Technical Difficulties - Frequently Asked Questions

I didn't receive the email with log in details.

Please ensure that you have registered for the meeting. You would have received an automated email confirmation immediately after you registered for the ASCEPT 2021 virtual meeting. If you have not received this email, please check your junk folder, and then call **07 3848 2100** to retrieve your login details. The confirmation email would have come from asceptasm@expertevents.com.au.

If you have not registered for the conference, please register via the ASCEPT meeting website https://www.asceptasm.com/2021-annual-scientific-meeting-2/registration/.

I can't get past the virtual portal sign in page.

Please ensure that you have registered for the event and received a confirmation email with your login details from ASCEPT 2021. If you have registered and are unable to sign in, please call **07 3848 2100** for assistance.

Which web browser should I use?
Google Chrome should always be used as the first option, although Microsoft Edge may also be used. **DO NOT** use Firefox or Safari as these browsers are not compatible with the portal.
If you are having any issues, please switch to the other browser.

DO NOT USE FIREFOX OR SAFARI.

If you still experience technical difficulties after following any of the above instructions, please lodge a live support ticket using the red icon located throughout the portal and our team will assist you further.

I am having trouble hearing the audio for a session.

Firstly, please try clicking on the audio/visual issues link located at the bottom of the stage screen to provide you with some possible solutions.

If you have colleagues attending, check to see if they are also having problems. If others are experiencing the same problem, then it is likely an issue with the presenters feed and the technical team will be working on this. Keep an eye out for any alerts dropping down in the portal to keep you updated.

If your colleagues are not experiencing the same problem, then it is likely an issue with your own computer. Please ensure you are using either Google Chrome or Microsoft Edge.

If you are using the above browsers, or if you have changed to these browsers and are still having issues, please leave the session, refresh your browser and go back into the session. (Refer to refresh instructions on page 3).

If you are still having issues please log out of the portal, clear your cache, close your browser and then log back in. (Instructions on clearing your cache can be found on page 3).

I can't see the video for this session.

If you are having issues with the video feed, follow the same troubleshooting tips as mentioned above for the audio. If none of the above corrects the issue, please lodge a ticket through live support and our team can assist you further.

I've changed my profile picture but it isn't updating.

If you have set a profile picture but aren't able to see it first try refreshing the portal and your browser. (Please follow the steps on page 3). If this doesn't work, please log out of the portal and then log back in. If this still doesn't work, please lodge a support ticket.

I can't see a specific session in my program.

Firstly, please check the favourites star on the information panel. If the star is black you will only be able to see the sessions that you have selected as favourites. Please untick the star to view all sessions. If the star is not selected, please lodge a support ticket.

How do I view the presentation in a larger format?

To enable full screen mode, please hover over the stage screen and select the diagonal arrow icon displaying at the bottom right of the presentation screen. You will not be able to access your AirTouch device while in full screen mode.

How do I access my session notes after a session?

Session notes are saved in each session. These notes can be exported out of the portal and emailed to you by selecting the Export my notes button located in your profile settings in your AirTouch device.
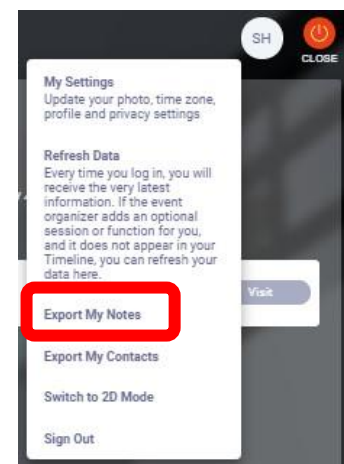
I am unable to see my profile or see the meeting hub at all.

You will not see your own profile in the Meeting Hub. If you would like to double check that you are listed in the meeting hub for other delegates, please lodge a support ticket. If you did not opt into the meeting hub when you registered, you will not be able to connect with anyone in the meeting hub. To amend this choice, please phone Expert Events on **+61 7 3848 2100** or email asceptasm@expertevents.com.au.

My presentation isn't showing on the program.

If you are a presenter or chair and your presentation is not appearing on your timeline, please call Expert Events immediately on **+61 7 3848 2100** or email asceptasm@expertevents.com.au.

I am a presenter or chair and don't have access to the green room.

Please call Expert Events immediately on **+61 7 3848 2100** or email asceptasm@expertevents.com.au.

Additional troubleshooting

How to refresh portal data.

Please click your AirTouch device, click your initials in the top right corner and select Refresh Data. This will refresh your portal data and can fix a number of issues such as: Profile picture not updating, sessions not working or showing an incorrect video, changes made to the program that aren't displaying, audio/video issues. If this doesn't work, please try refreshing your entire browser. This is generally one of the first steps you should follow to rectify any issues.
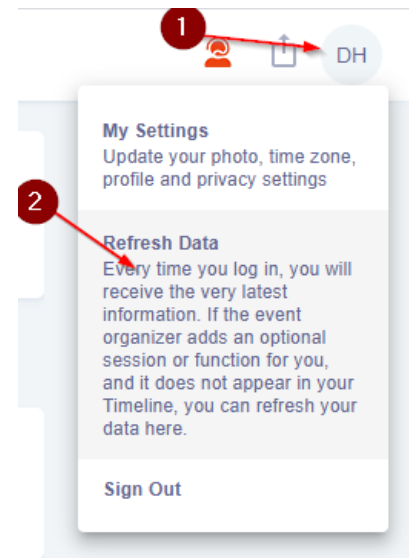

How to clear your cache.
(If you can't access a session, or having general issues with the portal)

