**UCAS/Discovery – technical support**

As we are using a new platform to host our virtual events (ON24), we advise you complete the following checks and actions ahead of the live event to avoid any potential technical issues, and to ensure you and your students get the best experience.

**Initial checks to complete:**

1. Make sure you are using a compatible browser:

|  |  |
| --- | --- |
| For PCs running Windows 10 or newer | For Macs running Mac OS 10.15 or newer |
| * + Google Chrome v87+   + Mozilla Firefox v83+   + Microsoft Edge Browser v87+ | * + Google Chrome v87+   + Mozilla Firefox v83+   + Safari v10.14+ |

1. Ensure you have a sufficiently fast internet connection (at least 0.8Mbps).
2. Minimise the number of applications you are running while accessing the event. Things like Microsoft Teams and Zoom can affect audio.

**Information for your IT department:**

1. If you are accessing from a work or school network, it’s important to check the ON24, UCAS sites and emails are not blocked in any way.

ON24 has provided a guide to help you manage the whitelisting for the ON24 platform. Please refer to the Audience Use Cases section of the [ON24 whitelisting guide](https://on24-prod.mindtouch.us/ON24_Knowledge_Center_Public/Whitelisting) and ensure that web traffic is not blocked for the relevant addresses: 

* + Static content (required for all users)
  + ON24 application servers (required for all users)
  + Stream servers for desktop experience (required for desktop users)
  + Stream servers for mobile experience (required for iOS and Android mobile users)

1. For the best live and on-demand experience, ON24 recommend that any SSL decoding by proxies should be disabled for the stream servers (refer to the Proxy Server Settings of the [ON24 whitelisting guide](https://on24-prod.mindtouch.us/ON24_Knowledge_Center_Public/Whitelisting)).
2. Refer to the ON24 Email Servers section of the [ON24 whitelisting guide](https://on24-prod.mindtouch.us/ON24_Knowledge_Center_Public/Whitelisting) and ensure that email is not blocked from the listed domain names or IP addresses.
3. Additional email addresses that need to be whitelisted are [events@ucas.ac.uk](mailto:events@ucas.ac.uk) and [do\_not\_reply@on24event.com](mailto:do_not_reply@on24event.com).
4. So attendees can take full advantage of the live content and videos, the recommended minimum bandwidth for a video or live sessions is 800kBps (kilobits).

**Additional troubleshooting tips:**

* It always helps to clear your internet browser history (for a week or more). You can select what history you clear in Google Chrome and choose to retain any passwords. Just make sure you don’t have UCAS/Discovery open when clearing your history.
* If you are using Sky broadband, you may experience issues with accessing certain websites or pop-ups due to the security/firewall. This is not an ON24 issue but is a common internet problem. You can login to your sky account and turn off the parental controls whilst working on the event, or list the website addresses noted as acceptable websites. This may help to stop the site from being blocked.
* Other broadband services would have similar firewalls and security that may cause you problems accessing some sites, and you may want to manage the settings with your provider.
* Turn off cookies and allow pop-ups as there are quite a few pop-up windows during the event when accessing live sessions or live chat with universities and employers.

**If you need further support:**

If you require any further support or experience any issues on the day, please email us at [events@ucas.ac.uk](mailto:events@ucas.ac.uk).

So we can quickly resolve your problem, please provide as much information as you can, including: 

* Detail and time of the issue.
* A screenshot of the issue you are experiencing.
* How many people are affected (if you are part of a school group).