Technical Troubleshooting

Tips and tricks to troubleshoot technical issues

We are excited to have you as part of our virtual conference experience. With this being virtual, you may experience some technical issues. Below are some helpful ways to troubleshoot common issues.
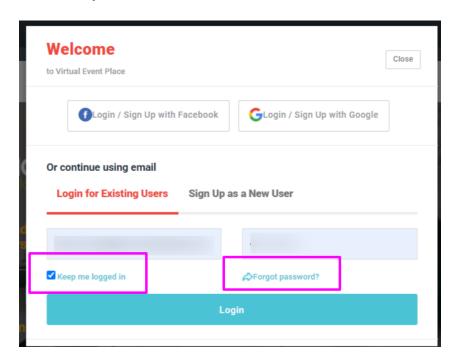
Before you login:

Enable pop ups: This event will utilize pop up features, such as chat notifications and items in exhibitor booths. Make sure you allow pop-ups in your browser settings. For reference on how to do that click here.

Add Virtual Event Place as a Trusted Site: Here is a short reference document on how to change these settings by browser type.

Logging in:

Enter the email address you provided and either use the password reset feature or the one time password provided by your Conference host.

TIP - select the "keep me logged in" box. This will keep you logged into the site for 3 days, without having to re-enter your information.

TROUBLESHOOTING

My password is not working: Please use the password reset link to request a new one time password. You will receive an email from info@virtualeventplace.com with a link to create a new password. Check your spam and junk folders, as this email may have been filtered there.

I cannot get the password reset email: Use the Blue Help at the bottom right hand side of the screen to assist a help desk staff who can manually reset this for you.

Event Access: If you are not redirected into the event lobby or see "no virtual events" listed in your account please reach out to the help desk so they can troubleshoot your access issues with the event host.
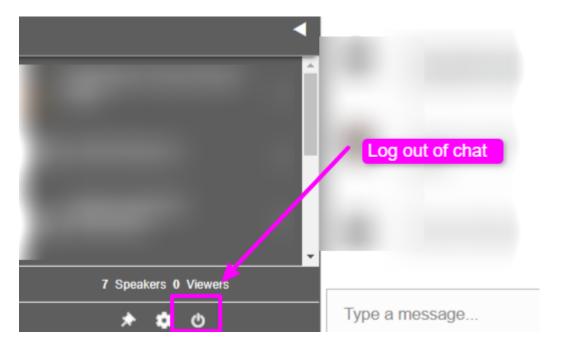

Chatting

Use the chat feature, located throughout the event, to connect with attendees, exhibitors, and staff.

TROUBLESHOOTING

I cannot see the chat: This is most likely due to a security issue on your device. If you are using a work device please try logging in on a personal device.

I do not have video or audio on my calls: This is most likely due to a security issue on your device. If you are using a work device please try logging in on a personal device.

The name in the chat box does not match my profile and/or my picture is not showing up: This might be previously cached from another login. Log out of the chat box, then the event, and relogin.

If you experience other technical issues please use the help desk for quick troubleshooting and assistance.

We hope you have a wonderful virtual experience!