



Australian Government  
Digital Transformation Agency

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# Digital Summit 2020

## Live support guide

A support document for users of the OnAIR portal.

Version 1.0



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## General recommendations

- Make sure you have a reliable internet connection. Ideally, your connection speed should be greater than 20 Mbps. Check your internet speed at <https://fast.com/>. You may need to use a wired (ethernet) connection rather than relying on wifi or tethering.
- Use a laptop or desktop computer rather than a tablet or phone device. You will have access to far more functionality on a laptop than a mobile device, and more desktop space to see what is going on.
- Use a personal device. Your work computer may have security restrictions such as firewalls that can interfere or block features like live question and answer sessions, meetings, chat, and video.
- If you are using a laptop, make sure it is plugged into a power point rather than using the battery.
- Close all unnecessary applications on your device.
- Disconnect from your VPN if you use one. Private networks can affect the quality of a live stream.
- If you are accessing the portal from home, make sure other members of your household are not using high-bandwidth internet services such as video streaming or online gaming.
- Our event portal works best on Chrome (you can [download it here](#)). If you already have Chrome, [please make sure you have the latest version](#). **Our troubleshooting advice assumes you are using Chrome.**



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## Refreshing portal data

Most issues are fixed by refreshing your portal data.

1. Navigate back to your Timeline.
2. Select your initials in the top right.
3. Select **Refresh Data**.

This can fix several issues such as:

- profile picture not updating
- sessions not working or showing an incorrect video
- changes made to the Timeline that aren't displaying
- audio and video issues.



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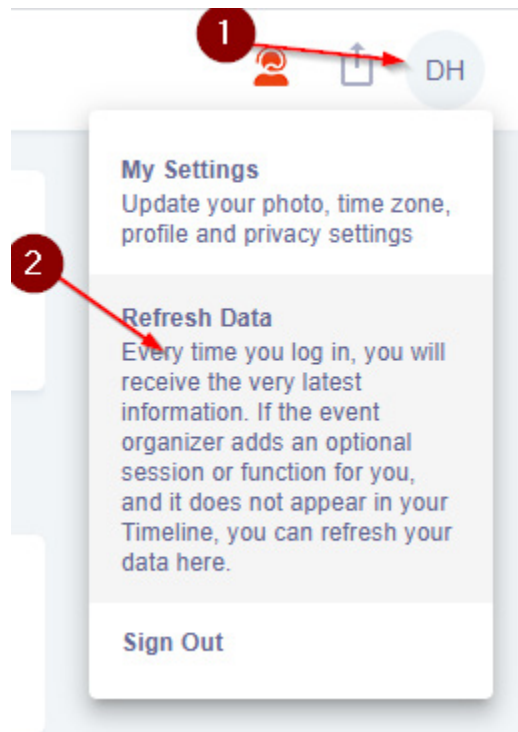


Figure 1: The 'Refresh Data' function.



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## Clearing your cache

Clearing the browser cache can also resolve some issues.

1. Log out of the portal.
2. Open the page inspector in your browser by right-clicking on the page and selecting **Inspect**, pressing F12, or pressing Ctrl/Cmd + Shift + I.
3. A window will open in your browser. Right-click on the **refresh button**, found to the left of the URL bar.
4. Select **Empty Cache and Hard Reload**.
5. Next, close your browser and re-launch it.
6. Log back into the OnAIR portal.

