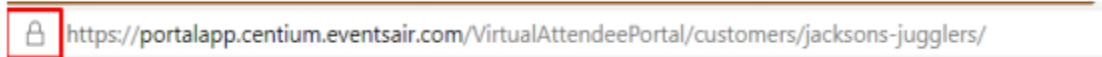


Virtual Platform Trouble Shooting FAQs

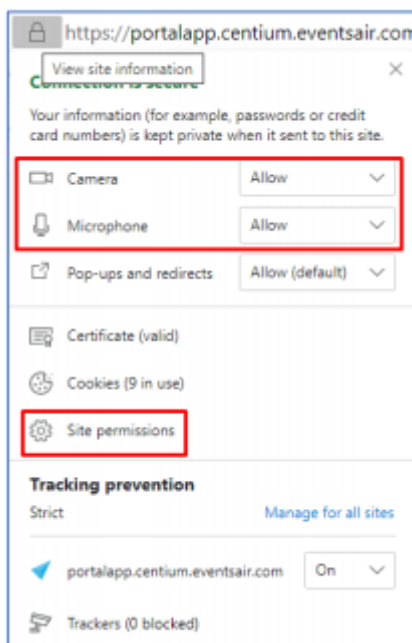
How do I check if I have the correct browser settings? See instructions for different browsers below.

Microsoft Edge – Version 83.0.478.45

Check your audio and video settings by clicking on the small lock icon located on the left side of the web address field:

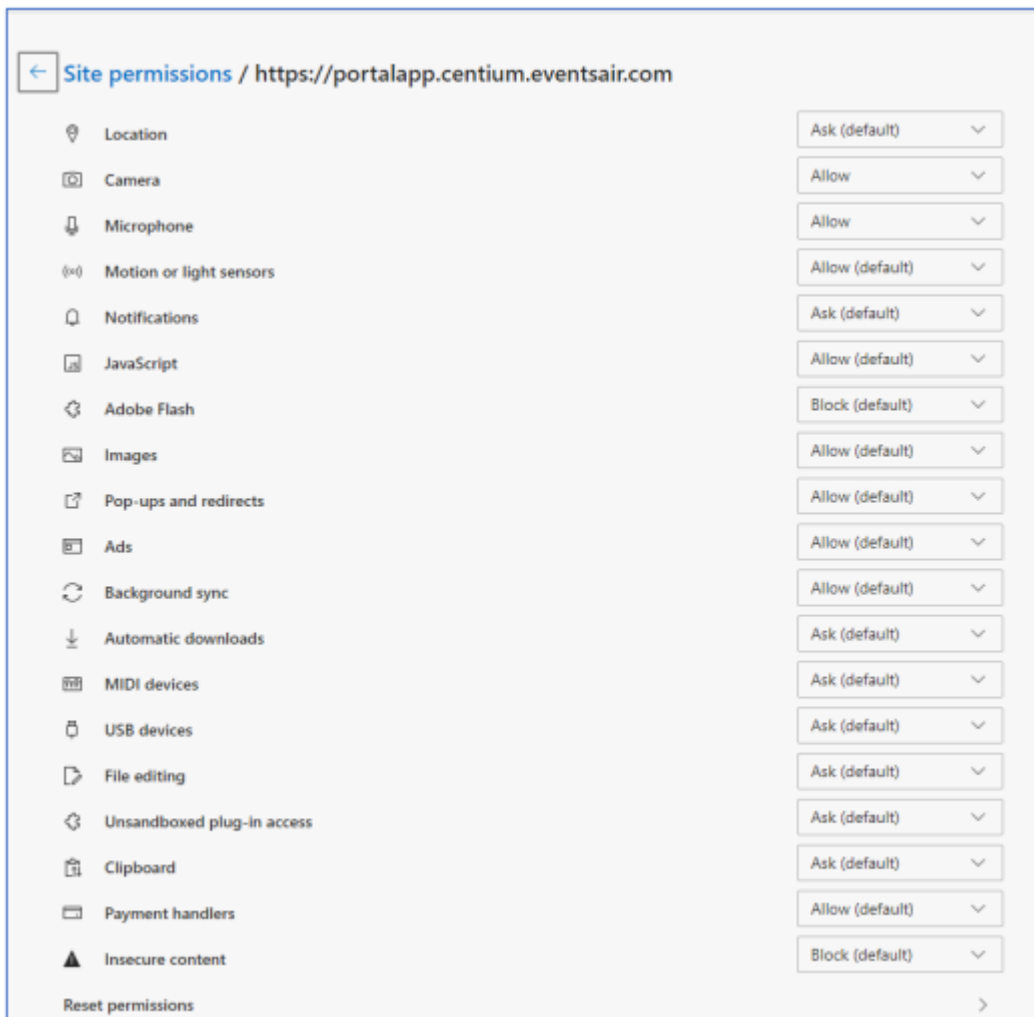


When you click on this, a drop down appears showing your camera and microphone access settings, which you can change to Allow if they are not already set this way.



