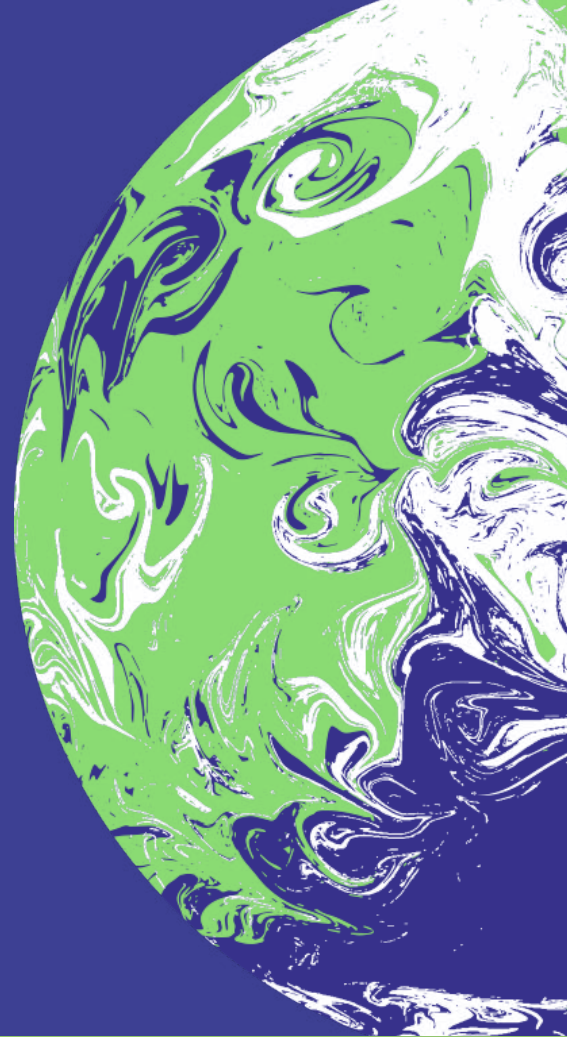




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# CONNECTION TIPS

## HOW TO GET CONNECTED EFFECTIVELY

### Use the correct browser

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Our platform works best when it is accessed using the Google Chrome or Microsoft Edge browsers. Using Mozilla Firefox or Internet Explorer is not recommended.

To install the recommended browsers, type "Google Chrome download" or "Microsoft Edge download" into your current browser. You will see an option to download the new browser in the list of search results. Click this link and follow the instructions for installing and setting up Google Chrome or Microsoft Edge.

### Get the right internet speed

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To ensure high quality 1080 HD video, an internet connection speed of at least 5 Mbps is required. Because internet speeds vary, it's better to have a speed of 1.5 x higher than the required Mbps. To prevent image pixilation and dropped frames, a speed of 8-10 Mbps is recommended.

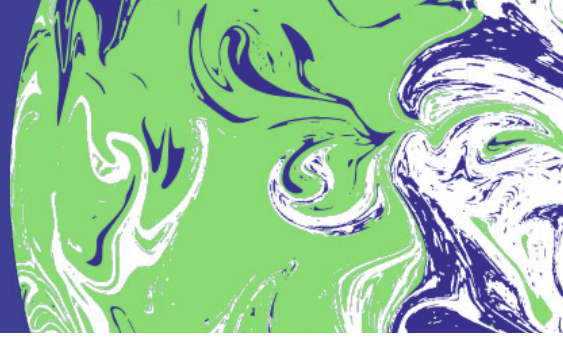
Check your internet speed by visiting [speedtest.net](https://speedtest.net) and running a test. If it's below 8-10 Mbps, then check if you have any downloads running, or any websites open that use video, and close them. You can also try closing apps such as Netflix and Spotify that may be running in the background.

### Use the right hardware

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The minimum hardware requirements include:

- Processor: 1.5 GHz (dual core) / 2.6 GHz (single core)
- Graphics
- Modern Intel Extreme Graphics / Nvidia / ATi with 128 MB video RAM
- Core clock: 300 MHz



## Having trouble?

### Refresh

If you experience connectivity or loading issues while watching a session, refresh the page by clicking the circular arrow button in the top left corner of your browser .

### Use your desktop

When you can, access the platform on your desktop computer. Mobile connections and data can be more unreliable, depending on where you are.

### Adjust VPNs and other applications

Some VPNs may slow video loading and block live streams. When using the platform, it can be helpful to disconnect from any VPNs.

To do this on Mac desktop devices:

1. Go to System Preferences, then Network
2. Select your VPN connection in the panel on the left
3. Click 'Disconnect'

To do this on iOS:

1. Go to Settings, then General
2. Tap 'VPN'
3. Slide the VPN status to 'Not Connected'

To do this on Windows 10, 7, and other versions:

1. Go to Settings, then Network & Internet
2. Select 'VPN' in the menu
3. Select the VPN connection you want to disable
4. Click 'Disconnect'

To do this on Android:

1. Go to Settings, then Network & internet
2. Tap 'VPN'
3. Slide the VPN to off

You can also conserve bandwidth and increase image quality by shutting down applications that are running in the background.

### Clear cache

Clearing your browser's cache can also help with image and audio issues. Try the following:

1. If logged into the event before the session started, log out.
2. Click the three-dot icon in the top right corner of your browser window, then choose 'Settings'.
3. Clear browsing data.
4. If you are using Chrome, navigate to the Privacy and security tab and click 'Clear browsing data'.
5. If you are using Edge, navigate to the Privacy, search, and services tab and click 'Choose what to clear' in the Clear browsing data section.
6. Choose a time range in the Time range drop-down menu.
7. Check the boxes next to Cookies and other site data and Cached images and files.
8. Click 'Clear data'.
9. Log back in to the session.

### Inspect and clear cache

If you don't want to clear your entire cache for all websites and all cached information you can use 'Inspect' to clear cache on just the session page.

1. Right-click anywhere on the page and click 'Inspect' (last option). A window will appear on your browser showing the session's site code.
2. Hold down on the 'Refresh' button at the top of the screen until a drop-down menu appears. Select 'Empty Cache and Hard Reload' (on Chrome) or 'Empty cache and hard refresh' (on Edge).