

Remote Moderated Sessions

Troubleshooting Checklist for Moderators

If you are facing some issues, check out this Troubleshooting Checklist:

- Try a different Wi-Fi network, or if on a cell phone switch off Wi-Fi and use your 4G connection.
- If you are on VPN, try without it, if possible.
- Make sure you are running the latest version of Google Chrome (<chrome://settings/help>).
- Make sure your computer has a working speaker and microphone, a headset with built-in microphone is recommended.
- If it is a mobile study, make sure the participant's mobile device has a fast Wi-Fi connection, or if not on at least a 4G connection with full signal.
- Close any unnecessary software.
- Avoid having more than a couple of browser tabs open, especially in Chrome.
- Turn off the camera. Screen sharing accompanied with camera and audio can be quite demanding for some computers. If a camera is not needed during a session, turning it off might help with computer performance or in cases of low bandwidth.
- Leave the session and come back, rejoining could solve some issues.
- Restart your computer.
- Try to [improve your internet connection](#).

If you are still having any issues, taking the following test may help isolate where the issues lie: <https://tokbox.com/developer/tools/precall/>.

If you are still unsure about what the issue is, [raise a ticket with us](#) along with the information below:

- The output of this test (click on Save this data as simple text at the end of the test results).
- A screenshot of the error message that you are getting where we can see the whole browser window.