Resources & Support

Operating System

- Windows OS: 10 running the latest versions of Chrome, Firefox, or Edge – Chrome is preferred.
- Mac OS: 10.10+ running or the latest version of Firefox or Chrome – Chrome is preferred.
- Browser Configuration: The browser must accept cookies and have JavaScript enabled.
- Screen Resolution: 1024×768
- Connection: Wired connection (No Wi-Fi. Wi-Fi is prone to connectivity drops)
- Connection Speed: 1 Mbps or faster (upload and download speed)

Connectivity

- **We strongly recommend a wired connection instead of wireless.**
- **Conserve bandwidth by closing all nonessential browser tabs, email, and other applications.**

Troubleshooting

- **Please ensure you are using a supported browser (Chrome, Firefox or Edge).**
- All attendees should be on a wired internet connection – No Wi-Fi when possible.
- Refresh Presentation Manager XD (F5) or try another browser.

Clearing Your Cache

Clear cache/cookies to optimize browser performance.

- Close all unused applications, especially those that may have access to your webcam (Skype, Microsoft Teams, etc.), and close extra browser tabs to conserve bandwidth.
- Reboot the computer if time permits.
- Try connecting off of a VPN. If the issue persists after troubleshooting, it is usually related to network configurations such as VPN or Firewalls. If this doesn't resolve the issue, please submit a case to Platform Support so our team can work with your internal IT department to find a resolution.

Chrome	Firefox
- On your computer, open Chrome. - At the top right, click More (three dots) - Click More tools > Clear browsing data. - At the top, choose a time range. To delete everything, select All time. - Next to "Cookies and other site data" and "Cached images and files," check the boxes. - Click Clear data.	- On your computer, open Firefox. - At the top right, click More (three dots) - Click More tools > Clear browsing data. - At the top, choose a time range. To delete everything, select All time. - Next to "Cookies and other site data" and "Cached images and files," check the boxes. - Click Clear data.
Mac/Safari	Microsoft Edge
- In the top menu, choose Safari. - Click Preferences. - Choose the Advanced tab. - Enable Show Develop menu in menu bar. - Now go to Develop in menu bar. - Choose Empty cache	- Click on the "Hub" symbol in the main menu. - Then browse to the "History". - Now you can click on "Delete the whole History". - Check the option "temporary services and files" and confirm the selection with a click on the "Delete" Button