

Here are some GENERAL INSTRUCTIONS prepared by our IT sector:

1. Please make sure your Internet connection is of sufficient quality.
2. If you have successfully completed a test run with our IT support, then please use the same equipment.
3. Before joining the conference, please close all other applications.
4. We recommend you use the following Internet browsers: Chrome, FireFox, and Safari.
5. Close all tabs on your Internet browser, except the one with the 7<sup>th</sup> EVIW conference.
6. To access the conference, go to [7th EVIW Conference](#). To sign in, enter the email address and password you provided when registering. In case you have forgotten your password, please click on “Forgot password?” and follow the instructions. Once your password is reset, return to signing in.
7. Once you join streaming, if you cannot see the stream on the left of your screen, please click on SWITCH TO PROXY which is in the upper left quadrant of the screen. If that does not help, most likely you are using a network that prevents you from accessing our servers. In this case, please try switching to another network, for example, from your mobile phone.
8. If your attempts to watch the streaming are not successful, you can still view the oral presentations by clicking the PLAY button which is just below the title of the presentation in the top left corner of your screen.
9. If you can see the stream, but there is no sound, please click on the image you can see in the stream. Do the same if you cannot hear participants that go live – click on their image.
10. If you hear an echo, please double-check whether there are any other applications on your computer using your microphone and speakers, and turn them off.
11. Our IT support will do their best to address any other technical problems you might have. Please go to our Support page where our administrators will try to solve the problem. The tab SUPPORT is in the top right corner of the navigation bar.
12. IMPORTANT for the participants that will go live = do not use the Refresh button in your browser, nor F5 and CTRL+F5.
13. **We wish you a successful online meeting!**