VIRTUAL APPOINTMENTS GUIDELINES

<u>Table of Contents</u>

Table of Contents

For the best experience:

For the best possible virtual appointment experience, we recommend using a laptop or desktop computer with a compatible browser, preferably the latest version of Chrome. Other browsers (Safari, Firefox, Edge) may work, but older versions may have virtual meeting issues.
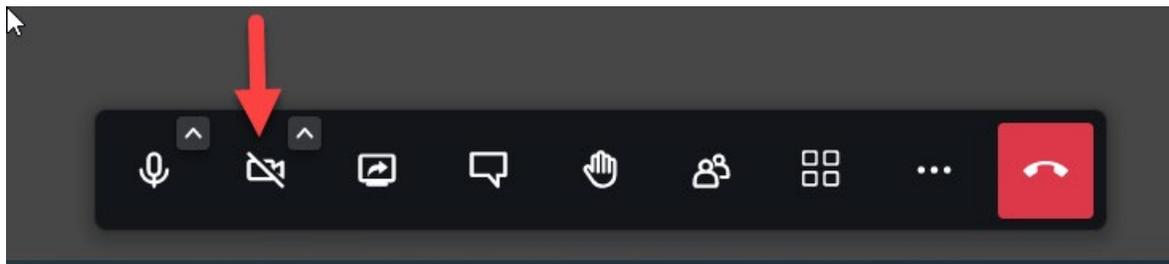
Time Zones:

Your virtual schedule will be in your local time zone and is based on the time of your device. However, your PDF or printable schedule might be displayed in time zone of the event or your local time zone. So always be sure to pay attention to the time zone displayed next to your time. This is particularly important if the event is a hybrid event.

Internet speed:

You can test your internet speed here: https://www.speedtest.net/. For the best experience, you should have a connection that is 5mbps or greater, both upload and download.

Internet speed solutions:

If you are breaking up (speech is garbled), turn your camera off by clicking on the camera button in the bottom center of the screen. Make sure that others on your Internet connection are not streaming audio/video, gaming, or downloading.

Testing Your Mic and Camera:

Please log in early and ensure your microphone and camera are working correctly by clicking the "Test Mic and Camera" option (top right).
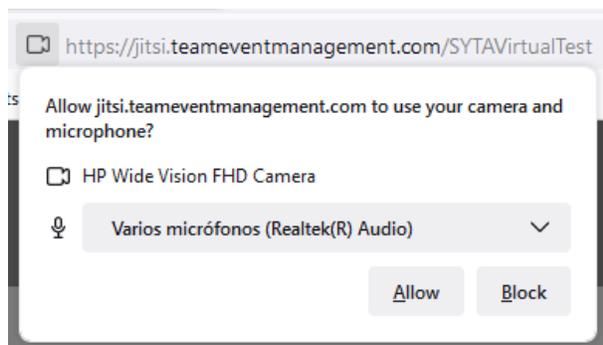
TEST MIC AND CAMERA   VIEW OWN PROFILE

Even if you are able to see and hear yourself in the "Test Mic and Camera" you still may not be able to join a meeting because you are being blocked by a VPN/Firewall.

Note that this option may take several seconds to come up.

Allow Access:

Allow access to your audio and video when prompted.

Navigation:

You will see the Virtual Appointments link on the My Event menu.

Please log in early and make sure your microphone and camera are working correctly. You will see your Appointments Schedule on the left column of the page. The virtual appointments will start and stop automatically and at the correct time. **You do not have to click on anything.**

The countdown clock will start flashing slowly when you have 1 minute remaining in your appointment and then will flash faster when you have 30 seconds remaining.

Welcome message videos and other videos may play throughout the session. You do not need do anything to start the video, however it will, most likely, be muted. Click the unmute button or volume slide within the video.

Prepare:

Make sure you are prepared to do business by testing your audio, video, Internet connection, and firewall before your first virtual appointment. There is a test option either in My Event and/or within the Virtual Appointments. **It is very important that you test your device before the event.**

Do Not Use VPN:

Do not access the event over a VPN. Most VPNs will block access to the virtual stream, and some VPNs block access to your camera and microphone. You can turn most VPNs off and access the Internet directly.

