All In The Loop Reunion Platform
TECH TROUBLESHOOTING & FAQ

Please see out Technical Support FAQ below for assistance with common technical issues. For platform support, please email support@allintheloop.com. If you are able to access the platform, you can also send a message directly to the virtual platform provider through the Help Center located on the left navigation bar.

For further support or if you are unable to resolve your technical issue using the FAQ, please feel free email us at reunions@yale.edu.

As with any live event, technical issues can happen. We thank you in advance for your patience and understanding. We will be working and communicating with our platform provider continuously and directly throughout the entire event. Should the event or the speakers experience technical issues, we will update attendees via the discussions board as soon as possible.

TROUBLE ACCESSING THE VIRTUAL PLATFORM?

Quick Fix

We recommend using the Google Chrome browser and home device if possible (work devices often have stricter security measures in place such as high firewalls which can sometimes block or impact presentations and various functionalities of the platform). If you are unable to do so, please see the VPN & Privacy and Work Device/WIFI sections below.

Alternatively, you can easily access the reunion platform by downloading the event app. Refer to the Mobile Application Guide.

As a general rule and to enhance viewing experience, be sure to close all other browsers, files, and programs.

VPN & Privacy:

Please disable your VPN (Virtual Private Network) to access the virtual platform or use a different device.

To Disable: Click Start – Settings – Network & Internet – VPN (on the left-hand menu) and turn this function off.

Work Devices/WIFI:

Work devices and/or work-provided internet connections often have firewalls or security settings that may block your access to the platform or impact the platforms performance. Unfortunately, this is not something that we can change on our end. We suggest trying a different internet connection and device such as your home internet or personal device.

You can also use the Event app on your mobile device.
Interrupted WiFi

Interrupted or intermittent broadcasting may occur and is often a result of weaker Wi-Fi signals. The optimal Wi-Fi speed for the platform is: At least 10 mbps or greater. Many ISP providers have online tools to check your internet bandwidth (speed/strength). You should contact your internet provider for more information and assistance.

Wi-Fi disruptions and difficulties can also impact event speakers and presentations. We will keep you informed of such occurrences and apologies in advance.

Granting Permission & Removing Ad Blocking

Technical issues and trouble accessing the platform may be due to your browser settings. The All In The Loop platform requires necessary permissions that may not be granted in your default settings. We recommend checking your settings and make the appropriate changes needed. See below for the list of necessary permissions as well as instructions on how to check and modify your Google Chrome browser:

1. Log into the event platform: CLICK HERE
2. Click on the 3 vertical dots in the top right-hand corner and open “Settings”
3. Open “Privacy and security” then go into “Site settings”
4. Under “Recent activity” please click www.allintheloop.net
5. On this page you will see “Permissions”. Please ensure you select “Allow” from the drop-down menu for all permissions, especially:
   a. JavaScript
   b. Flash
   c. Images
   d. Pop-ups and redirects
   e. Ads

Ad-blocking plug-ins may also affect platform functionality. We recommend disabling third-party plug-ins by going to Settings on your browser homepage and go to the Extensions tab (commonly located on the left side of the screen). On your extensions tab, you should be able to disable/remove any third-party plug-ins currently running on your browser/page which are not used or needed by the platform (and that are not listed in the permission requirements mentioned above).

Trouble Hearing/Seeing the Sessions?

Video Feeds:

Programming can be live, pre-recorded, or both (pre-recorded presentation followed by live activities such as discussions with the presenter(s). Scheduled sessions will only start at the allocated time and will not display anything before then. Delays may occur and for various reasons such as technical issues or speaker delays. We will communicate with you as necessary and as soon as we are able to.

If you are unsure if the delay or disrupted video feed is caused by a technical issue on your end, you can always refresh the page or click out and back in again, as there may be a slight delay when the live stream loads and connects and as presenters and session hosts are getting ready.
Audio Issues:

If you are experiencing audio issues, make sure that “Sound” permission is allowed on your Google Chrome browser (select the padlock icon next to the URL address bar & make sure “allow for sound” is enabled).

We also recommend checking that your speakers are on and that you are not connected to a Bluetooth device that is not being used.

Also refer to the Permissions section and be sure that you have removed any Chrome settings which may block access to All In The Loop.

If you are still having issues, please contact the Platform’s tech support provided at the top of this FAQ.

No Sound

Are you using Chrome? Yes

Please click padlock next to address bar and click allow for sound

Done still no sound

No if possible, please use Chrome

Internet explorer? Get them to use Edge or Chrome

not possible find out which browser they are on

Please remove chrome extensions, such as ad blocker of VPN blocker

still no sound please close and reopen.

Any further issues will be firewall based – please check firewall settings and allow for allintheloop.net

Edge follow same steps for Chrome

Safari click on the video as it may have another speaker button within video.

No Sound/Video

Are you using Chrome? Yes

Please click padlock next to address bar and click allow for sound

Done still no sound

No if possible, please use Chrome

Internet explorer? Get them to use Edge or Chrome

not possible find out which browser they are on

Please remove chrome extensions, such as ad blocker of VPN blocker

still no sound please close and reopen.

Any further issues will be firewall based – please check firewall settings and allow for allintheloop.net

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