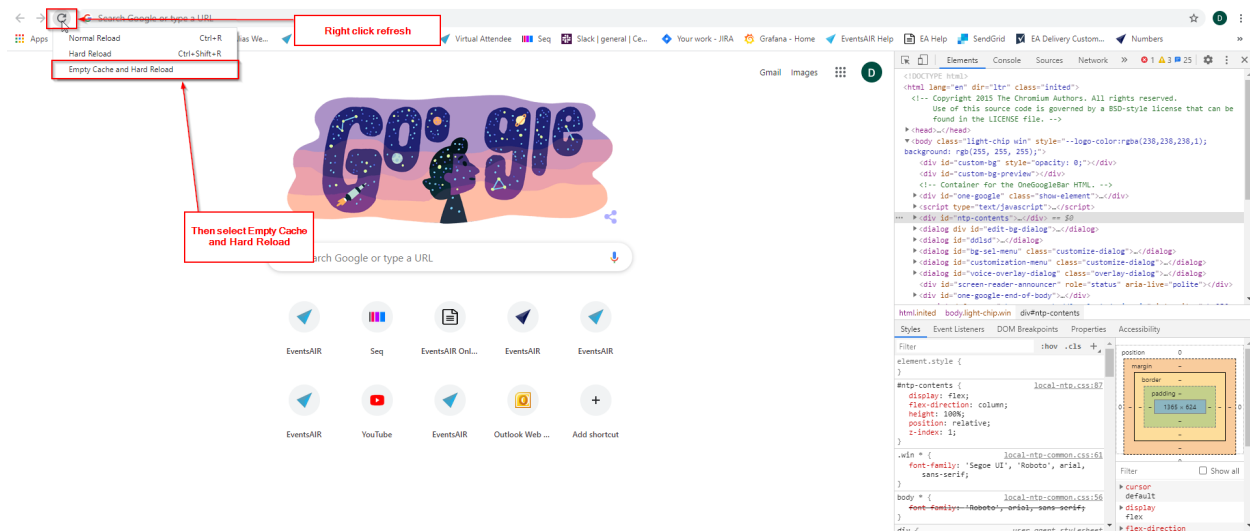


Figure 2: Clearing your browser cache.



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## Allowing browser microphone and webcam access

The OnAIR portal runs a device check when you log in. If you haven't already given the browser permission to use the microphone or webcam, the portal will prompt you.

To check these settings have been allowed, right-click on the **padlock icon** in the URL bar and make sure the microphone and camera are both set to 'Allow'. If not set to allow, this will block the browser from using these devices.

Selecting **Site Permissions** brings up the full Site Permissions page for the Chrome browser.

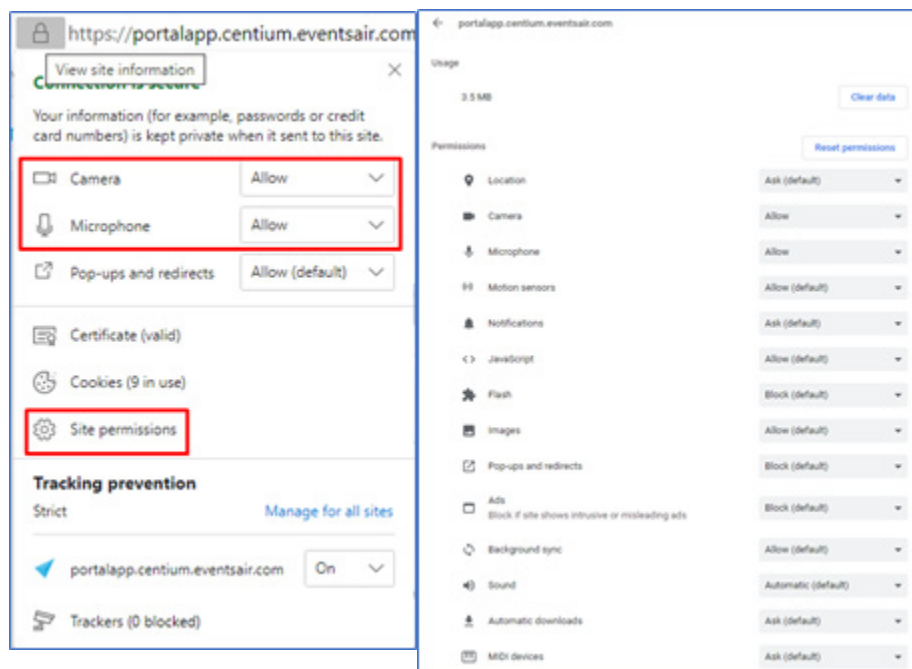


Figure 3: Setting permissions for the microphone and camera.



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## Allowing blocked cookies

Sometimes browsers block the cookies the portal needs to work properly. To allow them:

1. Select the lock icon in the URL bar.
2. Select cookies.
3. In the 'Blocked' section, **allow** cookies relating to the OnAIR portal for the session to run.