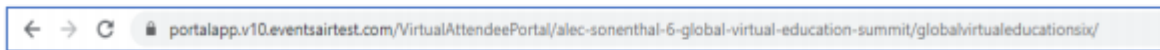


Clicking on Site Permissions from this view will bring you to the full Site Permissions page for the Edge browser.

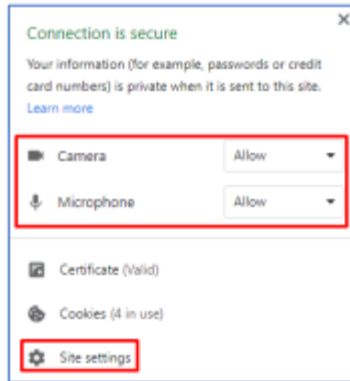


Chrome – Version 83.0.4103.97

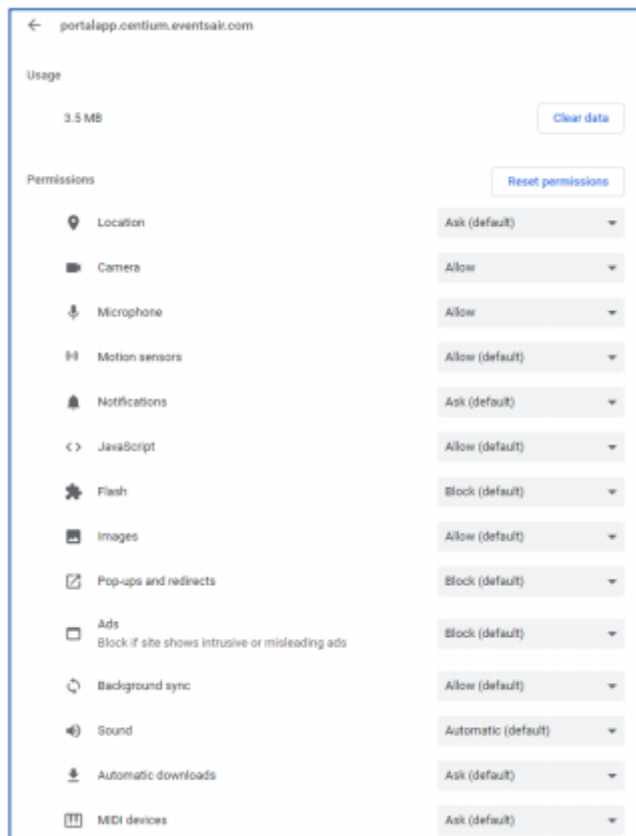
Check your audio and video settings by clicking on the small lock icon located on the left side of the web address field:



When you click on this, a drop down appears showing your camera and microphone access settings, which you can change to Allow if they are not already set this way.

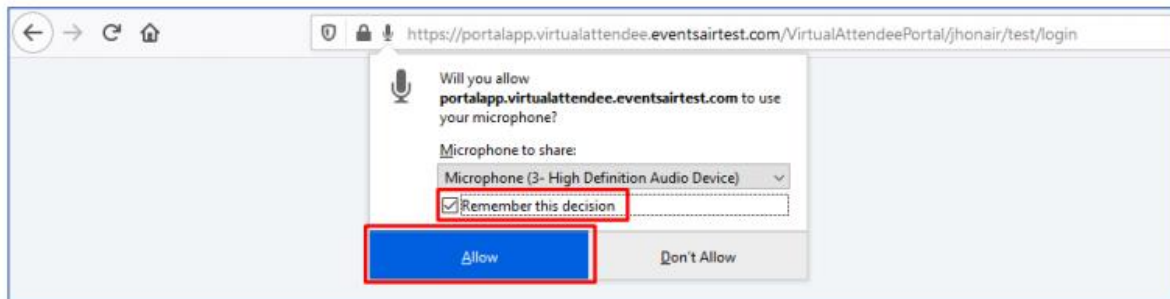


Clicking on Site Permissions from this view will bring you to the full Site Permissions page for the Chrome browser.

