Common Troubles with Accelevents – **Windows User Guide**
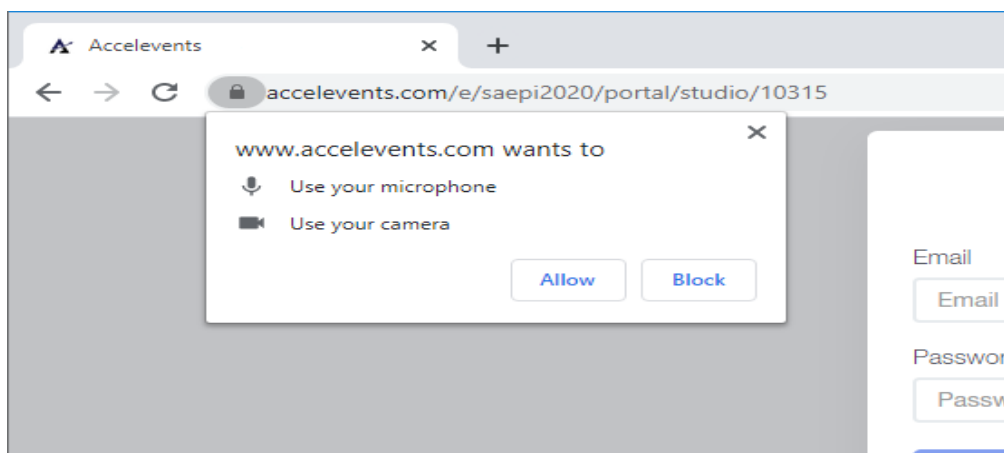
If you're having a hard time logging in or using the Accelevents Studio, here are some general tips to make it work:

- Use the recommended browser (Chrome)
- Make sure that your browser is up to date

Video, Audio, Screen Sharing, and Notification Permissions:

These permissions need to be 'allowed' in order for the platform to work as expected. If you are a speaker and attempting to open the backstage, you will *need* to have camera and microphone enabled in order to even join.

Enable the camera and microphone in your browser once alert appears.

If you didn't have that pop up you'll need to go through your **browser settings > site settings** in order to enable permissions. From here you can also **enable camera, microphone, sound, and notifications** by going into your site settings from the lock icon in the URL bar or the 3 dots in the upper right-hand corner.

For a video tutorial on how to update your browser settings, please visit the ***General Troubleshooting*** document on the UWTL Resources webpage (scroll down to ***Video, Audio, Screen Sharing, and Notification Permissions* section of the webpage**).

Note - You will need to refresh your page after updating these permissions.