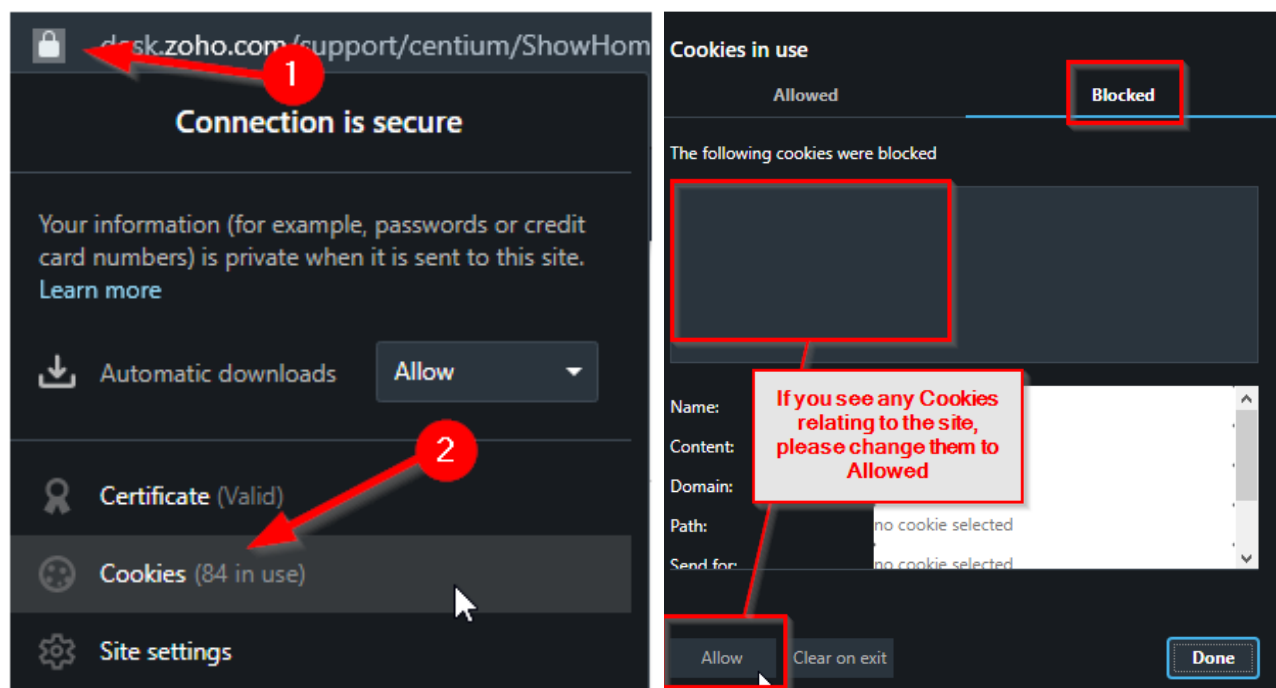


Figure 4: How to allow cookies.





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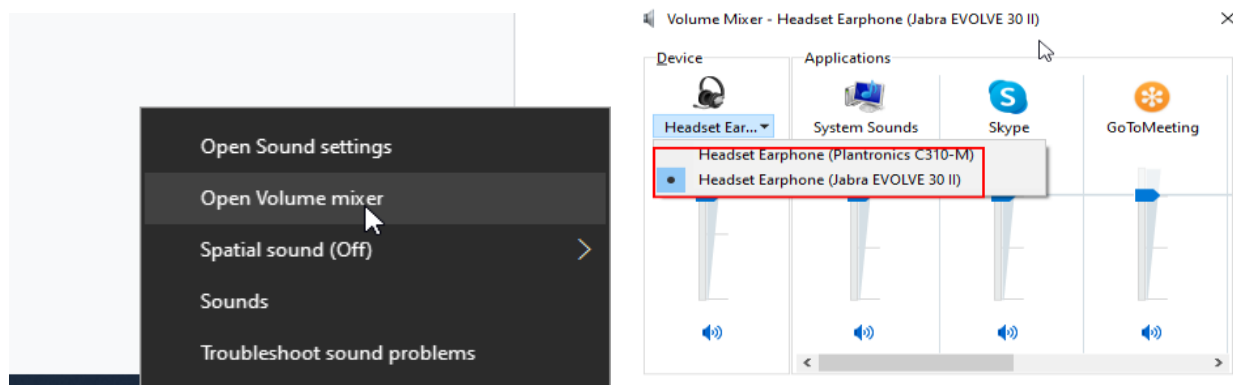
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## Disable other sound devices

It is possible for some audio devices to interfere or conflict with the ones the OnAir portal wants to use. To disable other devices, see below for PC and Mac.