Connection Issues (Firewall/VPN/Virus Protection App):

If you know you are behind a corporate firewall or using a VPN from home that you cannot turn off when accessing the Internet, you will need to talk to your IT department. Ask them if there is a way for you to access the Internet without going through your VPN. If you are behind a corporate firewall, ask your IT support to open the ports that are being blocked through the firewall. (Firewall port information below)

If you do not have easy access to your IT support, stay at home and use your home network and personal computer without a VPN. You can also use 2014 or later versions of iPads and Android tablets (with the latest OS updates), but the iPads and tablets don't always allow you to share your screen. If the iPads and Android tablets go through the same corporate network, you will still be blocked. You can also access the Virtual Appointments page using a mobile phone. Make sure that you "Allow" access to your mic and camera when prompted. The Virtual Appointment system will work with most newer mobile devices, but because of minimal screen space a desktop or laptop is preferred.

Another option is to use your mobile phone as a mobile hotspot. You can connect to this mobile hotspot using your desktop or laptop, thus bypassing your corporate firewall. Make sure you are using mobile data and not going through the corporate Wi-Fi network that was blocking you in the first place.

If you still need to get your IT department involved, then please send the following:
Hello IT Department: You are more than likely reading this because the person forwarding it to you is using a device or connection that is blocking their access to Jitsi Video Conferencing. If they are remote and using a VPN, please show them how to connect to the Internet without going through the VPN. If they are behind a firewall, please read below:

- The WebRTC Test below should give you a good idea of what is being blocked:
  - http://test.webrtc.org/
- UDP Port 10,000 must be open. If you don't want it open this port for all traffic, then you can open it for IP 52.45.211.99
- You can test the UPD Port 10,000 by running the following from the command prompt:
  - nmap -sU -p 10,000 52.45.211.99
- If the nmap command is not installed, you can get it at:
  - https://nmap.org/download.html
- If you are still having issues, set up an Internet connection outside your corporate firewall for this user.
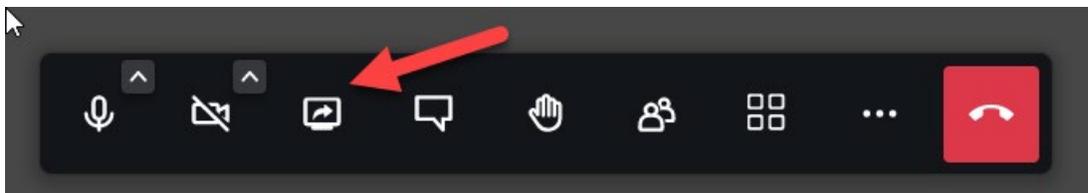
Audio Feedback or Echo:

Do not open the appointments page in more than one browser window or on multiple devices, as it will cause feedback. If your voice or others are echoing, that means that you or one of the people you are meeting with have more than one browser window open to the Virtual Appointment Page. Close one of the windows.

It can be hard to find a hidden browser that is open, so if you still hear echoing after you think you have closed all browsers, but you still see two images on the screen of yourself or your name, then you still have another browser window open to the same meeting. If all else fails, reboot so you know you only have one appointment session open.
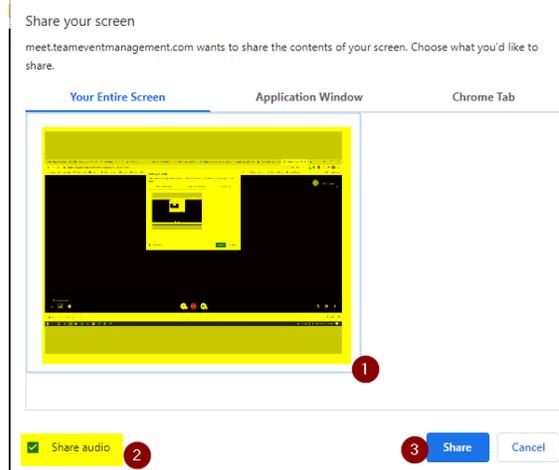
Sharing Screen and Video:

If you wish to share images or videos from your computer during your appointment, you can do so by clicking the Share Screen icon that will appear at the bottom of your video feed.
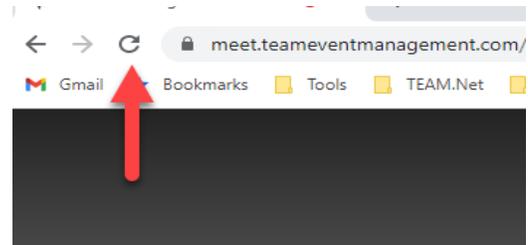

You will be asked to select which window you wish to share and click "Share". If the Share button is grayed out, you have not selected a screen to share.

Important: To share a video, you must click "Share Audio" before clicking "Share". You will not be able to share your screen on an iPad or Mobile Device. Some Mac devices will block screen share if you do not have "Allow Recording" turned on.
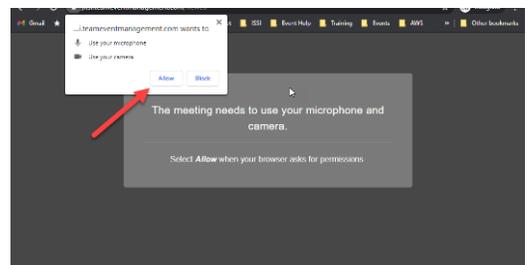

I can't hear anything and/or no one can hear me.

First, try refreshing your browser by clicking the circular refresh arrow in the top left of the browser window. Make sure you are using the most recent version of your browser. Chrome works best. Do not use Internet Explorer. Make sure you are using the latest version of Windows 10 or a recent Mac release.

You should see a pop-up asking for permission to use your camera and microphone. Please click "Allow".
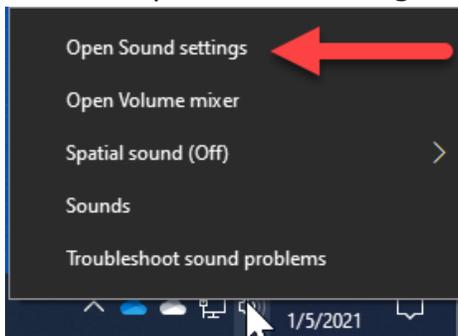
If this does not work, check to see that your microphone and speaker are working in Windows.

1) Windows – You should see a speaker icon in the bottom right corner of your screen. If you don't see the "Speaker" icon, then left-click on the up arrow icon "^" to find the speaker. Right-click on the speaker icon, then select "Open Sound setting".
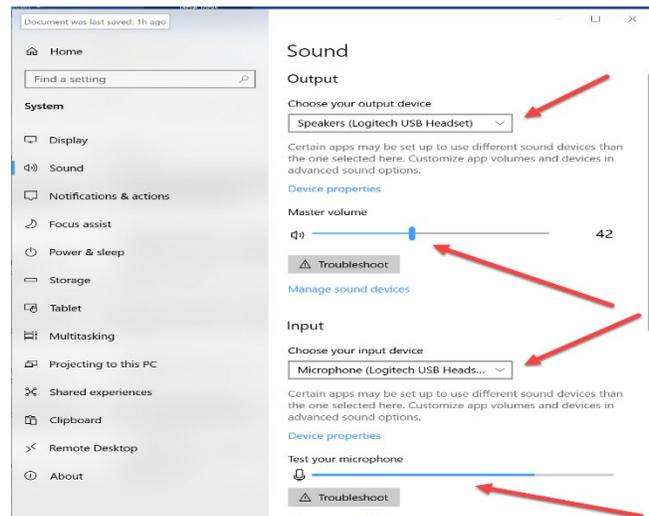
Choose "Open Sound Settings"

Output/Speakers - Make sure that Windows uses the correct output/speakers (first red arrow to the right). This is where you select Internal speakers, headsets, air pods, etc. You can click on the Master volume bar (second red arrow below), and if your speakers are working, you will hear a sound each time you click.

Input/Microphone – Make sure Windows uses the correct input/microphone (third red arrow below). This is where you can choose the microphone that you are using. Speak into your microphone, and you will see the "Test your microphone" bar move as you speak (fourth red arrow below).

If you cannot get the above to work, then contact your tech support person.