

TECHNOLOGY TIPS

What browsers should I use for the meeting?

Google Chrome is the preferred browser. The only additional browsers supported are Mozilla Firefox, Microsoft Edge, and Safari.

Login tips to access the meeting virtual platform

The first step in trouble shooting would be to clear your cache. Clearing cache is emptying the stored data that is in your hard drive. This will require your computer to download all the information again when returning to the site.

Why do I need to clear my cache?

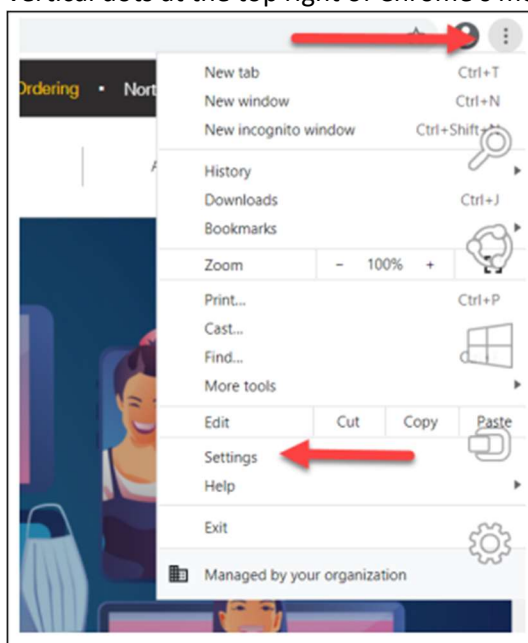
- Clearing your cache will eliminate old data stored from the page and allow you to start fresh with the website.

How do I clear my cache?

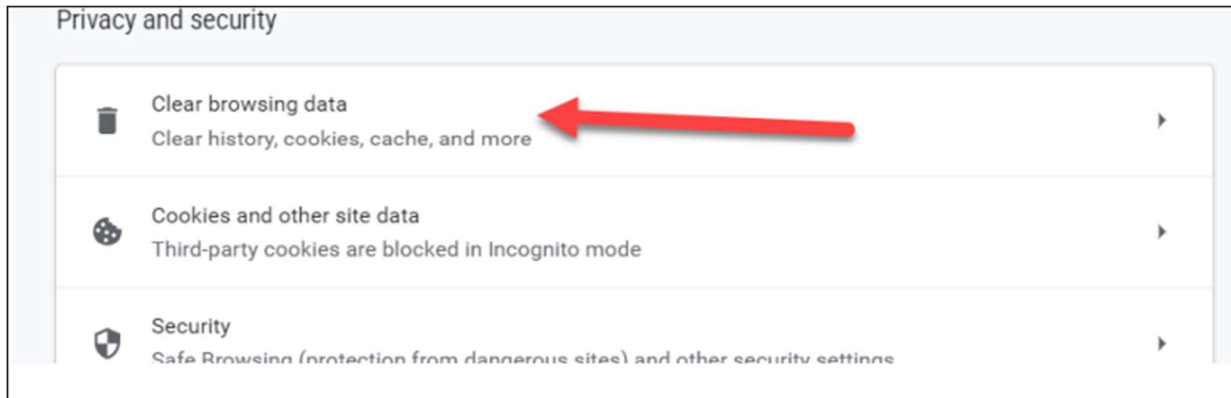
- You will need to access your browser's privacy and security settings. Select “Browsing data” and “Cached images and files”. The last step will be to select “clear now”. For more specific instructions for Google Chrome and Microsoft Edge see below. You may also wish to follow up with your company’s IT department for further assistance.

