



# SYTA BUSINESS SESSIONS

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OCTOBER 27-28, 2020

## **VIRTUAL APPOINTMENTS GUIDELINES**

### **For the best experience:**

We recommend using a laptop or desktop computer with a compatible browser for the best possible virtual appointment experience, preferably Chrome. Other browsers (Safari, Firefox, Edge) may work, but certain versions do have virtual meeting issues.

### **iPads and Android Tablets**

iPads will work fine, but on most iPads and Android tablets, you will not be able to share your desktop. Some Android tablets will not work.

### **Navigation:**

You will see the Virtual Appointments menu link on the page's left side after you log in to Appointment Portal. Please log in early and make sure your microphone and camera are working correctly.

### **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 vital that you test your device before the event.

### **Do Not Use VPN:**

Avoid accessing the event over a VPN. Most VPNs will block access to the virtual stream, and some VPNs block access to your camera and microphone.

### **Supported Browsers:**

Chrome is the preferred browser. Microsoft Edge, Firefox, Brave, and Internet Explorer are known to have issues sometimes. Safari has an issue with the camera on some devices. You might need to go to your device settings for the browser and device to allow access to the camera and microphone.

### **Single Window:**

While in your meetings, do not open the appointments page in more than one browser window or on multiple devices as it will cause feedback.

### **Auto Start and End:**

From the appointment schedule view, your video stream will automatically start at the beginning of each appointment. It might take up to 30 seconds to launch, depending on your internet speed. When you receive a pop-up warning, "Your next appointment will start automatically in x minutes," begin wrapping up your current appointment. Your appointment will automatically end, and the next appointment will launch automatically at the correct time. If you accidentally close your video, simply click on the "Start Appointment" button to rejoin the meeting.

### **Allow Access:**

Allow access to your audio and video when prompted.

### **Sharing Video:**

If sharing a video, make sure to click allow audio when sharing your screen.