Accelevents Virtual Event Platform

LCLD 2021 Pathfinder Regional Meeting Attendee Guide

Technical Requirements: Confirm Before the Meeting

Minimum Required Equipment:

- **Microphone and Speakers:** Please ensure that they are enabled; see page 3 for instructions.
- **Webcam:** Please ensure that it is enabled; see page 3 for instructions.
- **A device (computer, tablet, or phone) that is compatible with the supported system requirements**: We strongly recommend using the latest version of the **Google Chrome** browser. See the "Supported Devices, Browsers & Operational Systems" section below for more details.

Network Connection Settings—Please Send This Section to Your IT Team:

Accelevents stores data in AWS and uses dynamic IP address under the domain ***accelevents.com**. Below, you can find some guidelines on what to whitelist in case you have a firewall, antivirus, or VPN in place:

- Domains: *.voxeet.com | chime.aws | *.chime.aws | *.amazonaws.com | *accelevents.com | *lcldevents.org | *.tokbox.com | *.opentok.com
- IP: 99.77.128.0/18
- Ports:
  - TCP 443
  - UDP 20000-65000
  - UDP 3478

Supported Devices, Browsers & Operational Systems (OS):

Windows 8.1 or 10 | 32-bit and 64-bit
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

MacOS OS X 10.11 and later
- Safari 10 or later
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

Android OS 4.0 or later
- Google Chrome (latest version)
- Tablet and phone devices are supported
- Some features are not available on devices without Bluetooth, telephony, or Wi-Fi
- Kindle Fire tablets are currently not supported

iOS 10.0 and later
- Safari (latest version)
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

If using an iPad, please see page 3.

Joining the Meeting

1. If your work computer has a VPN, strict security settings, or firewalls and your IT team was not able to apply the "Network Connection Settings" on page 1, please use a personal computer or device to access the meeting. Networking and breakout sessions **will not work** if the proper settings have not been applied.

2. Make sure you are using the latest version of **Google Chrome** as your internet browser!

3. The access link will go live at 10:00 am ET / 7:00 am PT on August 10. 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.

Continued on the next page

8. **Enable Your Camera and Mic:** For the breakouts/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).
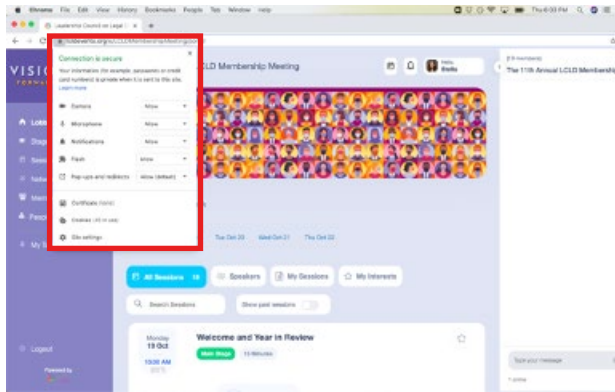
Troubleshooting Tips for Logging In or Joining Sessions:
- Refresh your page or disable the VPN on your computer
- Clear your browser's cache (**Chrome**: Settings > Privacy and security > Clear browsing data > Clear data)
- Access the page in an Incognito window (**Chrome**: File > New Incognito Window)
- Run a system check here
- Disable any firewalls (**System Preferences** > Security and Privacy > Firewalls)
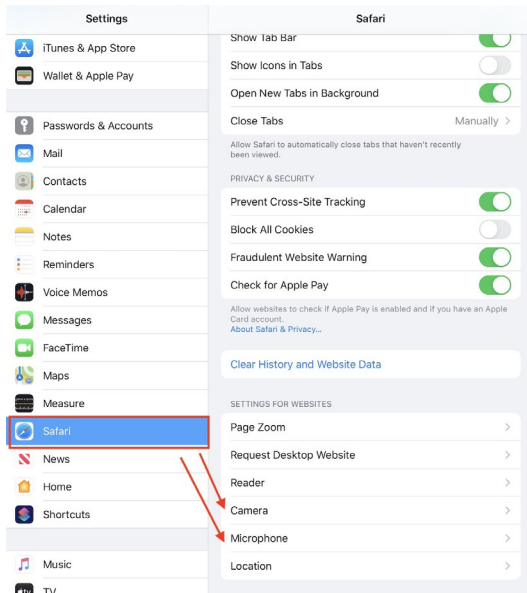- Update your version of Google Chrome

If you still have trouble after trying the tips above, you can meet with an Accelevents staff member here, on August 10 from 10:00 am - 2:00 pm ET / 7:00 am - 11:00 am PT.
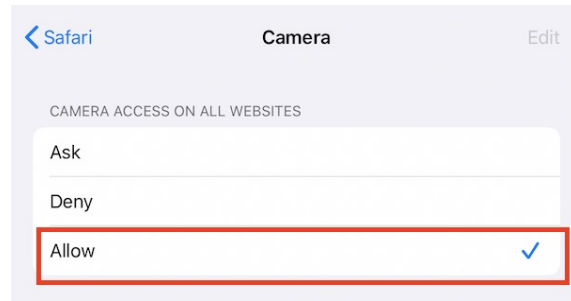
Using an iPad

To get the most out of using an iPad, please follow these steps in the Safari settings:

1. Update the settings in Safari to enable your camera and microphone:
   - Settings > Safari > Camera > Allow
   - Settings > Safari > Microphone > Allow
   - See Screen Shots 1 and 2 on the next page

2. Also ensure that your pop-up blocker is turned off (see Screen Shot 3, next page).

Screen Shot 1:

Screen Shot 2:

Screen Shot 3: