

Top tips for ensuring your talk goes well:

When joining a virtual event, it can get frustrating when the video is freezing or when the audio is choppy. Here are some tips that you can try to improve the quality of your virtual event experience:

1. **Restart your device before joining the event.** If you're using your camera or microphone for the event, make sure to restart your device so that any other applications on your device that has access to the camera or microphone are turned off.
2. **Use fast and stable internet connection.** Video quality depends on your internet speed, so make sure that you have at least 5mbps internet speed and that your connection is stable to ensure that your video will come through clearly. It also helps if you have a backup connection just in case.
3. **Use low resolution.** If your internet connection is not strong enough, try changing from High Definition to Low Definition as it requires less bandwidth. This way, it will lessen any choppy interruptions.
4. **Use a newer device and updated browsers.** Older devices tend to be slower when processing data. So even if your internet is stable, your device might not be fast enough which can cause freezing and choppy. Your browser should always be the latest version to ensure that all aspects of the event will work well.
5. **Close other tabs and applications.** The more programs you have open, the slower your device gets and sometimes it even overheats. Make sure that the opened applications are the only ones that you need while you're in the event.
6. **Refresh and clear cache.** If something is not loading, refresh your browser to see if it will load. Clearing the history & cache will fix certain problems, like loading or formatting issues on web pages.
7. **Use an incognito window.** If you're having issues logging in and you're not even sure what email address you're using to log in. Start fresh by opening an incognito window, none of your browsing history, cookies and site data, or information entered in forms are saved in incognito so it will see you as a new user and won't know who you are. This provides a quick way to get around stored cookies & cache that might affect your experience within the Virtual Event.
8. **Allow browser video and audio access.** There's a lock icon on top of your browser, click that and make sure that the audio and video options are enabled.
9. **Use headphones.** If you're using your microphone, using headphones can minimize background noise and eliminate echo or audio feedback. Just like how it is on a regular call, you can hear someone clearer if the sound is coming from an isolated source.
10. **Disable Firewalls and using VPN.** Firewalls are known culprit for minimizing platform optimization and participation, so some features like chat or video may not work because your network security system restricts and controls network traffic/access. A Virtual Private Network (VPN) uses encrypted connections and therefore will restrict and block video and audio access. These restrictions will often affect both input and output access.