### PC users

Right-click on the **speaker icon** at the bottom right of your screen and select 'Open volume mixer'. If there is a drop-down arrow on the device, it means you are using multiple audio devices and the sound might be going through a different device.



To disable the other devices:

1. Right-click on the speaker icon again.
2. Select 'Open sound settings'.
3. Select 'Manage sound devices'.



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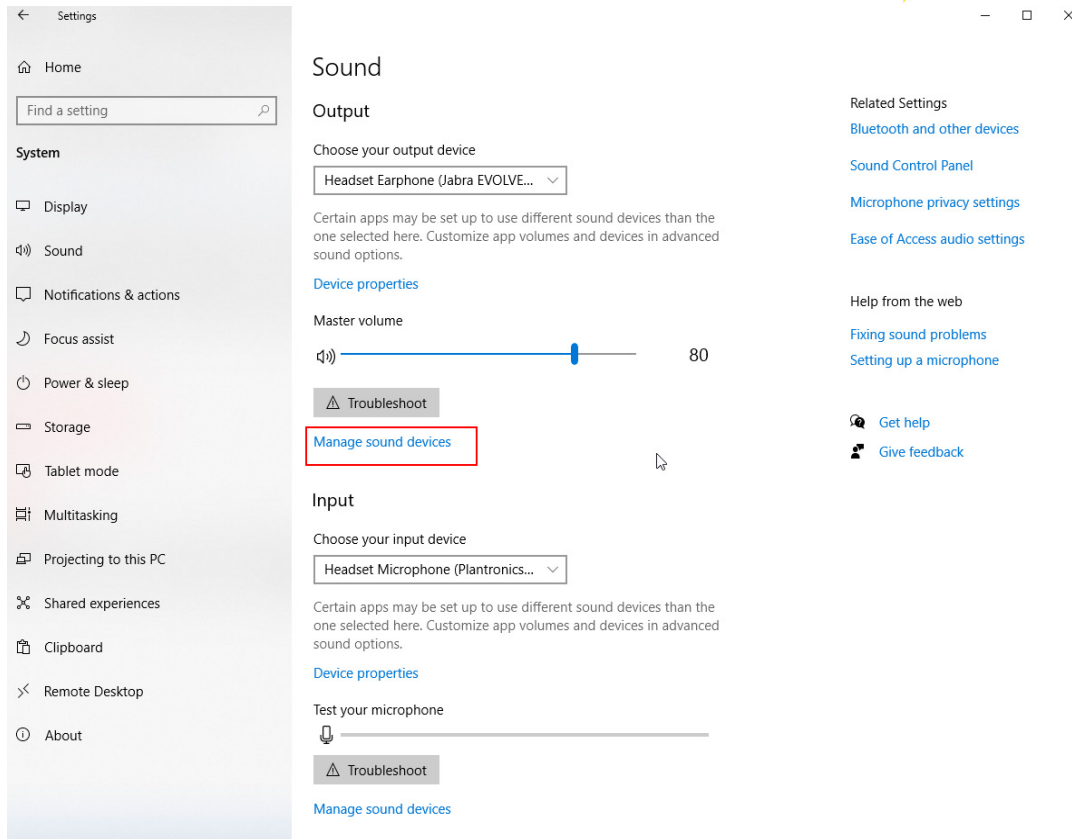


