



Technical Requirements

Which browsers are supported?

- Google Chrome (v50 or higher) – **recommended for best performance!**
- Mozilla Firefox (49.x or higher)
- Safari (12.1 or higher)
- Microsoft Edge (81)

General causes of errors

VPN, firewall, strong antivirus software or a specific corporate network may block outbound/inbound media. To make sure that a specific network is not interfering, we recommend performing a short test. Please also note that only one person can have access with the personal link (see login details).

How can I check if my operating system is supporting the platform and its sessions?

[This](#) website provides insight in some common issues. The page includes:

- Platform services check
- Video tests
- Session services check, including a browser and webcam check
- Frequently asked questions concerning common issues

My camera and microphone are not working, how do I fix this?

[This](#) page explains how to setup your camera and microphone in Google Chrome or Safari.

Please make sure that there is a green light behind the microphone and camera icon. Otherwise please go to the settings icon (wheel) and make sure that you have selected the right microphone and camera.

How do I login on the desktop-based platform?

You can either click on the **“magic link”** in your email (“Get ready for the Virtual Meeting”) and you will **automatically** be guided to the login and check-in page.

In case your personal login details are not already completed automatically please use the login data (Email and Code/Password) you have received in the same email.

LOGIN HERE AND CHECK-IN

Since you just clicked the magic link in your mail we already completed the login details for you!

(SEE YOUR REGISTRATION EMAIL)

SUBMIT

Is it possible to access the desktop-based platform via a smartphone or tablet?

The desktop-based platform is desktop-optimized and not fully accessible via a smartphone or tablet. This means that not all conference features will be fully usable via a mobile browser.