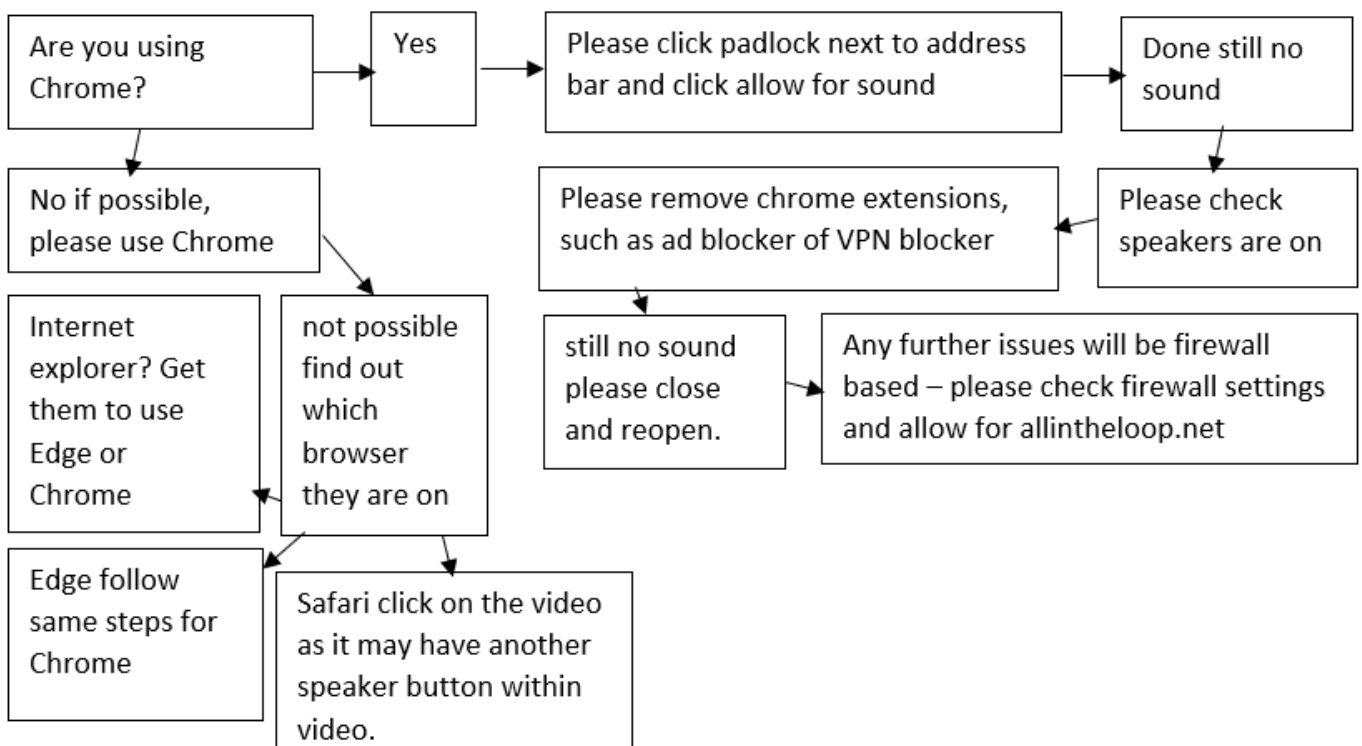
The presentations will either be live or pre-recorded, but in the main will be live, meaning that the session will only start at the allocated time and will not display anything before then. If there is a delay with a particular session starting, it may just be that the previous speaker is wrapping up instead of a tech issue on either end! If we are running more than 5 minutes behind schedule, we will let you all know on the site. If unsure, please do refresh the page( icon on the top left) or click out and back in again as there may be a slight delay as the live stream loads up and connects and as all of the speakers and delegates move over to the next session.

Audio Issues:

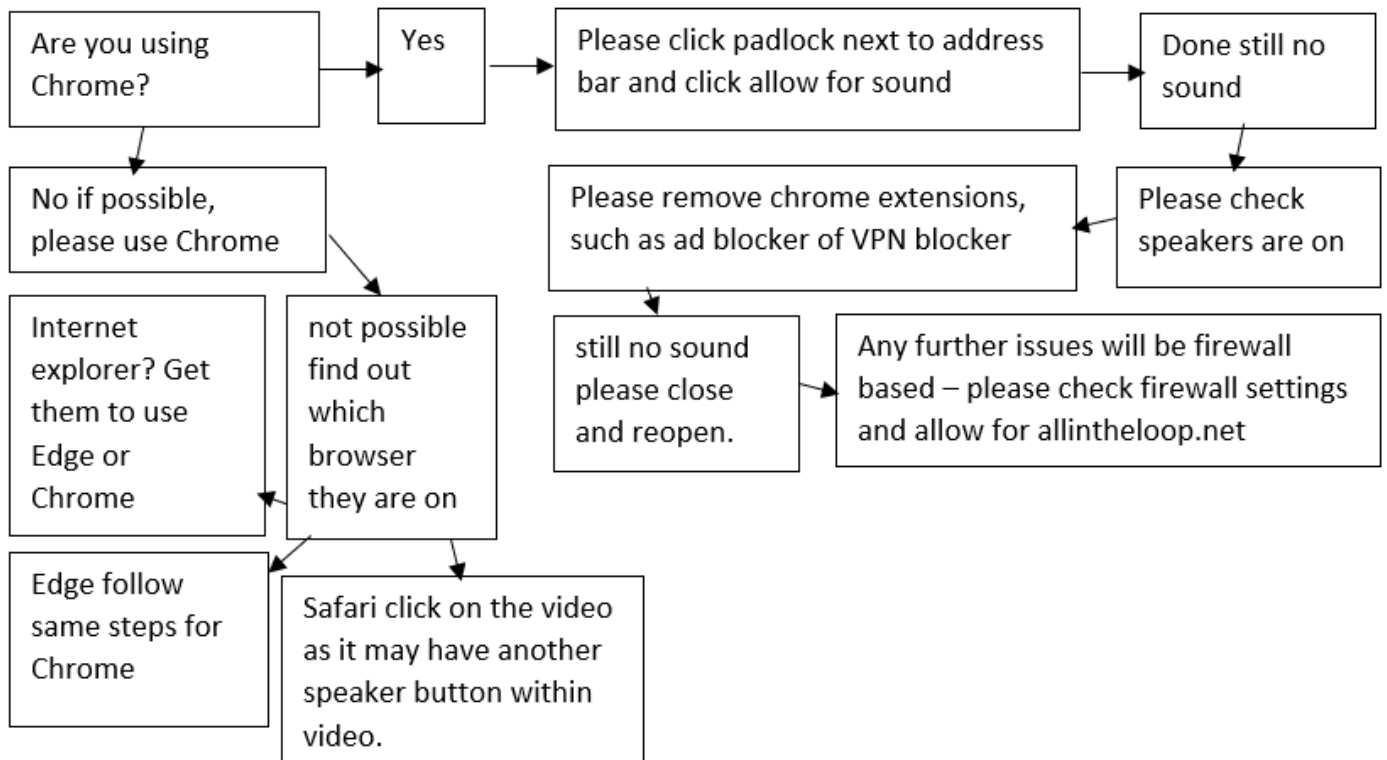
If you are having issues with hearing the presentation, make sure you are using Google Chrome browser then click on the padlock next to the address bar and click allow for sound.

If you are still having trouble please check your speakers are on and not connected to any Bluetooth devices and remove any Chrome settings which may block access to AITL (please refer to Permission section.) If you are still having issues please call the team at 0203 479 2299 or visit the Help section on the event platform which links you to the virtual platform provider, who are better placed to help with audio issues.

No Sound



No Sound/Video



HOW DO I JOIN A DISCUSSION?

In the case of informal breakout discussions – these are within the agenda and can be joined by clicking in and the “join meeting” button. Feel free to turn your camera and microphone on to really get the conversation going. Up to 14 people will be able to use their microphones and video to speak with one another – additional attendees will be able to listen in and share comments via the messaging feature.

Please see below for IP Addresses & Port Numbers If Needed:

IP ADDRESSES & PORT NUMBERS:

“Please whitelist the following IP Addresses and Port Numbers so I am able to take part in this virtual event”

AITL Platform	
IP	PORTS
154.16.113.50	80, 443, 12345
154.16.113.51	
154.16.113.52	
agora.io	80; 443; 3433; 5668; 5669; 5866 - 6000; 6080; 6443; 8667; 9667; 30011 - 30013 - TCP - allow 3478; 5866 - 6000 - 10000 - 65535 - UDP - allow
edge.agora.io	
agoraio.cn	
edge.agoraio.cn	
Native	1080; 8000; 9700; 25000; 30000; 30001 - 30003 TCP Allow 1080; 4000 to 4030; 7000; 8000; 8913; 9700; 25000UDP Allow
qoslbs.agoralab.co	
qos.agoralab.co	
apl.agora.io	
ap2.agora.io	
ap3.agora.io	
ap4.agora.io	
ap5.agora.io	
ap.agoraio.cn	
vocs1.agora.io	
vocs2.agora.io	
vocs3.agora.io	
vocs4.agora.io	
vocs5.agora.io	