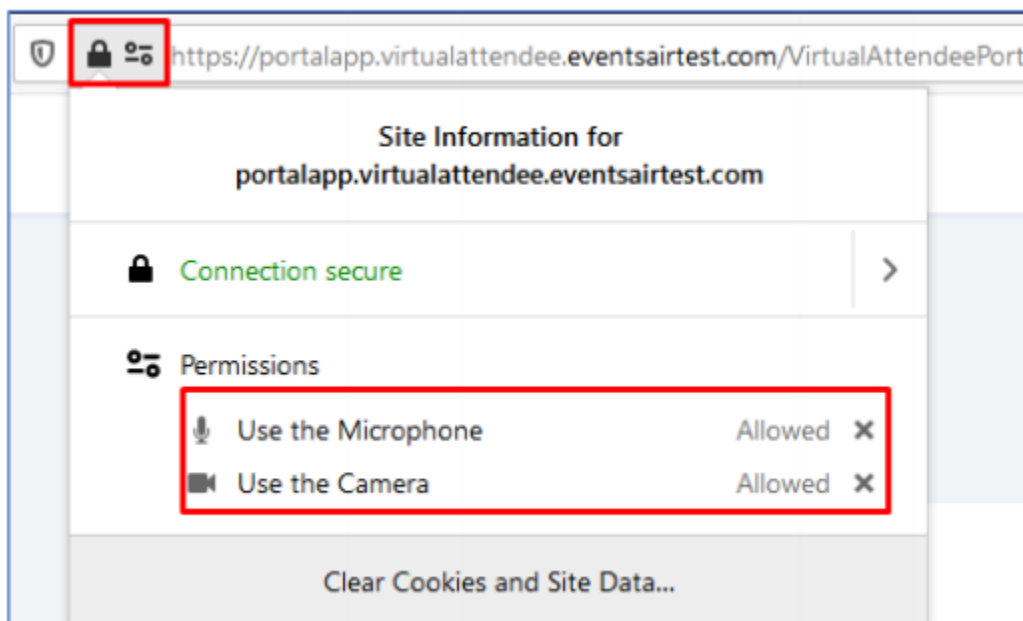


Firefox - Version 77.0.1

When first visiting the OnAIR site via the Firefox browser it should prompt you to enable the webcam and microphone upon logging in as shown below. When this occurs, please be sure to select your microphone input and hit the "Remember this decision" checkbox so these choices are saved for future use in OnAIR. To note you will be prompted to do this for both your microphone and webcam.

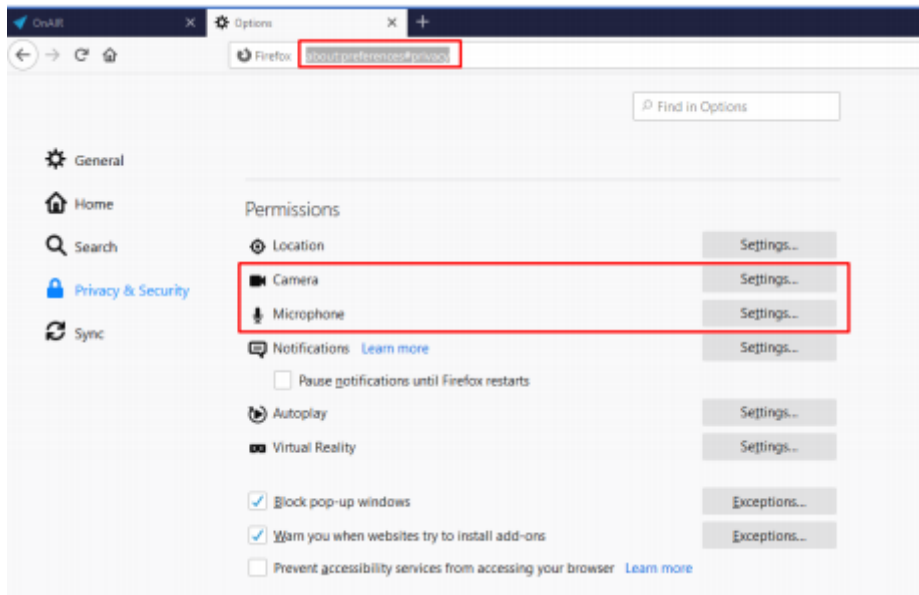


Once logged into the OnAIR portal, when you select the Lock icon on the left side of the Web Address, you will see the microphone and webcam marked as allowed if you did indeed hit the "Remember this decision" checkbox previously mentioned.

