Check our knowledge base to get help for some common issues.

**System Requirements**

Which system requirements do I need to use the platform?

We recommend you connect to the event using the Chrome browser from an internet-enabled desktop or laptop.

<table>
<thead>
<tr>
<th>Desktop Browser &amp; operating System</th>
<th>Chrome</th>
<th>Firefox</th>
<th>Edge</th>
<th>Safari</th>
<th>IE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7</td>
<td>Minimum Version 80</td>
<td>Minimum Version 73</td>
<td>Edge Chromium</td>
<td>Not Recommended</td>
<td>Not Recommended</td>
</tr>
<tr>
<td>Windows 8.1</td>
<td>Minimum Version 80</td>
<td>Minimum Version 73</td>
<td>Edge Chromium</td>
<td>Not Recommended</td>
<td>Not Recommended</td>
</tr>
<tr>
<td>macOS Majave 10.14</td>
<td>Minimum Version 80</td>
<td>Minimum Version 73</td>
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</tr>
<tr>
<td>macOS Catalina 10.15</td>
<td>Minimum Version 80</td>
<td>Minimum Version 73</td>
<td>Edge Chromium</td>
<td>Not Recommended</td>
<td>Not Recommended</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 7.4</td>
<td>Minimum Version 80</td>
<td>Not Recommended</td>
<td>Not Recommended</td>
<td>Not Recommended</td>
<td>Not Recommended</td>
</tr>
</tbody>
</table>

Can I use my phone to connect to the event?

We recommend using a laptop or desktop to get the full functionality and experience. If needed, our sites are optimized to be viewed briefly on a mobile device.

What if I need to connect from my iPad/iPhone?

If you need to connect from your iOS device we recommend using Chrome. However, if you wish to share your video during a live, interactive session, you must use the Safari web browser.

What if I need to connect from my Android device?

If you need to connect from your Android device, we recommend using Chrome. You will need to enable audio and video to participate in live, interactive sessions.

The platform doesn’t seem to be working. What can I do?

Please check the following:
World Microbe Forum Tech FAQs

- Check that your browser is up to date and that you are using one of the recommended browsers above.
- Check that you are on a solid internet connection.
- Check that your company VPN is turned off.
- Check if there is a company firewall and try to connect to Wi-Fi that is not behind a company firewall.

I connected through a VPN. Will I have issues?
It is possible that your VPN could block incoming or outgoing video and audio. If possible, turn off your VPN or connect via an alternate device not connected to a VPN. If this is not possible, we recommend working with your preferred IT professional to resolve the issue.

I’m connected through a company firewall. Will I have issues?
It is possible that your company firewall could block incoming or outgoing video and audio. If possible, connect to the event on a different network or use your mobile phone. If this is not possible, we recommend working with your preferred IT professional to resolve the issue.

Participating in a Session

How do I get to my session?
Your session can be accessed through the Program Search, under Navigation, on the Dashboard.

I missed a session. Can I watch the replay?
Some sessions may be able to be replayed or saved for replay in the On-Demand Library, located under Navigation on the Dashboard.

When I join the session I can't hear. What do I do?
Please make sure your speakers and volume are enabled and working. Some of the sessions are pre-recorded and require you to select Play on the video to view the content. In this case, you will not hear anyone speaking until you begin the pre-recorded video.

How do I chat with others in the Discussion?
You must check-in to the session in order to join the discussion. You can check-in under the video using the Check-In button.

How do I ask questions during Live Q&A?
You can ask questions during a pre-recorded or live session by posting a question in the Live Q&A tab. This tab is in the information tab of the session if it is active. In a collaborative setting, you can ask questions by raising your hand.
What is the difference between the Live Q&A and the Live Chat?
The Live Q&A is a place to ask the Presenter questions directly. The Live Chat is used to pose questions and have conversations regarding the content with fellow attendees in the virtual session.

Audio/Video
I accidentally clicked “Block” instead of “Allow” when asked to enable my camera and microphone.
How do I enable this now?
To enable your camera and microphone in Google Chrome, click on the locked icon at the beginning of the URL, and select Allow for camera, notifications, and microphone.

I am having trouble with the video quality and load time on the site.
Ensure that other devices on your network are not consuming bandwidth through downloads, streaming, updating, or watching online videos, as each of these will greatly slow down your connection.

If you're using Windows, ensure that Windows Updates are not downloading in the background. To access this menu, simply press the Windows icon in the bottom left corner of your screen and type “update.” After selecting “Check for Updates” you will be able to verify whether your internet bandwidth is being taken by the Windows Update. If there is a download occurring, simply press the Pause button to stop the download and speed up your internet.

If you're on a wireless device like a laptop or tablet, you may need to move closer to your network router to get a stronger signal. This can impact your internet speed greatly.

Miscellaneous
My screen looks like it is cut off or the scrollbar is not working. How do I fix this?
Check that your cursor is hovering over the section you would like to scroll. If it is, make sure you are connected to strong Wi-Fi or are connected to a hardline. If your internet/Wi-Fi is working on other pages, reload the page. You may also need to adjust the Zoom settings to 100% so you are able to see everything in your computer frame.

I do not see a logout button. How do I leave the meeting?
You can close out the browser window or click the Logout button on the left-hand navigation.

How do I get Technical Support during the event?
Use the Technical Support button, indicated by the ? at the top of your screen, to access our live chat option.

Additional Support
I am still having technical problems on the platform. Help!
We've got you covered! Please visit tech support, indicated by the ? at the top of your screen to connect with live tech support during scheduled hours. Our team is ready and available to chat directly and help you with any questions or concerns.