GOOGLE CHROME

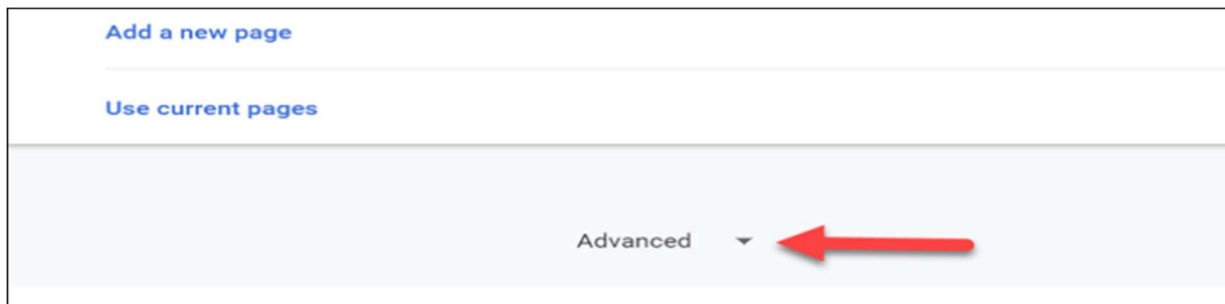
- Type **CTRL+SHIFT+Del** to go directly to the clear browsing data dialog box, below. You can also, click the vertical dots at the top right of Chrome’s menu bar, and then click **Settings**.



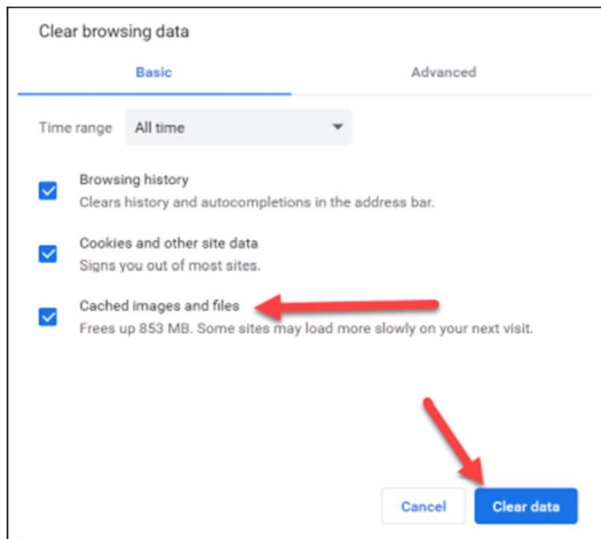
- Scroll until you see “Clear browsing data”



- You may need to scroll to the bottom and click Advance to show more options

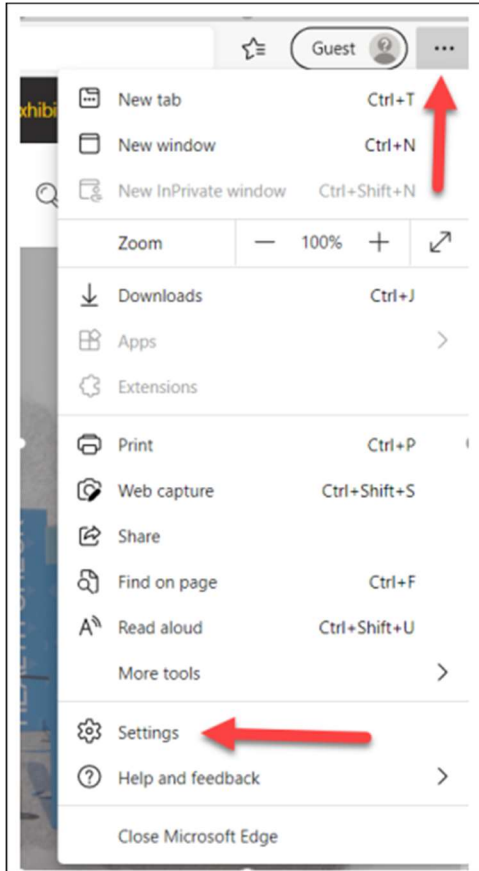


- Ensure that “Cached images and files” is selected, this represents the browser cache. Then click “clear data”