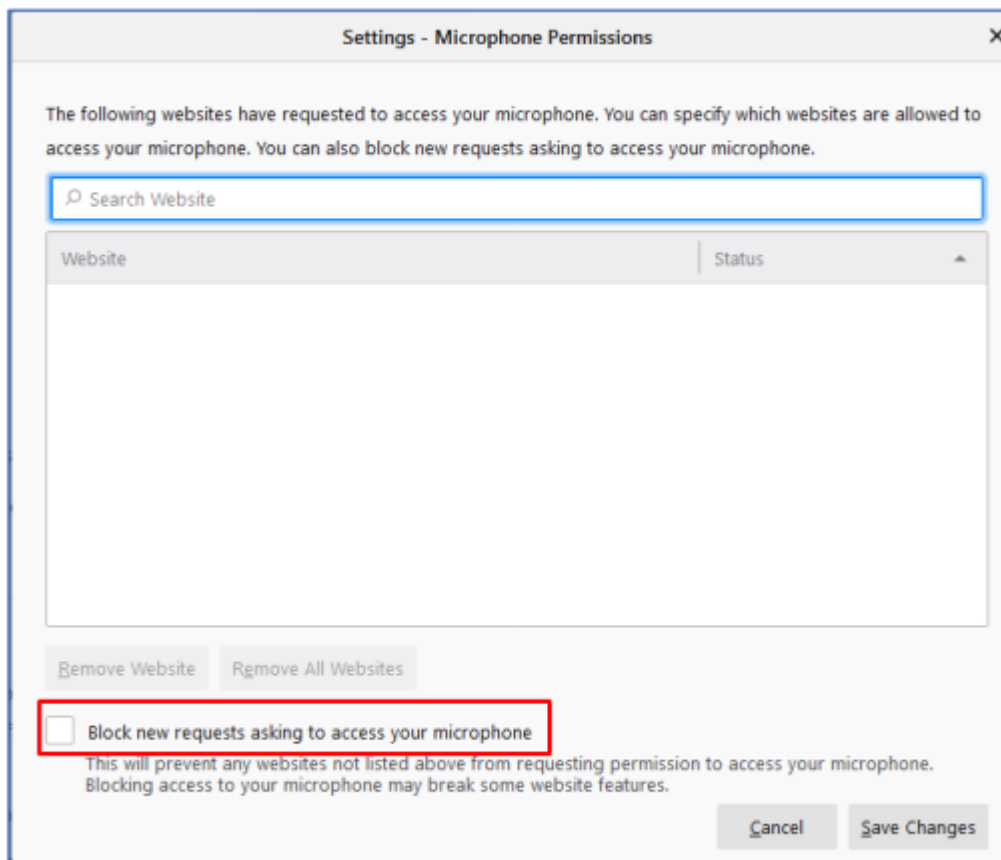


If you were not prompted to enable your webcam and microphone, please go to: <about:preferences#privacy>

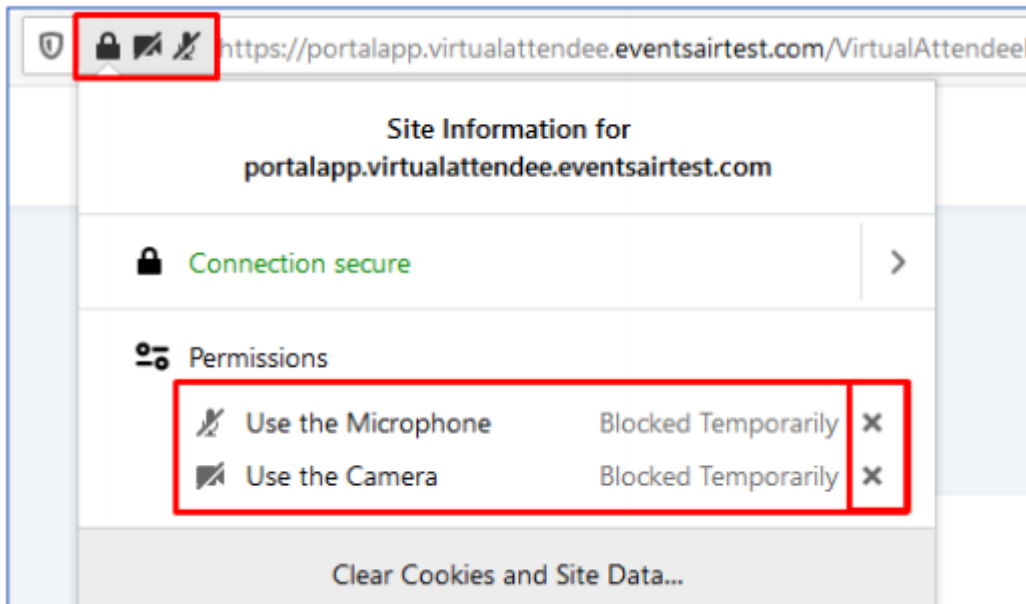
In the Firefox address bar where you then need to scroll down a bit to reach the Permissions section as shown here.



