

Discovery week system requirements and whitelisting

We are using a new platform to host our virtual events called ON24. Here are some top tips on accessing the Discovery Week content:

- Open up your browser and clear internet history (for a week or more). You can choose what history you clear in Google Chrome so you can retain passwords. Please do not have ON24/Discovery week open when clearing history as that window would then be retained.
- If you are using Sky broadband, you may experience issues with accessing certain websites/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 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 pops-ups as there are quite a few pop-up windows during in the event when accessing live sessions or live chat with a university of employer.
- Please use checklist items below - ON24 Technical Prerequisites to make sure that you are event ready. This is particularly important if you work in an organisation where there are a lot of network restrictions and security in place.

If you need to report a problem

If you have any more issues, please email us at events@ucas.ac.uk with the following details, please provide as much information as you can:

- Please send a screen shot of what you have experienced.
- Detail the issue and time of the issue.
- How many people are effected (if you are part of a school group) and detail their email address and name(s).

You may wish to share this section with your IT department to ensure your device/laptop is set up correctly.

Browser requirements

- Check that you are using a compatible browser

For PCs running Windows 10 or newer	For Macs running Mac OS 10.15 or newer
1. Google Chrome v87+ (preferred)	4. Google Chrome v87+ (preferred)
2. Mozilla Firefox v83+	5. Mozilla Firefox v83+
3. Microsoft Edge Browser v87+	6. Safari v10.14+

- Ensure that your browser has cookies and Javascript enabled.
- Ensure that you have a screen resolution of at least 1024x768.
- Ensure that you have a sufficiently fast internet connection (at least 1Mbps).
- Minimize the number of applications you are running while accessing the event.
- Close down Microsoft Teams and Zoom as they can take the speaker and microphone audio away from the ON24 platform.
- If you are accessing from a work networked device, check with your IT department that the ON24 and UCAS sites and email are not blocked in any way.
- If you are having problems connecting:
 - If connecting via VPN, try without the VPN connection
 - Clearing browser cache and cookies

Whitelisting – Information for your IT Department

It is possible that some HEPs may need to whitelist website traffic in order for presentations to work, depending what firewall/security rules that you have.

ON24 has provided a guide to help you manage the whitelisting for the ON24 platform. **Please pass this information to your IT department to ensure you have your device set up correctly.**

Please refer to the Audience Use Cases section of the [ON24 whitelisting guide](#) 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)

The [ON24 whitelisting guide](#) includes the following sections:

- Whitelisting Streams
- Audience Use Cases
- IP addresses, split tunneling configuration, and load-related assistance
- Presenter Use Cases
- Webcam and Screen Share Related Connection Issues (VPB Connections)
- Troubleshooting - Google provides a test tool that will allow enterprise network teams to determine whether the required network paths are open and operating.