System Requirements

Below are the system specifications and known technical requirements for our virtual events platform.

If you do not find the answer you are looking for, contact us at events@educations.com and we will help you.

System Requirements

The virtual events platform is solely provided as a web-based solution, accessible via a web browser on PC, macOS and mobile devices (iOS and Android). As a web-based system there is no additional software required to be downloaded or installed separately.

Although most browsers will work with our virtual environment, for the best performance we recommend using the latest version of Google Chrome. If possible, connect via a stable ethernet or wifi connection to avoid interruptions or potential drops with connectivity.

Although the platform is accessible via mobile devices, you'll have a more immersive experience by viewing the event from a desktop.

Minimum System requirements

- 2 GB RAM
- 2 GB Hard Disk
- 4Mbps or 400Kbps Broadband speed
- Dual Core Processor
- Web Browser:
    - Chrome
    - Opera
    - Safari
    - Firefox
- Operating System: Windows 10
- Primary Monitor Resolution: 1280 x 720
- Graphic Memory: 64MB

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Preferred System requirements

- 6 GB RAM
- 4 GB Hard Disk
- 8Mbps or 800Kbps Broadband speed
- Dual Core Processor
- Web browser:
    - Chrome
    - Safari
    - Firefox
- Camera
- Microphone
- Speakers (or Headphones)
- Operating System: Windows 10 or Newer
- Primary Monitor Resolution: 1366 x 768
- Display Type: HD Graphics
- Graphic Memory: 64MB

Mobile Device requirements

Audio/Video Chat

- iOS users must use Safari browser on mobile for audio/video chat
- Android users must use Chrome browser on mobile for audio/video chat

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Whitelist URLs

If you are behind a firewall this could prevent you from using the platform's Instant Messaging, voice or video calling features. To ensure functionality please whitelist the following URLs:

1. virtualrecruitmentdays.com
2. cometchat.io

If the problem persists you may require more extensive whitelisting. In this case please whitelist the following URLs :

1. admin.virtualrecruitmentdays.com
2. v2.virtualrecruitmentdays.com
3. meet.virtualopendays.com
4. api-D5B36649-87D4-41F1-BE41-2F5AC327E27F.cometchat.io

   Domain list for EU region only:

   1. api-eu.cometchat.io
   2. apiclient-eu.cometchat.io
   3. ws-eu.cometchat.io
   4. D5B36649-87D4-41F1-BE41-2F5AC327E27F.ws-eu.cometchat.io
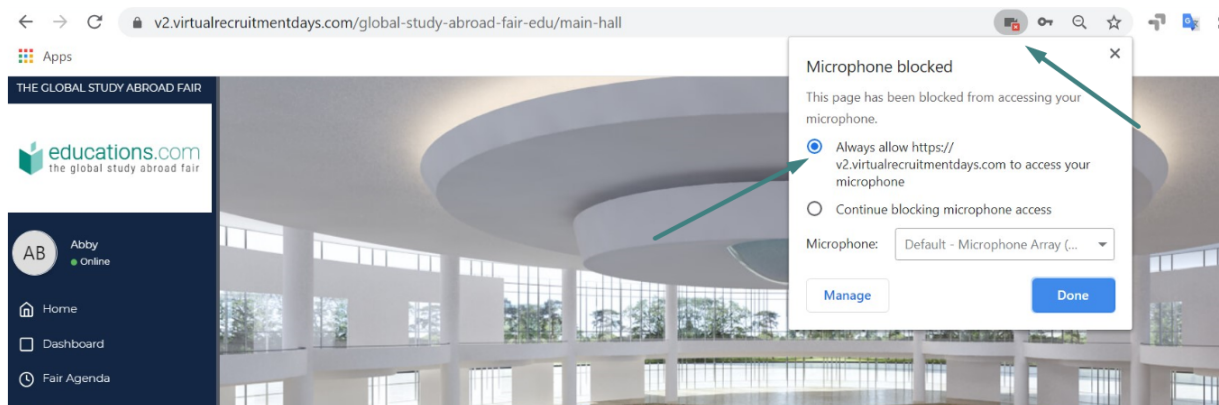   5. metrics-eu.cometchat.io

   Note: The ports are 5222, 7443, 80, 443 over TCP traffic.

5. api-D5B36649-87D4-41F1-BE41-2F5AC327E27F.calls.sendbird.com
6. api-D5B36649-87D4-41F1-BE41-2F5AC327E27F.calls.sendbird.com/v1/direct_calls/missed_signal?call_ids=
7. 7. api-D5B36649-87D4-41F1-BE41-2F5AC327E27F.sendbird.com

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Have you enabled your microphone and camera?

When entering an event, you might be prompted by your web browser to allow access to your microphone and/or camera. If you're interested in accepting audio or video calls within the platform then you will need to enable access.

If you are having trouble accepting a call and don't remember getting a prompt. You can change it by clicking on the small video icon in your browser and checking "Always allow."

Clearing the browser cache

If you run into unexpected problems or if the platform is not operating properly please be aware that most performance issues can be resolved by clearing the browser cache.

When you use a browser, like Chrome, it saves some information from websites in its cache and cookies. Clearing them fixes certain problems, like loading or formatting issues on sites.

In Chrome, to clear the cache:

1. On your computer, open Chrome.
2. At the top right, click More.
3. Click More tools and then Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

If you use Safari, Firefox, or another browser, check its support site for instructions on how to clear their caches.