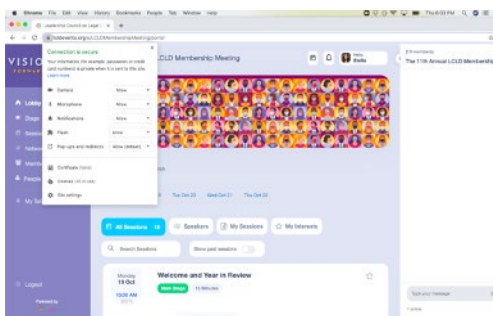


Accelevents Virtual Event Platform

LCLD Attendee Guide

1. If your work computer has strict security settings or firewalls, use a personal computer instead (if possible).
2. Make sure you are using the latest version of **Google Chrome** as your internet browser!
3. The [access link](#) will go live at 2:00 pm ET / 11:00 am PT on Thursday, January 21. You will see an “Enter Event” button at that time.
4. When you click the access link, you will then be prompted to enter the email you registered with and the password you created. If you have already created an Accelevents account, you will just need to log in with that email and password.
5. If you need to reset your password, you can do so [here](#) (please check your spam folder for the reset email).
6. Once you’re admitted into the event hub, feel free to explore, create your profile, and add your picture! The recommend picture size is 200 x 200 pixels.
7. In the hub, you’ll see a lobby chat. LCLD staff members will respond to any questions you may have in these chats.
8. For the workshops and networking, you will need your camera and mic turned on. Please enable both by clicking the lock icon in the URL bar and then selecting “Allow” for each. Please also allow “Popups” and “Notifications” as well (see screen shot below).



If you have trouble logging in or joining the sessions, here are a few tips:

- Refresh your page
- Clear your browser’s cache (**Chrome:** Settings > Privacy and security > Clear browsing data > Clear data)
- Access the page in an Incognito window (**Chrome:** File > New Incognito Window)

- Run a system check [here](#)
- Disable any firewalls (**System Preferences** > Security and Privacy > Firewalls)
- [Update](#) your version of Google Chrome

If you still have trouble after trying the tips above, you can meet with an Accelevents staff member [here](#), on January 21 from 2:00 pm – 5:00 pm ET / 11:00 am – 2:00 pm PT, and on January 22 from 10:00 am – 4:00 pm ET / 7:00 am – 1:00 pm PT.