

Important Access Information

When you receive your log-in information, if you experience any difficulties with logging on, or with the platform itself, please email support@airmeet.com, call +44 203 479 2299 or select the "?" icon on the bottom right of your screen. Alternatively, your issue may be solved by referring to the information below.

1. Please use a **Chrome Browser** with version 79 or later and use incognito mode preferably. (You could also use Firefox 76+, Internet Edge and Brave if Chrome is not possible) Check your Chrome version by opening Google Chrome → Click on the three dots icon on the top right → Help → About Google Chrome.
2. Please use a **home device** (work devices tend to have high firewalls which may block the presentations)
3. If unable to use a home device, please refer to the **VPN & Privacy** section below
4. We would advise that your key members of staff for the day test their tech prior to the event. If you would like to test your connection to ensure you have a smooth experience on the day, please click [here](#) to book a **10 minute test slot** at a time that is convenient for you, with Guy England.

Please check the following BEFORE the virtual event starts to ensure a smooth experience on the day.

VPN & Privacy

If you are using a work device with a VPN (Virtual Private Network) on your browser, please disable it to access the virtual event or use a different device. Click **Start – Settings – Network & Internet – VPN** (on the left-hand menu). You can then turn this function off from here. You can also visit a What's my IP? website such as [here](#) and if it shows your actual location, you are not connected to a VPN.

If you are still having issues accessing the platform, please contact your IT department in advance of the virtual event and ask them to whitelist the IP addresses and Port numbers (which we can provide). If you need the IP addresses, please call our team on +44 203 479 2299.

Work Devices/WIFI

If you are using an internet connection or device provided by your place of work and cannot view the presentations, please try connecting using a home internet connection as your work may have a firewall in place blocking you. We recommend a WIFI speed no lower than 10mbps, check your Broadband speed [here](#).

Ad-Blocking

If you use an ad-blocking plug-in on your browser, this may affect your ability to view the presentations. To disable, please go to "Settings" on the homepage of your browser, go to the tab "Extensions" on the left side of the screen which will open the extension window of Google Chrome, where you can remove Adblock Plus.

Video Feeds

The presentations will either be live or pre-recorded. Each session will only start at the allocated time and will not display anything before then. If there is a delay with a particular session starting, it may just be that the previous speaker is wrapping up instead of a tech issue on your end! If unsure, please do refresh the page or click out and back in again as there may be a slight delay as the live stream loads up and connects.