

## Bigmarker event platform help

- Attendees of *hands on labs*, *deep dive* and *deep dive + self study* sessions do not have the right to share their audio/video devices (microphone, webcam) by default. If necessary presenters will promote individuals to use those functionalities.
- Attendees of an interactive session (Roundtables) will have the right to mute and unmute themselves by clicking on the microphone icon on the top of the page.
- If you have audio/video issues please follow the steps below:
  - make sure your browser is up to date - we recommend to use Chrome based on our experience
  - deactivate VPN connections
  - close at least all apps and browsers which might cause a conflict with your audio devices (e.g. Skype, Teams, etc)
  - make sure your browser is allowed to access your audio/video devices
  - make sure your Anti-Virus/Firewall apps or Windows are not blocking the browser from using your devices
  -

For more help please send an email to [summit@open-horizons.net](mailto:summit@open-horizons.net)