Internet, logging in and firewall restrictions

- The virtual portal is compatible with most modern browsers, but optimised for Google Chrome and Microsoft Edge, **so we strongly recommend use of one of these browsers**.
- Ensure you have a strong internet connection. It is recommended to use a cabled internet connection rather than WIFI. Please remember the quality of your experience will be significantly related to your internet connection—you may experience issues with sound and vision if your internet becomes slow or unstable.
- It is recommended that you utilise a headset (if you have access to one) or earbuds as opposed to your computer or laptop mic. This will reduce any background noise or interference.
- Shutdown all unnecessary software and browser tabs to ensure your computer is running as efficiently as it can.
- If you have issues logging into the portal, please call Expert Events on +61 7 3848 2100.
- If you are logged into the portal but cannot see sessions or functionality, please log out, clear your browser history and log back in.

We have been made aware that some organisations may block access to particular websites and platforms that are required for viewing and engaging in the NMS 2020 virtual portal. To ensure that you have a smooth virtual experience, can you please ensure the below websites/platforms have been allowed in your firewall settings.

- Domain
- twilio.com
- vonage.com
- aircastcdn.com
- eventsair.com
- windows.net
- gstatic.com
- msecdn.net
- azurewebsites.net