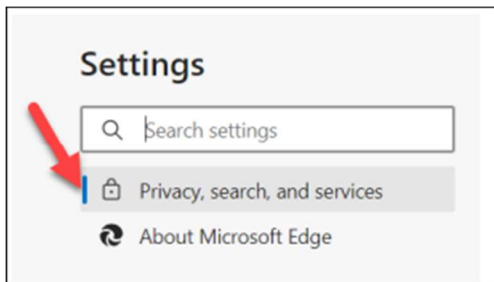


MICROSOFT EDGE

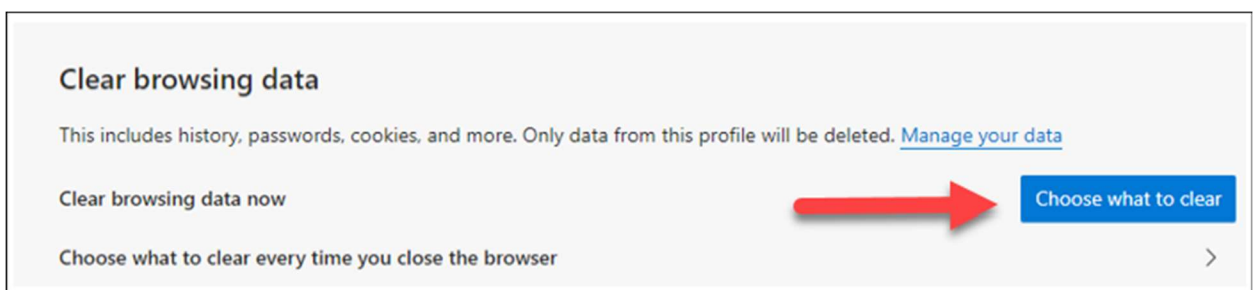
- Click the horizontal dots at the top right of MS Edge's menu bar, and then click **Settings**.



- You will then click on Privacy, search, and services.



- Choose what to clear - In the Clear browsing data menu, ensure that "Checked data and files" is checked. This represents the browser cache. Then click "Clear now".



There might be a general problem with the web browser.

It is possible that some settings on your web browser are causing the problem with logging in. If you are not using one of the browsers listed above, it is not supported by the virtual meeting system.

If you think there might be a problem with your browser, you can try logging in using another browser.

If logging in with another browser works, then there are many possible reasons why the browser you normally use is not currently working. "JavaScript" and "Accept Cookies" should be enabled/allowed. These are the two more common issues for this type of problem.

To make sure Google Chrome is correctly accepting cookies, you can go to "Settings > Privacy and Security > Site Settings > Cookies and site data". The option "Allow sites to save and read cookie data" should be enabled. The options "Keep local data only until you quit your browser" and "Block third party cookies" should be disabled.

Antivirus/Firewall

There might be a problem with blocking via the antivirus or corporate firewall policies.

Antivirus and firewall software sometimes automatically block certain sites out of minor suspicions, and the web page following our login page might have been blocked causing you to be unable to login.

If you think there might be a problem with your antivirus or firewall, you can try logging in using a different device.

If logging in using a different device works, this proves in general that the issue is due to something affecting the device that cannot login. In this case, you can add <https://acs.digitellinc.com/acs> to trusted websites on your antivirus and firewall settings to be able to login from your preferred device. This would need to be done for all forms of antivirus and firewall software on your computer. You may need to engage your IT help desk if this is a corporate IT policy.

Corporate IT Settings

Some corporate IT settings will block websites. Companies may limit access to certain websites or types of sites they believe might be harmful. To make exceptions to this list companies whitelist websites they consider safe for employees to visit when using their private network. A security feature to reduce insider threat—a cyber-attack Please have your IT Security team whitelist the following addresses:

What is an IP whitelist?

It is an approved list of IP addresses and/or IP domains that have permission to access your domain(s). Reserved for only trusted users, IP whitelisting is only set and updated by the site administrator. Please work with your IT to ensure the follow URLs are whitelisted:

- www.acs.org
- <https://acs.digitellinc.com/acs/>