Figure 5: The 'Manage sound settings' option

4. Select any device not in use and disable it.
5. Close and re-open the portal.



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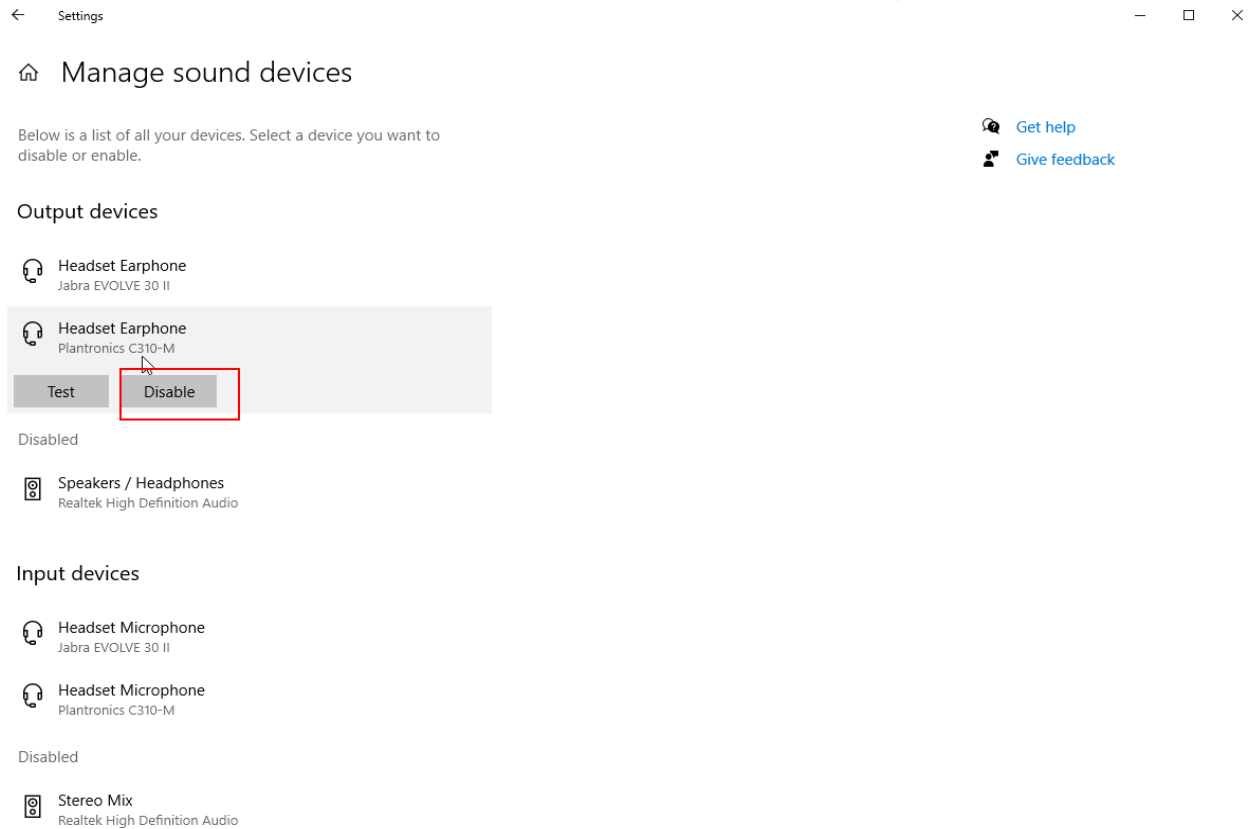


Figure 6: Disabling a device.

## Mac users

1. From the Apple menu, choose **System Preferences**.
2. Select **Sound**.



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3. Select the **Output** tab.
4. Here you can see options for choosing a sound device. Try setting the sound to 'Internal Speakers'. While you're here, check the volume bar is all the way to the right, and that the 'Mute' checkbox is not checked.

