

# FIRST AID

## before the webinar



To get the best quality.

- 1 Consider disabling other applications and open browser tabs

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- 2 Make sure you have stable Internet connection (min 1Mb download)

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- 3 Run the link on one of the following browsers: Chrome, FireFox, Safari, Opera, Edge. We recommend Google Chrome

## during the webinar



If you can't hear the sound.

- 1 Check if the speakers are turned on and the volume is adjusted

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- 2 Check if the sound on the browser tab is not muted

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- 3 Refresh the browser window

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- 4 Try an alternative network, e.g. a hotspot from a mobile phone

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- 5 Launch the link on your mobile phone



If you can't see the screen or have sound / screen issues.

- 1 Refresh the browser window

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- 2 Try an alternative network, e.g. a hotspot from a a mobile phone

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- 3 Launch the link on your mobile phone