



UMISC staff are available to help through the Help Desk profile (listed in the staff and attendee directories - just search “help desk” and send it a message using EventMobi messaging). **That said, our response times will be much better if you do everything you can to solve easy-to-fix problems on your own.** The following scenarios lay out potential problems and things you can do on your own first before seeking our help (please and thank you!)

Problem 1: I can't find something in EventMobi and I'm sure it should be there...

First – Have you watched our [YouTube tutorial](#)?

Second - Check the “troubleshooting” channel on the discussion board - has anybody answered your question there?

Third - Use the staff directory to send a direct message to Help Desk. We will get back to you at the next session break.

Problem 2: Something in EventMobi definitely isn't working like it should for me...

First - if you are not using Google Chrome as your browser, try viewing EventMobi in Chrome. There are known compatibility issues with Internet Explorer. Your mileage may vary with other browsers (e.g., Edge, FireFox, Safari)

Second - if you're using Chrome and things aren't working, try rebooting your browser

Third - check the “troubleshooting” channel on the discussion board - has anybody encountered and solved a similar issue?

Fourth - use the staff directory to send a direct message to Help Desk. We will get back to you at the next session break.

Problem 3: I can't figure out how to access a particular session

TIP: You can make navigation much easier for yourself by building your schedule in your profile before the conference starts.

First - Check to make sure your view of the session access main page is for the right day (or all days) and time zone - see tabs at the top and demo video for navigating session access

Second - Use the staff directory to send a direct message to Help Desk. We will get back to you at the next session break.

Problem 4: Session livestream isn't playing

First - Double check the time for your time zone. There will only be a livestream for any session during its posted hours.

Second - Assuming you are at the right time, click the play button on the livestream viewer in your browser window. If that doesn't work, try refreshing the page.

Third - Send a private message in EventMobi to the person listed as session support on the session page.

Problem 5: Session livestream is jittery/poor quality

First - Close any apps on your computer and others in your household that are using internet bandwidth (other browser tabs, streaming apps, etc.) as much as you are able

Second - Double check your internet connection strength. If on wifi, can you plug in with an Ethernet cable somewhere?

Third - If problems persist, use the staff directory to send a direct message to Help Desk. We will get back to you at the next session break.

Problem 6: I can't hear the livestream at all (no sound)

First - Double check that your computer sound is turned on. If you are using a Bluetooth listening device, double check that it has a connection to your computer

Second - Check the livestream player on the page to make sure it is not muted

Third - If problems persist, use the staff directory to send a direct message to Help Desk. We will get back to you at the next session break.

Problem 7: The livestream isn't loud enough

First - Increase your device sound level in the control panel.

Second - If you are not using headphones but aren't using them, try that

Third - Send a private message in EventMobi to the person listed as session support on the session page indicating that the speaker needs to speak up

Problem 8: A speaker is clearly having an issue (e.g. is muted, things they are screen sharing but isn't, etc.)

Send a private message in EventMobi to the person listed as session support on the session page indicating the problem

What not to do:

Don't panic! 😊

Don't email Michelle, or call her office number for fast response. Please also do not try to contact EventMobi directly. Staff can get a fast response from EventMobi or our onsite AV team on behalf of our attendees if things are really broken!