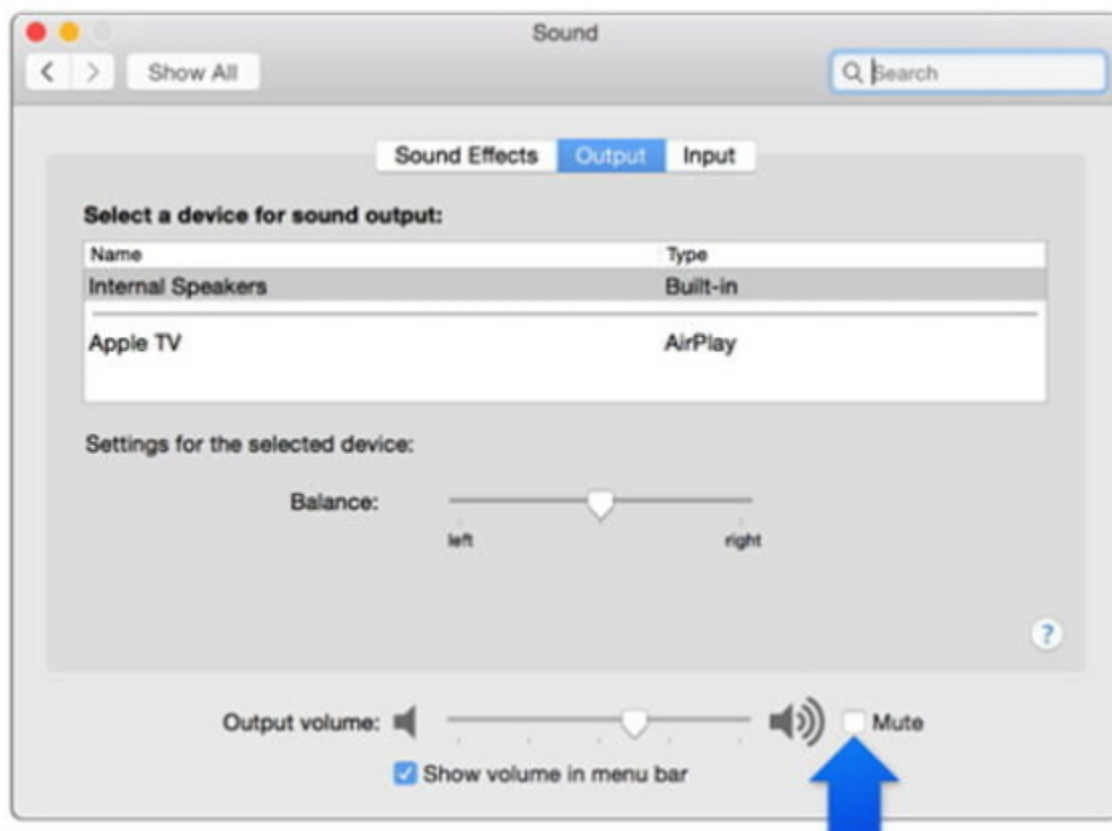


Figure 7: Checking sound devices on Mac.



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## Checking extensions in Google Chrome

Some Google Chrome browser extensions can interfere with the portal. To check:

1. Select the icon in the top right that looks like three vertical dots.
2. Select **More Tools**.
3. Select **Extensions** from the menu.

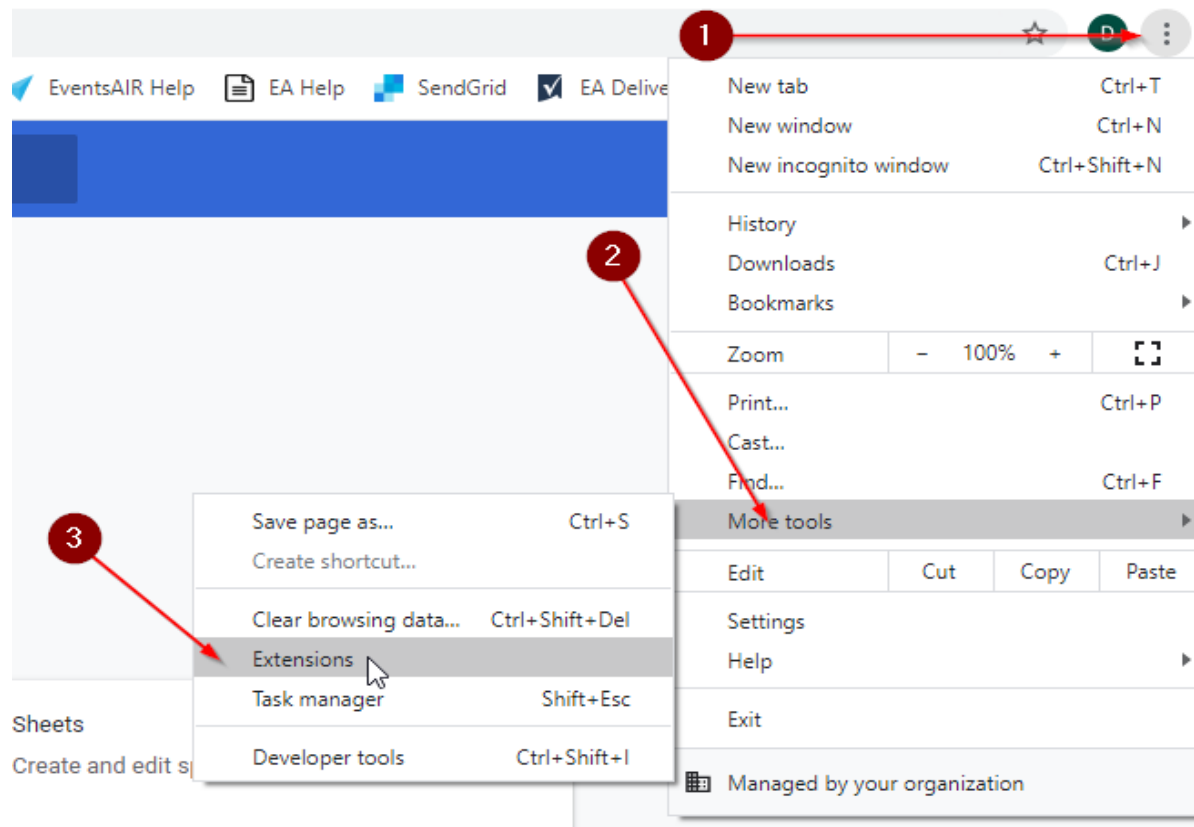


Figure 8: Checking Chrome extensions.



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In this window you can check which apps and extensions are currently running in the browser. Certain apps and extensions can block the OnAIR portal and cause issues with video, audio, or connecting to sessions. These are things like ad blockers, pop up blockers and similar extensions.

Select the blue slider icon in the bottom right corner of each app or extension to disable it.

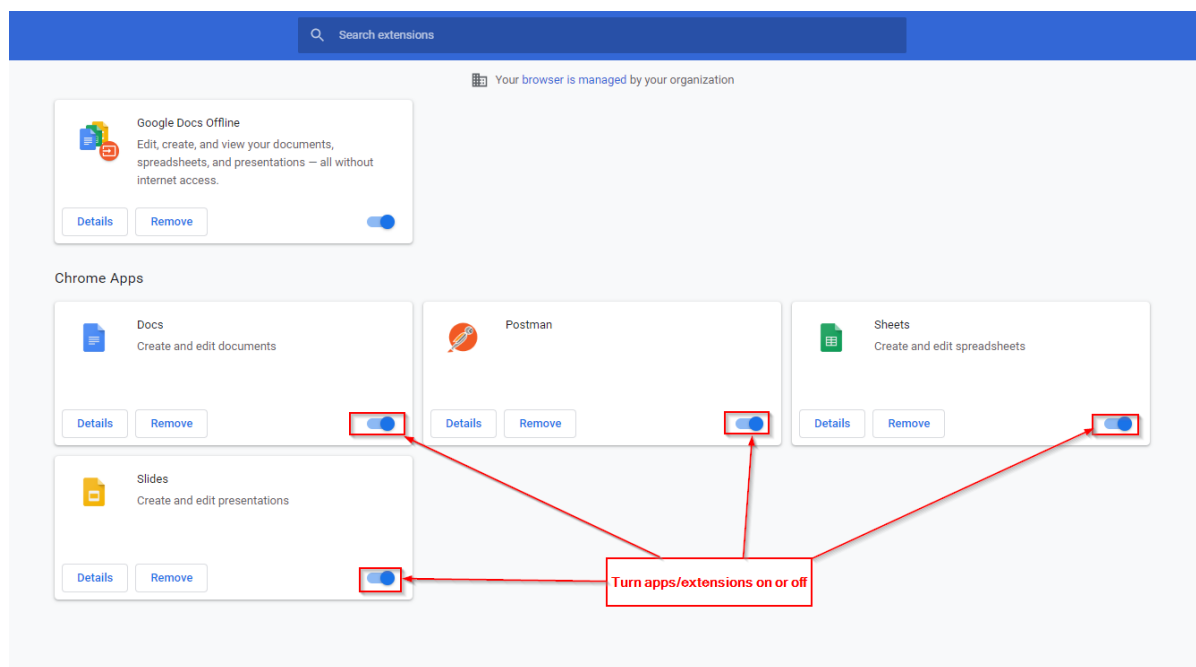


Figure 9: Turning app/extensions on or off.



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## Troubleshooting Guide

The following are common technical issues people run into.

### I am having trouble with audio or video for a session

If you're having audio/video issues in a session:

- Select your initials in the top bar, go to **My Settings** and make sure your computer is using the right audio device, such as your speaker or headphones.
- Make sure you're using Chrome on a laptop rather than a mobile device.
- Leave the session, select **Refresh Data** and then go back into the session. [See 'Refreshing portal data'](#).
- If you're still having issues, log out of the portal and clear your cache. [See 'Clearing your cache'](#).
- Check for any extensions that can block portal features. [See 'Checking extensions in Google Chrome'](#).
- Check if the sound is playing through the correct audio device. [See 'Disable other sound devices'](#).

If you are still having issues, the Live Support team can walk you through the steps again.



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## How do I mute my microphone or camera so I'm not visible to others in a session?

