Introduction
The EARLI and JURE 2021 virtual conferences will be hosted through PheedLoop, our virtual event platform. PheedLoop offers a stable, scalable and user-friendly conference solution, complete with a Zoom integration to host live sessions.

To ensure a smooth conference experience for both conference attendees and presenters, we have provided a series of pre-recorded tutorials that walk you through the main functionalities of PheedLoop, our virtual event platform. Watch our tutorial videos on our YouTube channel: http://bit.ly/EARLI2021-TUTORIALS

For anyone who still has pending questions, we are hosting a live Q and A session to pick up on anything that might still be unclear. These live training sessions will take place at the following times:

- Tuesday 20th of July at 09:30 CEST
- Wednesday 4th of August at 14:30 CEST
- Wednesday 11th of August at 20:00 CEST

Sign up through EARLI.org/EARLI2021 to take part in one of our live Q and A sessions!
During the Conference

During the conference, we recommend the following tips and tricks:

- **Google Chrome** is the recommended browser, connected to a landline internet connection, if possible.

- Presenters are recommended to test their microphone and camera through the “backstage” area (cfr. tutorial video on Backstage and Presenters), before the start of their session.

- During a live session, feel free to reach out to the dedicated EARLI Helper, present in each session who can help with the most urgent questions.

- Use the “help” button within the virtual platform to search through PheedLoop’s own support base:

- If you are unable to solve the issue yourself, or with the help of the EARLI helper, reach out to a member of the EARLI Office through the chat widget (“contact us”):
Recommended System and Internet Requirements

A general rule of thumb is that any modern browser and high-speed internet connection is all that’s really needed to run PheedLoop itself. The best setup we’ve found is using Google Chrome on a laptop or desktop, with an internet connection offering at least 25 Mbps download speed. You can test your internet speed at fast.com.

**Supported Browsers**

Any major, modern browser is supported. This includes Google Chrome, Mozilla Firefox, Apple Safari, and even Microsoft Edge. **Note that Internet Explorer is not a supported browser due to it being incompatible with modern web performance and security standards.**

**Device Types**

PheedLoop’s virtual conference platform is best experienced on a laptop or desktop device, though it is responsive and compatible with tablets and smartphones. Tablets and smartphones are best suited for view-only experiences, as PheedLoop relies on several technologies that are best compatible with full browsers (e.g. Zoom for live sessions).

**Troubleshooting**

Everybody has different browser configurations and network settings/restrictions which, in extreme cases, may warrant trying a different browser and/or network just to have a clean environment to engage with PheedLoop through. In case something isn’t working, to isolate the root cause, we often suggest trying:

1. Private/incognito window in your browser
2. Different browser (see Supported Browsers above)
3. Disabling any operating system level VPNs or firewalls which may be blocking a specific website
4. Different network
5. Different computer
Live Stream Troubleshooting

If you are experiencing issues with the live stream during the conference, it's very likely local to your computer or browser configuration. Although there isn't one magical fix, here are some common troubleshooting tips that should allow you to experience the conference to its fullest.

Browser

We strongly recommend using a modern browser to participate in the virtual event. Specifically, we suggest Google Chrome for its security and feature compatibility. If you have Google Chrome installed, please use it instead of your current browser.

Internet Connection

A high speed internet connection is recommended to participate in sessions without experiencing interruptions. If the stream is working, but the audio or video seems choppy, it's possible that your internet connection is too slow, unstable, or bandwidth is being utilised elsewhere.

Other Possible Issues & Solutions

<table>
<thead>
<tr>
<th>Issues</th>
<th>Possible Solutions</th>
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<tbody>
<tr>
<td>Session is not yet live</td>
<td>Ensure you’re viewing a session at the date and time that it is expected to be live</td>
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<tr>
<td>Getting video, but no audio</td>
<td>Ensure your speakers are not muted, none of the controls on the stream (if available) are muted, and no other tab is occupying your audio channel</td>
</tr>
<tr>
<td>Microphone or webcam isn’t working</td>
<td>Check to make sure you’ve granted the browser tab for the virtual event access to your microphone and webcam</td>
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If you continue to experience issues, please send an email to support@pheedloop.com with:

1. Full screen (not just your browser) screenshot showing the problem
2. Name of the event you are experiencing issues with
3. Browser you are using
Allowing Camera and Microphone Permissions in Your Browser

If your camera or microphone in Zoom isn’t working for you, typically this means that you (accidentally) disallowed access to those devices when first accessing the EARLI or JURE 2021 conference platform.

If you believe you did correctly provide permissions, and your camera and/or microphone still aren’t working, we suggest ensuring you have the actual devices enabled, you’ve toggled them on in Zoom, you’ve checked that they are working correctly through the backstage area (available for presenters only), and you’re sure that they are not occupied by a different application on your device.

Google Chrome

Click on the lock icon next to the URL in the address bar in your browser. A menu will pop up like the one shown in the image. Ensure you’ve selected “Allow” for both the Camera and Microphone, and refresh your page. You may be prompted to allow permissions in an automated pop-up if you chose to “Ask” instead of “Allow”, so ensure you allow PheedLoop camera and microphone access.
Firefox

Click on the settings icon next to the URL in the address bar in your browser. A menu will pop up listing permissions like the one shown in the image. Click "X" on any permissions that are labeled as "Blocked Temporarily" and refresh the page. You may be prompted to allow permissions in an automated pop-up, so ensure you allow PheedLoop camera and microphone access.

Other Browsers

All other less common browsers such as Safari or Edge follow very similar processes as Chrome and Firefox. Look for a set of tools next to the URL in the address bar to access a menu which allows you to modify camera and microphone permissions.