

TECH TROUBLESHOOTING & FAQ

Most technical issues can be resolved with our helpful FAQ below. If you feel you need further support, you can email support@allintheloop.com.

TROUBLE ACCESSING THE VIRTUAL PLATFORM?

Quick Fix

Please use a **Chrome Browser** and **Home Device** if possible (work devices tend to have high firewalls which can sometimes block presentations). If you are unable to do so, please see the VPN & Privacy and Work Device/WIFI sections below.

Alternatively, you can easily download the **conference app** to view the conference and network with the delegates.

As a general rule, if you **close all other browsers and files**, you will have a better viewing experience.

VPN & Privacy:

If you are using a work device with a VPN (Virtual Private Network) on your browser, please disable it to access the virtual event or use a different device.

To Disable: Click **Start – Settings – Network & Internet – VPN** (on the left-hand menu). You can then turn this function off from here. You can also visit a What's my IP? website (www.whatismyip.com) and if it shows your actual location, you are not connected to a VPN.

If you are still having issues accessing the platform, please contact your IT department in advance of the virtual event and ask them to whitelist the IP addresses and Port numbers (listed below for your reference).

Work Devices/WIFI:

If you are using an internet connection or device provided by your place of work and are having trouble accessing the content your place of work may have a firewall in place blocking you and this is something we cannot change from our end.

Please try connecting with a different internet connection and device - we suggest using a home internet connection or device or alternatively use the conference app on your mobile.

You could also contact your IT department and ask them to whitelist the IP addresses and Port numbers (listed below for your reference).

Interrupted WIFI

We recommend a WIFI speed no lower than 10mbps – you can check your Broadband speed at: www.broadbandspeedchecker.co.uk.

Granting Permission & Removing Ad Blocking

It may be that the default settings of the browser you are on does not grant necessary permissions to our platform (All In The Loop). You will need to change the settings. Please follow these instructions on a chrome browser:

1. Log into the conference platform
2. Click on the 3 vertical dots in the top right-hand corner and open “Settings”
3. Open “Privacy and security” then go into “Site settings”
4. Under “Recent activity” please click www.allintheLOOP.net
5. On this page you will see “Permissions”. Please ensure you select “Allow” from the drop-down menu for all permissions, especially:
 - a. JavaScript
 - b. Flash
 - c. Images
 - d. Pop-ups and redirects
 - e. Ads

If you use an ad-blocking plug-in on your browser, this may affect your ability to view the presentations. To disable, please go to **Settings** on the homepage of your browser, go to the tab **Extensions** on the left side of the screen which will open the extension window of Google Chrome, where you can remove **Adblock Plus**.

DOWNLOADING THE PLATFORM APP TO YOUR MOBILE DEVICE

Alternatively, if you are still having issues with your devices or would prefer to use your mobile device, you can download the event app!

For Apple – Go to the App store – Search “This is Beyond” – then choose the right event and log in with your password details as per your joining instructions.

For Android: Visit the Play Store - Search “This is Beyond” – then choose right event and log in with your password details as per your joining instructions.

IP ADDRESSES & PORT NUMBERS:

“Please whitelist the following IP Addresses and Port Numbers so I am able to take part in this virtual event”

AITL Platform	
IP	PORTS
154.16.113.50	80, 443, 12345
154.16.113.51	
154.16.113.52	
agora.io	80; 443; 3433; 5668; 5669; 5866 - 6000; 6080; 6443; 8667; 9667; 30011 - 30013 - TCP - allow 3478; 5866 - 6000 - 10000 - 65535 - UDP - allow
edge.agora.io	
agoraio.cn	
edge.agoraio.cn	
Native	1080; 8000; 9700; 25000; 30000; 30001 - 30003 TCP Allow 1080; 4000 to 4030; 7000; 8000; 8913; 9700; 25000UDP Allow
qoslbs.agoralab.co	
qos.agoralab.co	
apl.agora.io	
ap2.agora.io	
ap3.agora.io	
ap4.agora.io	
ap5.agora.io	
ap.agoraio.cn	
vocs1.agora.io	
vocs2.agora.io	
vocs3.agora.io	
vocs4.agora.io	
vocs5.agora.io	