If you have the option to be seen or heard the portal will have a button with a picture of a microphone or camera for audio and video respectively you can use to mute your microphone or turn off your camera.

If you don't have these options, you can't share your microphone or camera in the current session and won't be heard or seen by the other attendees.

Below is an example of what you see if you have access to your microphone and camera.

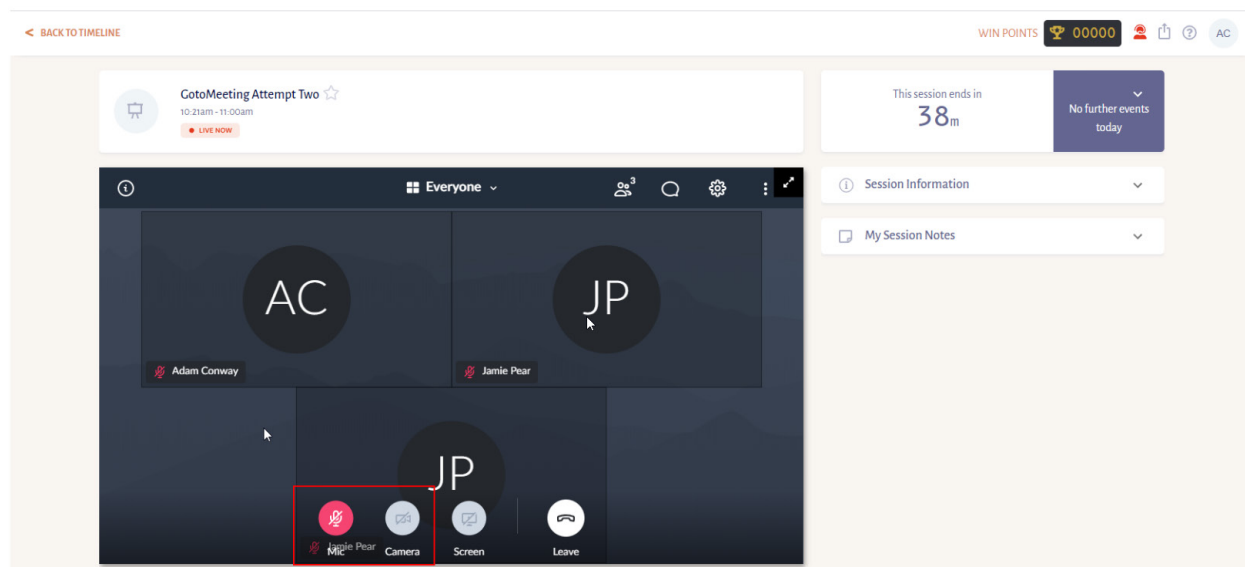


Figure 10: Microphone and camera buttons during the session





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## **I can't see myself listed in the Meeting Hub**

Users can't see their own profile in the Meeting Hub.

Note that exhibitors and media representatives cannot send connection invites to attendees. They can receive invitations, however.

If you are not an exhibitor or media, and you are having problems sending invitations, contact Live Support.

## **My webcam isn't showing in a session**

Check you have given permission for your browser to access your camera. [See 'Allowing browser microphone and webcam access'](#).

If your browser has access, check there are no other programs open that might be using your webcam such as Zoom, GoToWebinar, a camera program and similar. Only one program can use your webcam at a time.

Also check if you have the portal open in multiple browsers or windows.

## **My session's audio is echoing**

Make sure you are not playing your session on multiple screens or browser tabs if you are presenting.



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## How do I get my Session Notes after a session?

Session Notes are saved in each session. You can export these notes out of the portal and have them emailed to you by selecting the **Export** button in the top-right corner of the page.

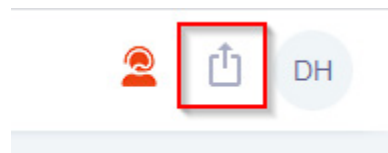


Figure 11: Location of the Export button

## I've changed my profile picture, but it isn't updating

- Select **Refresh Data** and then go back into the session. [See 'Refreshing portal data'](#).
- If you're still having issues, log out of the portal and clear your cache. [See 'Clearing your cache'](#).

## I can't get past the sign-in page for the portal

Check you have the correct registration type. For example, are you registered for all-days or single days? If you believe you have a valid ticket, contact [summit@dta.gov.au](mailto:summit@dta.gov.au).