

## Frequently Asked Questions

### I didn't receive the email with log in details.

Please ensure that you have registered for the conference. You would have received a confirmation email automatically after you registered for Energy Evaluation Europe. If you have registered, please call +61 7 3848 2100 or email [energy-evaluation@expertevents.com.au](mailto:energy-evaluation@expertevents.com.au) to retrieve your login details. If you have not registered for the conference, please register via the website <https://energy-evaluation.org/2021-europe-conference-2/registration/>.

### I can't get past the virtual conference portal sign in page.

Please ensure that you have registered for the event and received a confirmation email with your login details from Energy Evaluation Europe. If you have registered and are unable to sign in, please call +61 7 3848 2100 or email [energy-evaluation@expertevents.com.au](mailto:energy-evaluation@expertevents.com.au) and one of our team will assist you.

### If you are using PC: The virtual conference portal is best optimized through Google chrome.

### If you are on a MAC, it is recommended to use Microsoft edge or Google chrome.

If you are having issues, for either system using one of these browsers please switch to another browser to see if this fixes the issue.



If you still experience technical difficulties after following any of the above instructions, please lodge a live support ticket using the red icon in the top right and our team will assist you further.

### I am having trouble hearing the audio for a session.

If you have colleagues around you, check to see if they are also having problems. If others are experiencing the same problem, then it is likely an issue with the presenters feed and the technical team will be working on this. Keep an eye out for any alerts dropping down in the portal to keep you updated.

If your colleagues are not experiencing the same problem, then it is likely an issue with your own computer. Please check that your computer audio is not on mute. If you are on a PC, please change to Google chrome. If you are on a MAC, please change to Microsoft edge.

If you are using the above browsers, or if you have changed to these browsers and are still having issues, please go back to the timeline, click your initials or profile picture in the top right, click Refresh Data and then refresh your browser and go back into the session. (Refer to refresh instructions on page 4).

If you are still having issues please log out of the portal, clear your cache, close your browser and then log back in. (Instructions on clearing your cache can be found on page 5).

## I hear echoing from the session.

Double check to make sure you don't have more than one virtual portal tab open with multiple sessions or videos playing. If this does not fix the issue, please lodge a support ticket.

## I can't see the video for this session.

If you are having issues with the video feed, follow the same troubleshooting tips as mentioned above for the audio. If none of the above corrects the issue, please lodge a ticket through live support and our team can assist you further.

## My webcam/camera isn't working

If your webcam/camera isn't working in a networking function or group discussion, please check that you don't have any other programs open that might be using the webcam. A webcam can only be used by one program at a time so if you have anything open in the background that is using it, it could prevent the browser from accessing it. Check that you don't have anything open like Zoom, GoToWebinar, Teams, the camera program or the virtual portal open in multiple browsers or windows. If your camera is still not working, please lodge a ticket with support.

## How do I access my session notes after a session?

Session notes are saved in each session. These notes can be exported out of the portal and emailed to you by selecting the Export button in the top right corner of the page.



## I've changed my profile picture, but it isn't updating.

If you have set a profile picture but aren't able to see it first try refreshing the portal by selecting your initials in the top right and refresh data, please also try refreshing your browser. (please follow the steps on page 4). If this doesn't work, please log out of the portal and then log back in. If this still doesn't work, please lodge a support ticket.

## I am unable to see my profile or see the meeting hub at all.

You will not see your own profile in the Meeting Hub. If you would like to double check that you are listed in the meeting hub for other delegates, please lodge a support ticket. If you did not opt into the meeting hub when you registered, you will not be able to connect with anyone in the meeting hub. To amend this choice, please phone Expert Events on +61 7 3848 2100 or email [energy-evaluation@expertevents.com.au](mailto:energy-evaluation@expertevents.com.au).

## I can't see a specific function or session on my timeline.

Firstly, please check the favourites star at the top of your timeline. If the star is highlighted blue you will only be able to see the sessions that you have selected as favourites. Please untick the star to view all sessions. If the star is not selected, please lodge a support ticket.



**I have joined a session, but I can only see the presentation slides and not the presenter**

If at any point throughout a session you are unable to see the presenter or areas of your screen appear to be cut off, please utilize the full screen option available within each session. To enable full screen mode, please select the icon displaying at the top right of the presentation screen showing



two arrows. This will allow you to see both the presenter and their presentation slides while also utilizing live Q&A and the discussion forum.

**My presentation isn't showing on the timeline.**

If you are a presenter, chair or moderator and your presentation is not appearing on your timeline, please call Expert Events immediately on +61 7 3848 2100 or email [energy-evaluation@expertevents.com.au](mailto:energy-evaluation@expertevents.com.au).

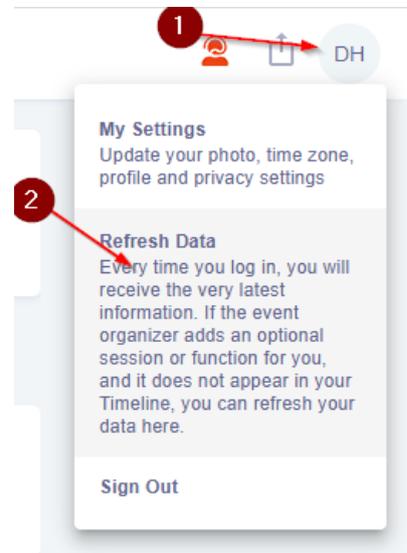
**I am a presenter, chair or moderator and don't have presenter view.**

Please call Expert Events immediately on +61 7 3848 2100 or email [energy-evaluation@expertevents.com.au](mailto:energy-evaluation@expertevents.com.au).

## FAQ Instructions

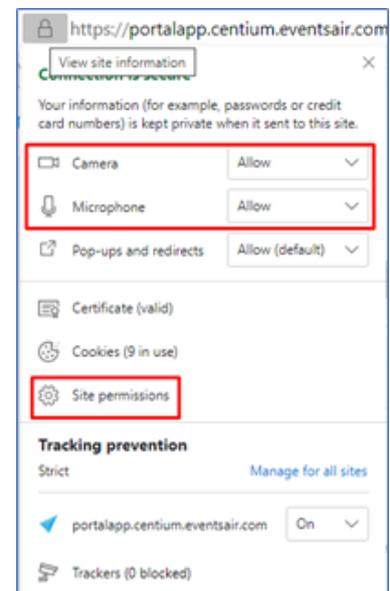
### How to refresh portal data.

Please navigate back to your timeline, click your initials in the top right and select Refresh Data. This will refresh your portal data and can fix a number of issues such as: Profile picture not updating, sessions not working or showing an incorrect video, changes made to the timeline that aren't displaying, audio/video issues. If this doesn't work, please try refreshing your entire browser. This is generally one of the first steps you should follow to rectify any issues.



### How to allow your Mic and Webcam access in your browser (if your camera or mic are blocked)

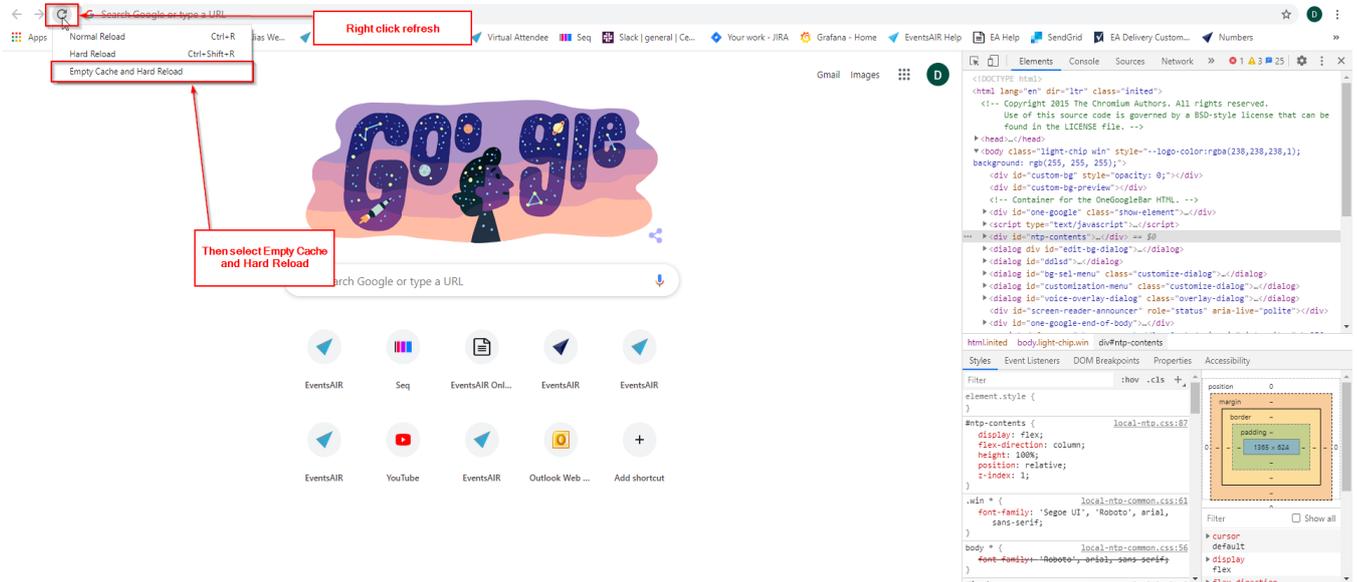
The virtual portal will run a device check when logging in. If the browser hasn't been enabled to allow a user's mic or webcam it will prompt you to allow it. To check these settings have been allowed right click on the padlock icon in the URL bar and make sure Mic and Camera are both set to allow. Changing these will block your browser from using these devices. Clicking on Site Permissions brings you to the full Site Permissions page for the Chrome browser.



