



## Virtual Platform FAQs and Troubleshooting

### **I did not receive an SMS or email verification code.**

1. First, make sure you are registered for the event. If you're not registered you can do so [here](#)
2. Check your spam/junk folder for the email confirmation.
3. Please contact [ranzco@thinkbusinessevents.com.au](mailto:ranzco@thinkbusinessevents.com.au) if the above does not work

### **Do I need the confirmation email sent by Think Business Events to log into the virtual platform?**

No, you can access the platform from the *Home Page* of the Congress website. Look for the 'Log in to the Virtual Platform' button.

<https://www.ranzco2021.com/>

### **If I log in and then close the browser, do I need to log in again later?**

Yes

### **Why did I get logged out?**

For privacy reasons, you will be logged out after 24 hours of inactivity. You will need to request a new verification code once expired. If for any reason you are having difficulty logging back in, please contact [ranzco@thinkbusinessevents.com.au](mailto:ranzco@thinkbusinessevents.com.au)

### **Can I log in on more than one device at the same time?**

No, your access code is unique and is single use. If you log-in on a new device, you will need to log-out of the first device and request a new verification code.

### **Can I share links to the Virtual Attendee Hub?**

Yes, however in order for the recipient to access the event, they must first register.

### **What domains should we whitelist for the Attendee Hub video player?**

If your tech department restricts access to certain sites, they'll need to whitelist the following domains to ensure you can view the virtual session:

- .brightcove.net
- .bcovlive.io
- .o.brightcove.com
- .boltdns.net
- .akamaihd.net
- bcovlive-a.akamaihd.net
- bcovlive-cvent.akamaized.net
- .akamaized.net

### **Why isn't my session video working?**

Try these solutions

- Refresh the page
- Log out and log back in

- Try a different browser
- Reduce the video quality
  1. Move your mouse cursor onto the video player screen. This will open the video toolbar.
  2. Hover over the gear icon in the bottom right, and click Auto from the menu.
- Check the bandwidth
  1. Test the internet speed (<http://fast.com/>)
  2. If speed is not at least 10 MBPs, plug computer directly into router. If that is not possible, move closer to router.
- Your network may be preventing access - see whitelist instructions. Otherwise use your personal network or internet source (eg use your phone to hot spot, or access via your phone)

### **When I leave the session room, I can no longer hear the speaker.**

Your session experience is designed to be immersive. Just like an in-person session, if you leave the room you can't hear the speaker! If you navigate to another event page, your session will stop. Simply click back into the session to return to the livestream.

### **How do I ensure the best video experience?**

Just like any livestream, there are things you can do to ensure the best viewing experience. Make sure you have a strong internet connection. It also helps to close non-essential tabs in your browser. If you do experience buffering or your video freezes, reload the session page before contacting the Help Desk.

### **Why am I experiencing audio/visual delays?**

Check your bandwidth speed to make sure you are not having issues with your connectivity. Logging out and logging back in and disconnecting from the VPN have also been found to help in this instance. If all else fails, sign on to the session from a different device.

### **Is this session being recorded and will it be shared later?**

Yes, pending the presenter's approval, the recording will be available in Virtual Platform a few hours after the broadcast has concluded.

### **What is the difference between 'on-demand' and 'live' content?**

Live content includes sessions or presentations that are being live-streamed and are playing in real-time. When you log-in to the Virtual Attendee Hub on the actual day of the Congress you will be watching 'Live'. Content becomes 'on-demand' once the Congress is no longer live. The live sessions will be recorded (pending speaker approval) and will be uploaded onto the Virtual Attendee Hub once the Congress is no longer 'live' so that it can be watched or re-watched at your leisure for up to 3 months.

### **How long will content be available post Congress?**

The content will be available for up to 90 days post Congress, depending on speaker permissions.

### **Which browser should I be using to access the Virtual Attendee Hub?**

The Virtual Platform runs best on Google Chrome, if you are using a different web browser we recommend you switch, however it is also compatible with the latest versions of Firefox, Safari, and Microsoft Edge. If you're still experiencing the error, refresh your web-page, clear your cache and cookies, or try going into incognito mode.

### **How do I join the session?**

Simply click on the session you wish to attend, this will open the session and allow you to read more information on the session. To join that session, click on the 'Join session' button.

All sessions are listed under the 'All Sessions' tab on the top of your screen.

### **Why can't I see a join session button?**

The join session button will only appear at the scheduled time for the session to start.

If the session is scheduled for 9AM start the button will appear only minutes before 9AM.

### **How do I make my profile hidden?**

If you gave permission to be displayed on the attendee list, your profile will already be visible. To change your profile to hidden) you will need to navigate to your initials on the top right hand side on the screen and hover over them, then click on 'View profile'. From here you can change your visibility settings

### **How do I use the chat?**

When you are watching a session, navigate to the menu on the right-hand side and select 'chat' (logo below), then enter your message into the box.



Chat

### **How do I participate in the Q&A?**

When you are watching a session, navigate to the menu on the right-hand side and select 'Q&A' (logo below), then enter your question into the box.



Q&A

### **How do I answer a poll?**

When you are watching a session, navigate to the menu on the right-hand side and select 'Polls' (logo below), then select your response from the options available. Polls will only be available when made live by the session moderator.



Polls

### **How do I complete the survey?**

When you are finished watching a session, navigate to the menu on the right-hand side and select 'Survey' (logo below), then complete the survey.



Survey

### **Why am I unable to ask or post questions?**

Check to make sure you are not seeing any error messages on the page and reload the page. If the issue persists, take a screen shot and share with [ranzco@thinkbusinessevents.com.au](mailto:ranzco@thinkbusinessevents.com.au)

### **How do I join the Congress game?**

The games are open to everyone and you can earn points by doing different things on the platform. To join the game hover over the 'Community' tab on the top of your screen, then click 'Game' and 'Join game'.

### **Where can I see the Congress game leader board?**

The leader board can be found in the games tab. Hover over the 'Community' tab and click 'Game'

### **When will the Congress game winner be announced?**

The winner of the Congress game will be announced in the final session.

### **How many CPD Points will I be given?**

Upon signing in online for the RANZCO Virtual Congress, RANZCO will allocate the full CPD point entitlement to you shortly after the Congress. If you do not attend the entire scientific program, please notify

[cpd@ranzco.edu](mailto:cpd@ranzco.edu) to have your point allocation adjusted accordingly. Otherwise, if your 2021 Diary is incomplete, 28 points will be added. If your 2021 Diary is complete, hours will be allocated to the 2022 diary. Please note that CPD hours are only allocated to Fellows/CPD members of RANZCO.

***If the steps above do not work or if you have any additional questions please do not hesitate to get in contact with us at the HelpDesk at [ranzco@thinkbusinessevents.com.au](mailto:ranzco@thinkbusinessevents.com.au) or [03 9417 1350](tel:0394171350).***