

# LCLD 2020 Connections 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 meeting [access link](#) will go live at 10:00 am ET / 7:00 am PT on Wednesday, October 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.
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. All of the sessions will take place on the main stage. Be sure to click “Stage” on your left-hand navigation bar when a session starts!
9. If you plan to do any networking, please enable your camera and mic by clicking the lock icon in the URL bar and then selecting “Allow” for each.

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 October 21, from 9:30 am – 4:00 pm ET / 6:30 am – 1:00 pm PT.



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