If you then select settings, you will be shown the appropriate settings options.
NOTE: There will be a check box down the bottom of the window regarding blocking access requests. Please be sure to uncheck this if it is already checked.

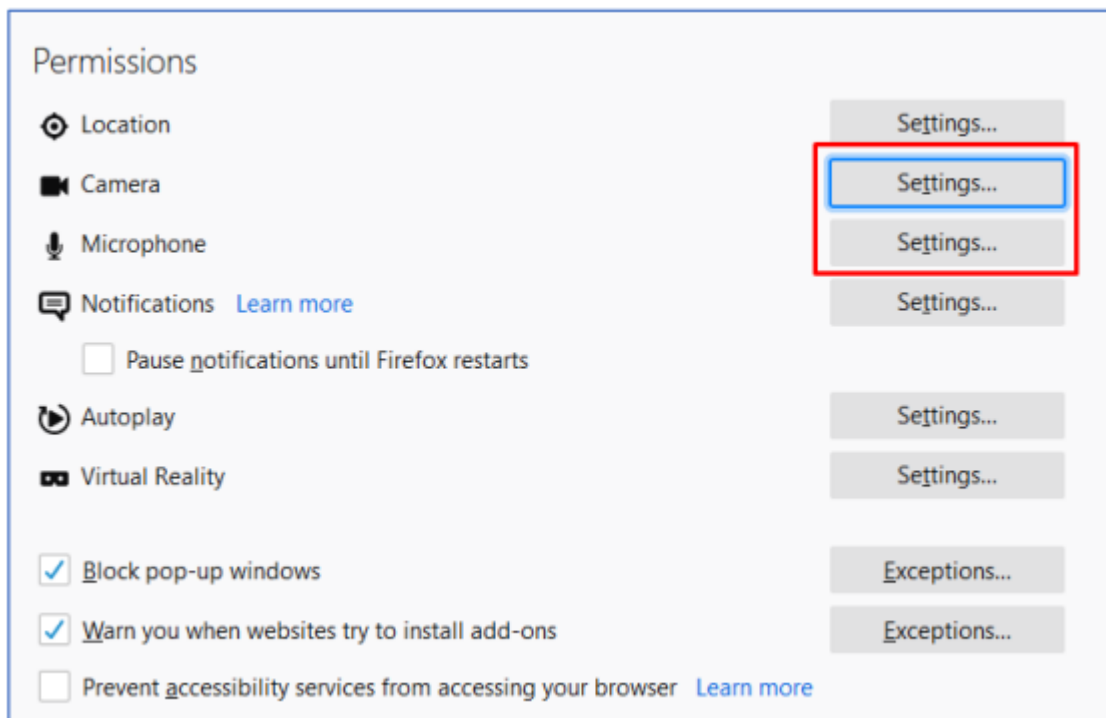


It may also be the case that your FireFox browser is currently blocking the access to the microphone or webcam for the OnAIR portal. If this is the case, you will see this when clicking on the highlighted icons below within the OnAIR portal.



To change this:

1. Select the "x" button next to the rules shown above
 2. Close Firefox
 3. Relog in to the OnAIR portal which should then prompt you again to confirm your settings
- Alternately, you can navigate to the below section as previously shown in this section and change the EventsAIR entry to "Allow" instead of block.



Settings - Camera Permissions

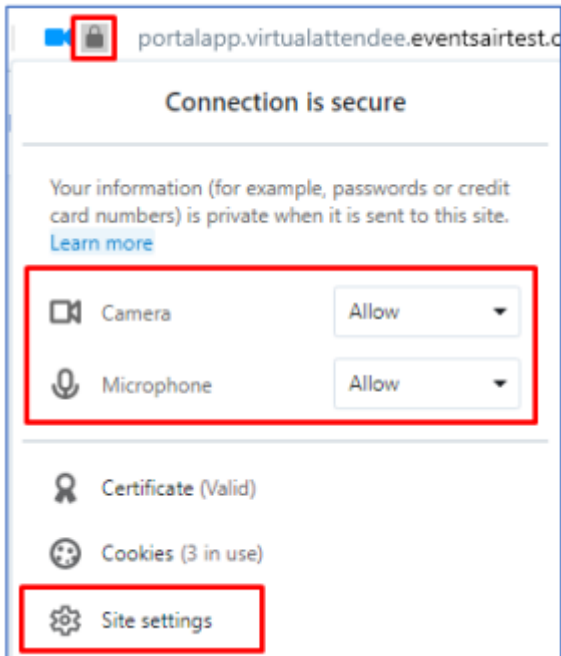
The following websites have requested to access your camera. You can specify which websites are allowed to access your camera. You can also block new requests asking to access your camera.

Website	Status
https://portalapp.virtualattendee.eventsairtest.com	Block

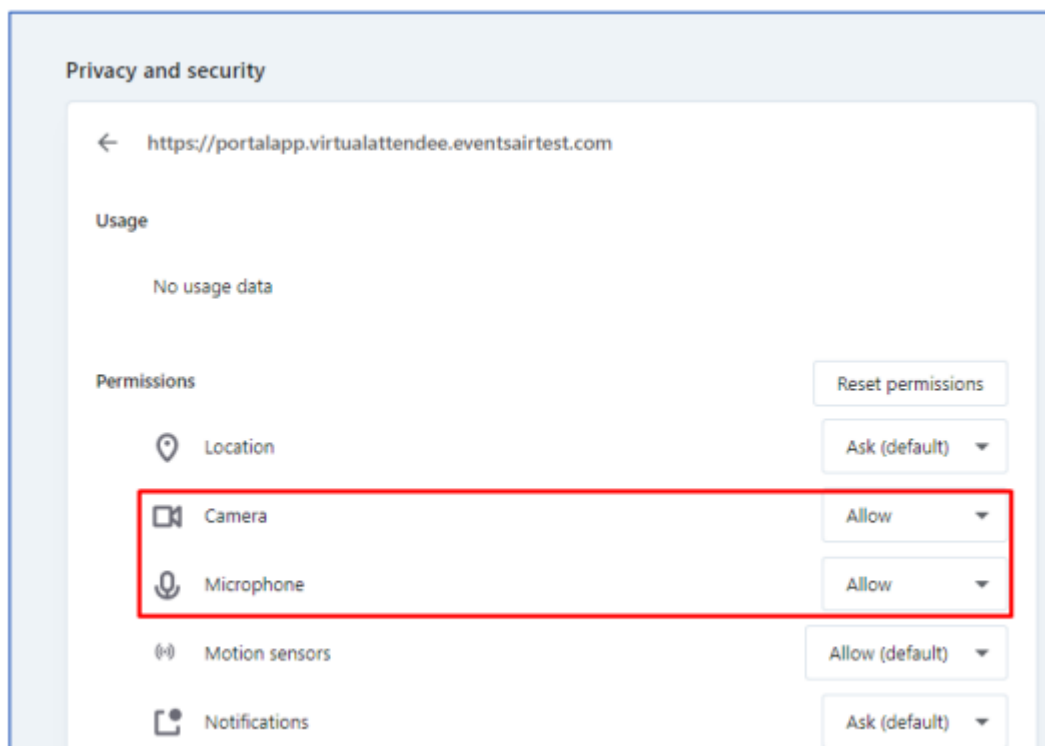
Block new requests asking to access your camera
This will prevent any websites not listed above from requesting permission to access your camera. Blocking access to your camera may break some website features.

Opera – Version 68.0.3618.125

Click on the Lock icon in the web address bar to display your camera and microphone settings.

