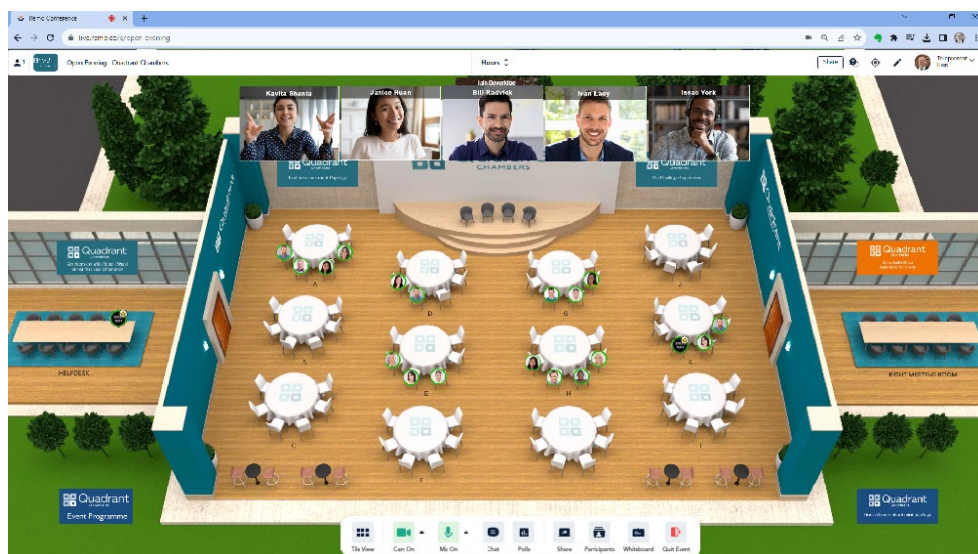
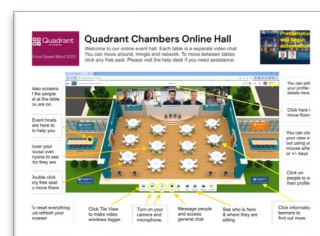


Online Conference Venue

Most people can access our online hall without any issues. However, please note these system requirements and troubleshooting tips.



Please visit our always open [test hall](#) to check your system and set up your profile.



Click [here](#) for an infographic on how to use the venue once you have arrived.



Tablets are not supported. Please access using a PC, Laptop or Notebook. **You can access using a mobile phone**, but using a bigger screen computer is better.

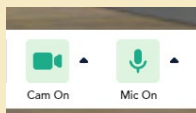



For the best experience use Google Chrome or Safari web browsers.



Please **TURN OFF** any other software that might be using your camera / microphone.

Camera or audio issues

1. Ensure camera and microphone are turned on in the bottom toolbar. 
2. Please **turn off any software** that might have commandeered your camera and microphone such as Teams or Zoom.
3. Refresh your browser. 
4. Check the correct camera and microphone are being used. Click the small arrows next to the camera and microphone buttons on the toolbar.

Firewalls & network limitations

Some organisations block the use of any new or not yet authorised software. First, please try accessing our always open [test hall](#) to see if there is an issue.

Consider using a different computer, or a mobile phone.

Many people are aware of the limitations of accessing the internet through their company network and use a personal or non-work machine to circumvent such issues.

Have your IT team whitelist our platform.

The platform is very secure and has already been approved for use by many enterprise level organisations.

- Information [here](#) on our security standards.
- Instructions here on how to [whitelist the system](#).