

CONFIRM 2021

Virtual Event Troubleshooting Guide

Issue Type	Troubleshooting Steps
Cannot access conference Web App	<ol style="list-style-type: none">1. Confirm you have the correct conference link to the Web App: https://app.socio.events/ODk0Nw/Overview/1121062. If accessing from your work computer, the Socio site may be blocked by your employer. Try accessing the Web App from your personal computer.3. An event code was provided after registration. Contact info@armanyc.org if you need it resent.4. Use Chrome for the best experience. Chrome, Firefox and Opera all work well. Unfortunately, other browsers, like Safari, do not support our technology yet.
Can I access Live Stream session from my mobile phone?	<ol style="list-style-type: none">1. You can use Social Live Streaming on your mobile device, such as your phone or tablet from your browser. You don't need to download an app or anything.2. For Android, we recommend the Chrome browser. For iOS, only Safari will work.3. For the best possible experience, we recommend that you use a laptop/desktop.
How to add sessions to a personal agenda	<ol style="list-style-type: none">1. In the Web App go to Agenda and click on a + to the right of the session you want to attend. It will change to checkmark and the session will be added to My Agenda and you can view on My Agenda tab.
Attendee does not see the presentation screen	<ol style="list-style-type: none">1. Use Chrome for best experience. Chrome, Firefox and Opera all work well2. Try refreshing your browser.
I cannot hear the speaker	<ol style="list-style-type: none">1. Check your speaker settings.2. Try switching to a different speaker.3. Session recordings will be available after the conference and you will be able to play them.4.
How to ask questions?	<ol style="list-style-type: none">1. Attendees in Live Stream will automatically be muted and have their cameras off.2. Questions can be asked via chat function when the session is live.

For all other questions, please send an email to info@armanyc.org and we will respond as soon as possible.