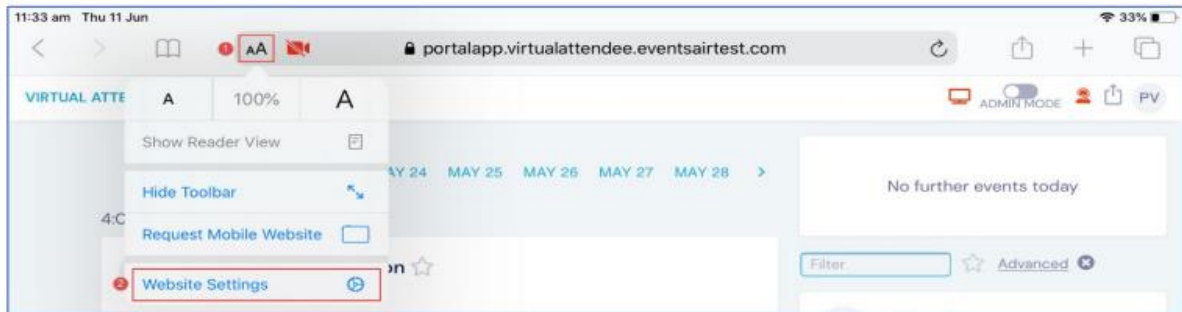


If the displayed camera and microphone options are either not present or not enabled, please click on Site Settings to navigate to the settings section and enable them there.

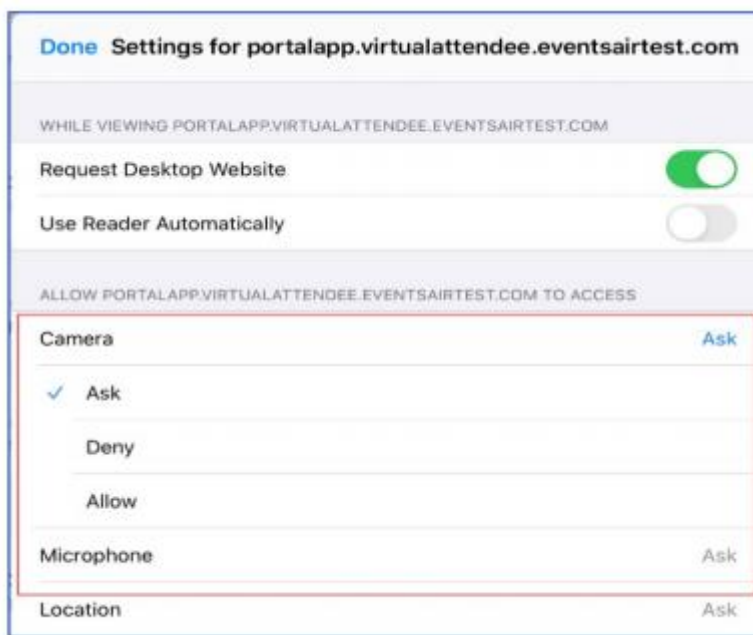


IPad Safari - Version 13.5.1

Click on the font settings icon in the Web Address field and then click on Website Settings.

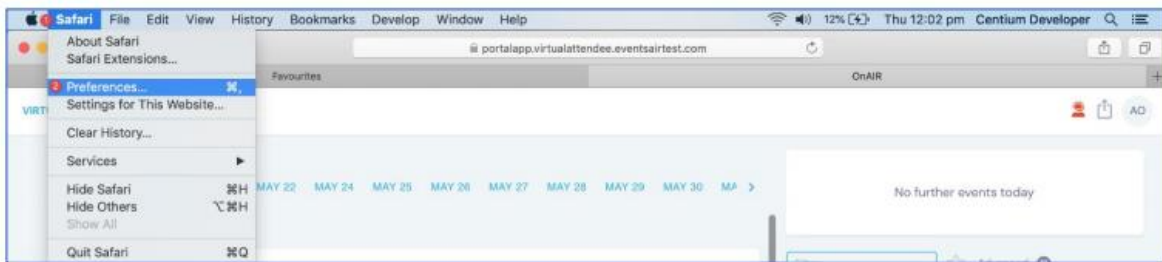


Here, you will be able to Allow Access to your Camera and Microphone.



Mac Safari - Version 13.1.1

In the Safari Menu, select Preferences



Choose the Websites Tab. Here, you can choose your camera or microphone settings.

To the right of your currently open website (Typically the OnAIR Portal address), you can click and choose Allow.

