

Support / Troubleshooting

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Troubleshooting Users Accessing The Platform

We recommend promoting the platform at least one week pre-event. Promoting early ensures users are logged in and comfortable navigating the platform before the event begins.

Issues accessing the platform are rare and, in most cases, quick to troubleshoot. Below you will find the most common challenges and solutions to help your users quickly get onto the platform.

- WiFi

- Advise the user to check if other sites are working, and if WiFi isn't the issue, attempt refresh or failing that clear cache and try again. Instructions for clearing cache can be found here: <https://clear-my-cache.com/>

- User cannot log in with their email: 'You are not registered to access this event, please contact an event organiser.'

- Check users are entering the correct email listed on the CMS, Libraries, People
- Recommend using the correct email listed on the CMS
- If the user is not listed on the CMS, add the user to give them access. To do so, go to the CMS, Libraries, People, Add New Person

- User has forgotten their password

- Recommend using the 'Reset password' option on the login page

- Unsupported browser

- For any user who has issues accessing it is always worth sending supported browsers to ensure they are using a compatible browser -

<https://wiki.eventeyeapp.com/books/support-troubleshooting/page/device-compatibility-and-browser-requirements>

- Firewall stopping users from accessing the platform

- Some internal firewalls block unrecognized platforms. EventEye mitigates the request by ensuring all event URLs are HTTPS. In the event of the URL being blocked, the only solution is to get the relevant IT team to white list / approve the platform URL.

- User isn't receiving automated email alerts, reset password emails, or verification email

- Email communications sent from the platform are delivered from 'appconcierge@m.crowdcomms.com'. If you intend to use this functionality, please ensure this email address is whitelisted by the relevant IT team to avoid emails being blocked or going to spam.

- Reporting an issue you can't resolve by checking off the above FAQs

- If you have issues outside of the above and require further assistance, our support team is contactable on the below options:
 - Live Chat via the Dashboard (Mon-Fri 10:00 - 18:30CET)
 - E-mail support via your account manager or dedicated project support specialist (e-mails will be acknowledged within one business day)
 - For extended support options, please discuss with your account manager.
- To quickly replicate the issue and provide a solution, we will need the below information. Please provide this in the first communication of any issue where possible to speed up how quickly we can provide a solution.
 - User(s) email who is experiencing the problem
 - Browser & version
 - Device used
 - Screenshots
 - Steps necessary to replicate the issue

Please note: EventEye provides support to organizers; however EventEye does not manage the communications directly with end users unless show day allocated support is included with the event package.

Device Compatibility and Browser Requirements

Below is a device compatibility chart for the platform.

State	Meaning
NOT SUPPORTED	The platform may work, but we do not actively focus on supporting this device or operating system. The app may suffer from glitches, poor performance, or not run altogether. Often these are devices that have reached their vendor EOL (End of Life). We highly suggest upgrading as these devices are often prone to security exploits.
SUPPORTED	We actively attempt to keep the platform running smoothly on these devices. You are always welcome to report any issues to a member of support, and we will do our best to resolve these problems.

Apple devices & iOS

Device	Support	Notes
iPhone 5 and below	NOT SUPPORTED	
iPhone 6, 7, 8, X, 11, 12 & 13 running iOS 12+	SUPPORTED	Devices with notches will be accounted for correctly.
iPad running iOS 11 and below	NOT SUPPORTED	
iPad running iOS 12+	SUPPORTED	

Android devices

Device	Support	Notes
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ALL	(Please click here or open the attachment to view the extensive list of supported devices)	Android devices without Adobe PDF Reader or Chrome will not be able to open PDF Files.
Android version 4 and below	NOT SUPPORTED	
Android version 5 and above	SUPPORTED	We recommend Android 7 and above. Versions 5 and 6 will run noticeably slower due to falling back to a legacy web view technology.

Windows Phone

We are **no longer** supporting any Windows phones and won't in the future.

Web

Device	Support	Notes
Google Chrome (All Chromium based browsers)	SUPPORTED	
Firefox 5 and above	SUPPORTED	
Safari 5.1 and above	SUPPORTED	
Microsoft Edge	SUPPORTED	Microsoft Edge version 83 (released May, 2020) and later is supported.
Internet Explorer	NOT SUPPORTED	
Firefox 4 and below	NOT SUPPORTED	

1-2-1 Video Calls and Breakout Video Meeting - User Requirements

- Users will need to be using up to date version of their browser
- Users should ensure that they have applications such as Teams and Zoom closed, they could stop the 1-2-1 calls or breakouts launching correctly within the platform
- Latest versions of Chrome, FireFox, Chromium and Safari 14+ are supported
- On IOS devices, Safari is the only supported browser
- Older browsers including Internet Explorer are not supported

Smart Sessions

Browsers must support WebGL. Browsers supported by the WebGLRenderer are:

- Firefox 15+,
- Chrome 11+,
- Opera 19+
- Microsoft Edge 83+

If you find that you still have trouble after checking the above then please check [here](#) to see if your browser settings are also compatible.

Note: We do not support Internet Explorer or Safari for Smart Sessions