

Remote Moderated Sessions

Checklist for Moderators

So... you are getting ready to run your first moderated study with UserZoom. To ensure your sessions run smoothly, we recommend these steps before your first session.

- ❑ **CHECK 1 - Ensure you can connect (from your company network)**

Our moderated solution requires access to specific domains and ports. Please check with your IT team that the required domains have been whitelisted and ports opened. You can [copy-paste the requirements from this article](#) and send them to your IT team.

- ❑ **CHECK 2 - Test that your connection is strong enough to run a session.**

You can test your internet speed on <https://www.speedtest.net/>. We recommend at least 25-30 mbps for download and at least 10-12 mbps for upload speeds.

- ❑ **CHECK 3 - Make sure your computer can handle running a session.**

Having too many programs running, or too many Chrome tabs open at the same time can use a lot of memory, which can slow down your computer. If you notice any lagging issues, close any unneeded programs and browser tabs, or try restarting your computer.

- ❑ **CHECK 4 - Run a practice session with a co-worker who is outside your work network.**

This check ensures that your network is not blocking access to the session, and that your [headset](#) and [camera](#) work with Chrome. As network requirements are the same for participants, we recommend participants joining the session on a personal device, or at least on a device that is not connected via a VPN.

Learn more about Moderated with UserZoom in this short video-based [Academy course](#)