

Virtual Spaces Platform

FAQ & Technical Requirements

Technical Requirements

Device: A desktop computer or laptop is preferred for this platform.. Mobile and tablets will still be able to access the platform.

Movements: Please use a mouse to navigate within the platform via the white hot spots.

Audio/Visual: Webcam, microphone and speakers (built in or separate is fine) – a webcam will not be required to access the site, but you will need it to use the interactive elements within the platform.

Supported Browser: Chrome, Mozilla, Safari and Microsoft Edge

*Allow JavaScript to run on your browser. For assistance contact your system administrator.

What Internet browser do I need to be able to attend the virtual conference?

- Google Chrome: version 75 & above
- Microsoft Edge: version 11 & above
- Firefox: version 70 & above
- Safari: version 13 & above

How do I register for the virtual conference?

- Registration will be sent from erin@seekeragency.com.au

How do I login to the virtual conference?

login via <http://www.dreamteampjparty.com.au/> with the password penny2021

Please use your registered email address that you used to register

We recommend closing all active apps running in the background (e.g. Teams, Zoom, mail program or other tabs in your browser) to ensure a smooth virtual experience

Instructions, hints, and tips will be displayed on the screen once you are logged in.

Who do I contact If I need assistance prior to the conference?

For assistance or questions about the conference or registration, please email erin@seekeragency.com.au

Who do I contact if I need assistance once logged into the platform?

If you require assistance once you've logged in, please contact support via the live chat functionality – you will find this in the Enquiry counter.

If you are unable to access the platform website, please check the following:

- Are you connected to the internet?
- Type <https://www.speedtest.net> into a browser and see if this site opens. To check for your internet speed, press the "Go" button and view the speed results. Ideally you are after a greater speed than 3 mbps (upload/download)
- Is your firewall blocking website access? Contact your system administrator for assistance.

Who do I contact if I'm unable to log in using my email address?

Please email erin@seekeragency.com.au to check your registration details.

How do I move and navigate within the platform?

- Click on the white hotspots to enter a new space
- Use the quick navigation bar on the right hand side of the screen to quickly navigate to the desired space.

Will I need a webcam for the experience?

You will not require a webcam to access the virtual conference platform. However, you will require a webcam to use the interactive elements of the platform (i.e. Photo Mosaic).

How do I access my webcam?

You may need to give your web browser permission to access your camera for this conference. The permission pop-up will appear – as illustrated below.

