Virtual Annual Meeting 2025: online with Stova!

Common Problems and Possible Solutions - Basics: Getting the camera, mic, and other tech to work:

Before you start in on the below, there are a few things you should probably check & fix as necessary.

- Is your web browser up to date? If you haven't installed updates recently, now is probably a good time to do so.
- Is your operating system up to date? Similarly, if you've been waiting to update your OS, *and* your system can handle the update, you might want to do so well before your session starts!
- Do you have an alternate web browser available in case you run into insurmountable problems with your preferred one? Chrome is pretty standard these days, but even if it is your go-to browser, making sure you have an alternative (FireFox, Safari, Opera, etc.) available is probably a good idea.

Testing the systems:

First step: In the "lobby" of the virtual conference, look for the "?" icon at the top right hand of the screen:
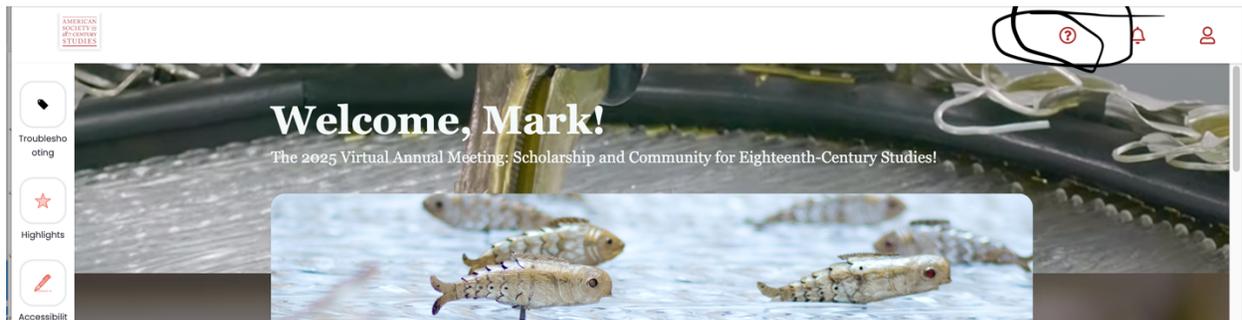
Click on it, and select "Check your system."

It will open with 'compatibility test' selected:

System Check

COMPATIBILITY TEST	MEETING TEST

Compatibility Test
Checking for any system conflicts.

HTML 5	⊘ Pass
Cookies	⊘ Pass
Javascript	⊘ Pass
Internet speed	⊘ Fast

If you run into any issues, try our **troubleshooting guide** or send your **diagnostic report** for further analysis.

The most common problem will be with "Cookies" – if that is the problem, you might need to reconfigure your browser to allow cookies (unlikely, since if you had things set to not accept cookies, you'd probably have run into serious problem before), or, more likely, you have cookies stored that are interfering with the system. There are many sources for instructions on clearing stored cookies available – here is one published by the University of Iowa (with whom we have no affiliation!): https://its.uiowa.edu/services/how-clear-cache-and-cookies-your-web-browser

If everything is OK with the "Compatibility Test," go on to the "Meeting Test"