1. Log out of the portal
2. Clear your cache - first open the page inspector in your browser. This can be done either by right clicking on the page and selecting inspect, pressing F12 or pressing Ctrl + Shift + i. A window will open in your browser. Right click on the refresh button, found to the left of the URL bar and select Empty Cache and Hard Reload.
3. Close your browser
4. Relaunch your browser
5. Log back in to the virtual portal
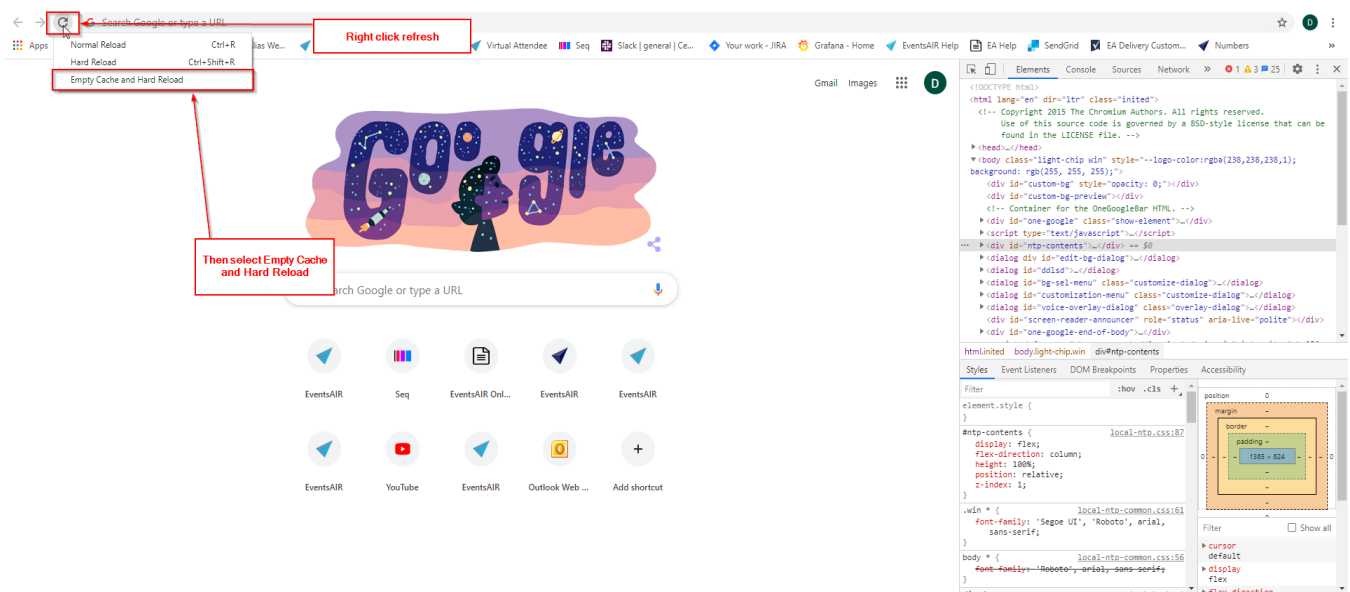
How to allow blocked cookies (if a session isn't running).

Click on the lock icon in the URL bar and then click cookies. Then in the blocked section allow cookies relating to the virtual portal to allow the session to run.
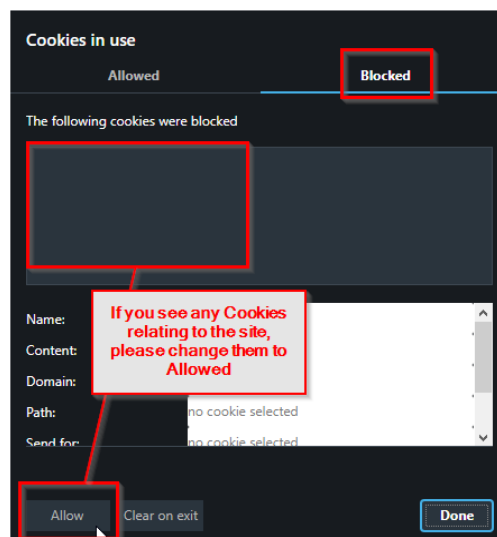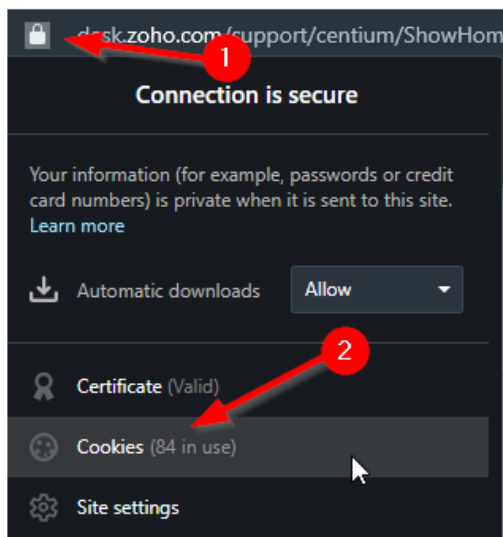
How to check extensions in Google Chrome.

To check what extensions are currently running in Google Chrome select the icon in the top right that looks like three vertical dots, select more tools and then extensions.

In this window you can check which apps and extensions are currently running in your browser. Certain apps and extensions can block the virtual portal and cause issues with video/audio/connecting to sessions (such as ad blockers, pop up blockers etc.). Extensions and apps can be turned off by selecting the blue slider icon in the bottom right corner of each app/extension.