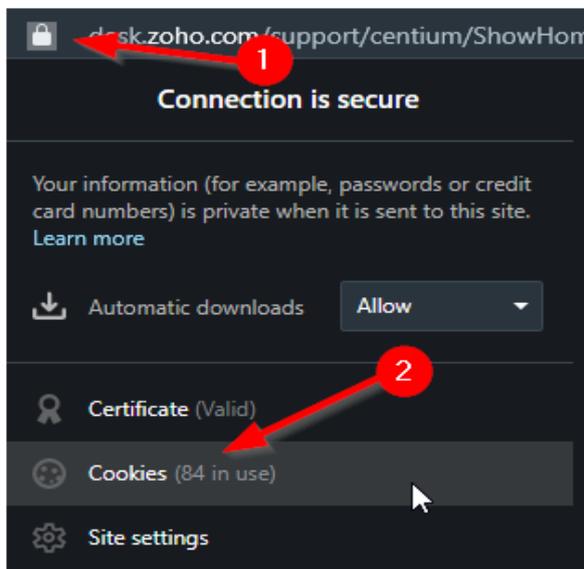
## How to clear your cache

### (If you can't access a session, or having general issues with the portal)

1. Log out of the portal
2. Clear your cache - first open the page inspector in your browser. This can be done either by right clicking on the page and selecting inspect, pressing F12 or pressing Ctrl + Shift + I. A window will open in your browser. Right click on the refresh button, found to the left of the URL bar and select Empty Cache and Hard Reload.
3. Close your browser
4. Relaunch your browser
5. Log back into the virtual portal



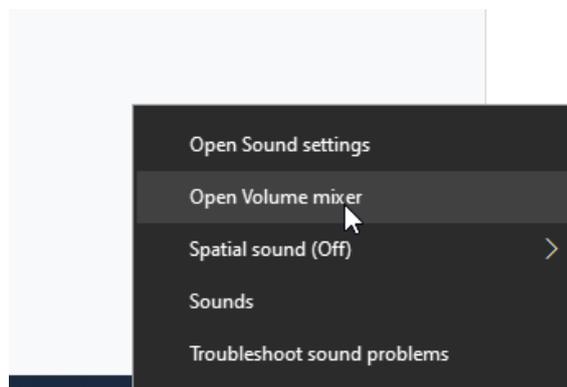
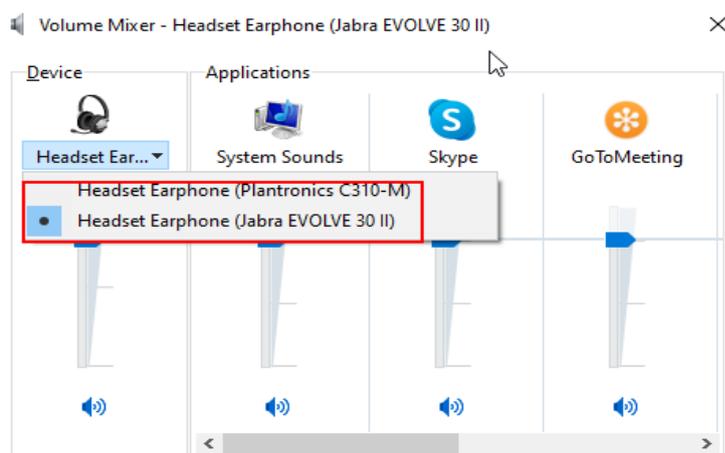
**How to allow blocked cookies. (If a session isn't running)** Click on the lock icon in the URL bar and then click cookies. Then in the blocked section allow cookies relating to the virtual portal to allow the session to run.



## Disable other sound devices (if your mic isn't connecting)

To check this right, click on the speaker icon on the bottom of your computer screen and select open volume mixer.

If there is a dropdown arrow on the device option, it means they are using multiple audio devices and the sound might be going through a different device. Select the right device and log back into the portal



## How to check extensions in Google Chrome.

To check what extensions are currently running in Google Chrome select the icon in the top right that looks like three vertical dots, select more tools and then extensions.

In this window you can check which apps and extensions are currently running in an attendee's browser. Certain apps and extensions can block the virtual portal and cause issues with video/audio/connecting to sessions (such as ad blockers, pop up blockers etc.). Extensions and apps can be turned off by selecting the blue slider icon in the bottom right corner of each app/extension.