System Check

COMPATIBILITY TEST

MEETING TEST

To validate your microphone, webcam and screen sharing, click through every icon below.
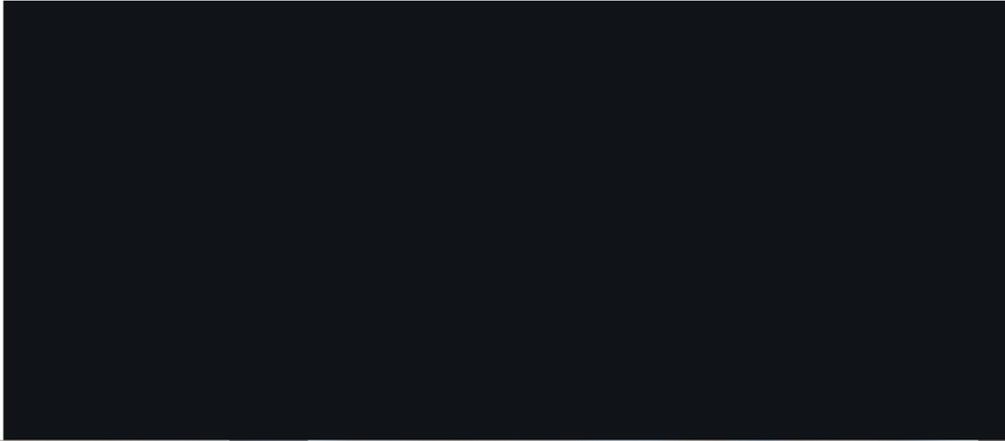
You'll note here the distinct lack of visible "icons below." You'll need to scroll down to see them (bar on the right-hand side):
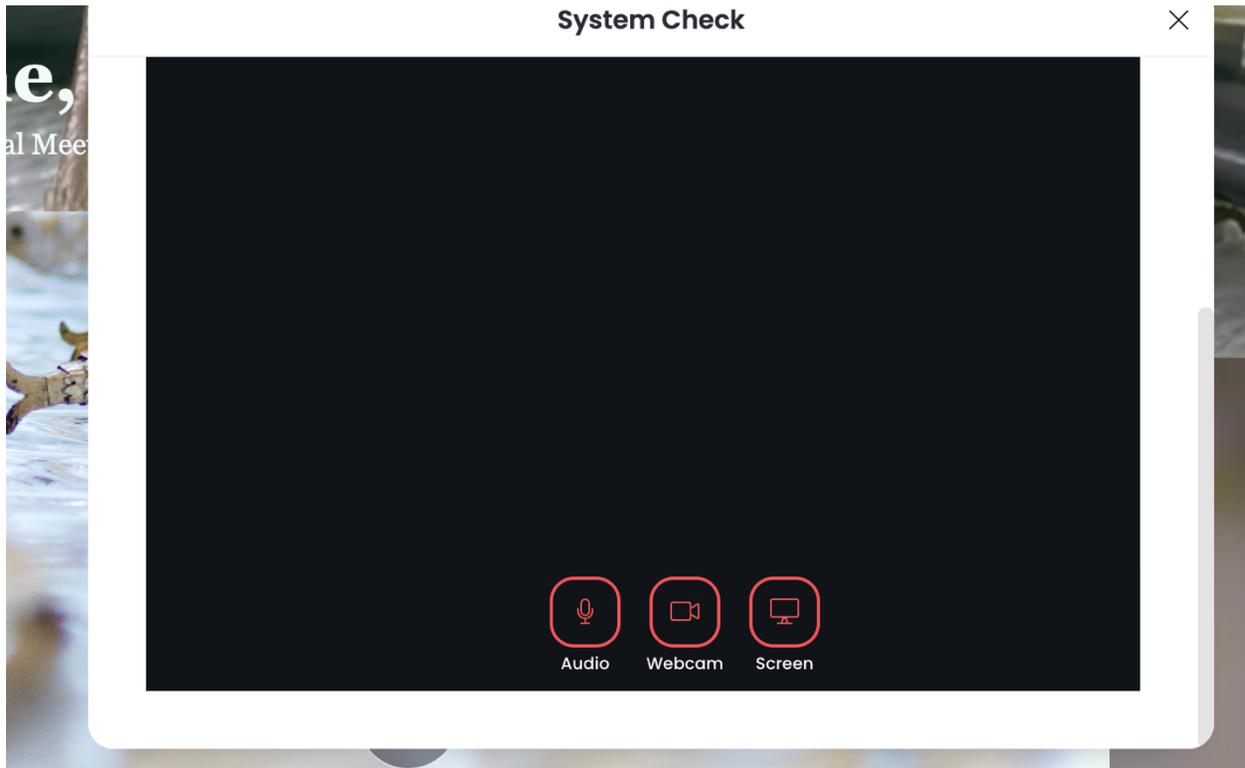
Go through those, and make sure that they all work.

The most common problem people seem to have is with their webcams. If your webcam isn't working, there are a few things to try:

For Mac users: https://support.apple.com/en-us/102437

 For Windows users: https://support.microsoft.com/en-us/windows/camera-doesn-t-work-in-windows-32adb016-b29c-a928-0073-53d31da0dad5

Most of the time, the problem is either that the web browser you are using doesn't have "permission" to access the problem, *or* that some other program is using the camera. The former problem is solved by going to "settings" and fixing the permissions – the links above give detailed instructions for that. The latter problem is, if we're being honest, usually best solved by closing everything and restarting your computer. There are less disruptive approaches, but their success rate isn't high enough to make going through them worthwhile for most people.

The other problem that has come up involves screen sharing (relevant for presenters). First, use the "Meeting Test" feature to play with the different screensharing options:

When you click on it, you'll see this:
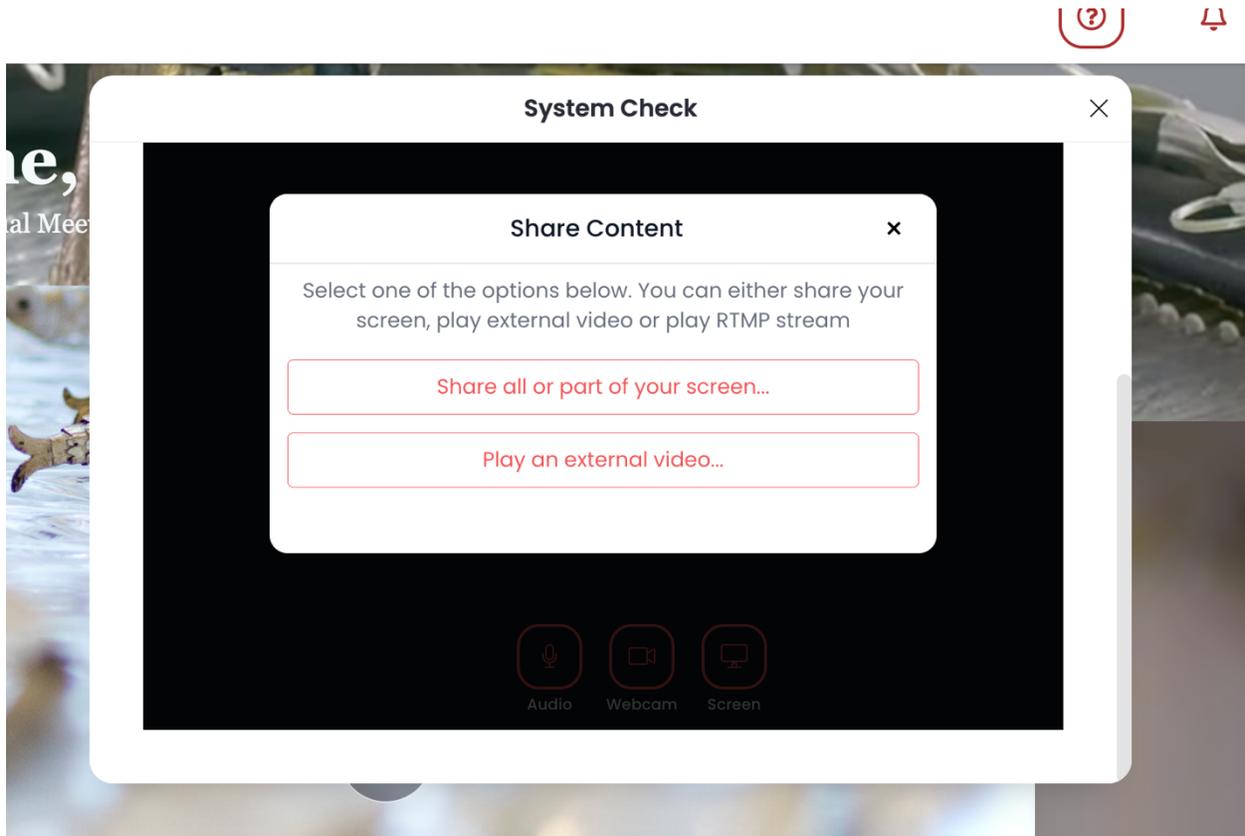
It is "Share all or part of your screen…" that you'll want to play with, so select that. Then, you'll see this:

Choose what to share with virtualapp300016549.na-webapp.eventscloud.com

The site will be able to see the contents of your screen

Chrome Tab	Window	Entire Screen

- Camera doesn't work in Windows - Micros
- ASECS 2025 Virtual Annual Meeting
- G clear cookies all browsers - Google Searc
- Clear Caches and Cookies in Different Bro
- 2025 Program Draft v. 3.1
- Order Online
- Albany Stoves, Inc. Chimney Sweeps
- phr0210_01212025_unclassified_output.p

Select a tab to share

🔊 Also share tab audio

Cancel   Share

Note that there are three options to choose from: Select one of the open tabs from your browser, select a "window" (usually an active program that is on your screen), or select the (or if you are usually multiple monitors, an) entire screen.

If you are using e.g. PowerPoint for your presentation, you'll probably want to share the PowerPoint "window" – play with that in the test site so you get a feel for how it works. One quirk, when you start the presenter mode of PowerPoint, that you'll likely find it takes over your whole screen, and you can no longer see the virtual platform. Unless something has gone awry, your audience will be seeing your PowerPoint, and their virtual platform features, as you give your presentation, but you won't be able to see the audience. When you end it, you'll see the platform again. If this bothers you a lot, send your file to the chair or another presenter and ask them to forward the slides for you while you present.

We've had some difficulties with people not being able to share their screens, even when they have all the right permissions to do so. Sometimes leaving the virtual room / logging out and coming back solves the problem. If it doesn't, see above: It is probably easiest to email a copy of your presentation to someone whose screensharing *is* working, and let them run the slideshow while you present; not an ideal solution, we know, but likely less frustrating than continuing to fight with the system.

"Quirks" in the system:

There are a few things to be aware of as a host:

1) If you kick someone out of the session, they won't be able to get back in; this is a problem if you kick someone out accidentally! There really isn't a good workaround - if that happens, the "Virtual Drop-in Desk" can help.
2) If you try to log into the system when you are already logged in, it will kick you out. This can happen if you have e.g. minimized a session to see the lobby, forget you've done that, and try to log in on a different computer or cell phone.
3) If you give someone permission to share their screen – this won't normally be necessary - and then give it to someone else, the first person loses their permission, but sometimes, the system doesn't seem to recognize that fact, so while it looks like you can give them permission again, you can't. Solution: If this happens, *remove* their permission to share (even if they don't seem to have it!) and then grant it again. NOTE: This shouldn't be an issue, as *most* presenters will be in the system as "hosts" and won't need a host to give them permission to screenshare!