

KangaNews Guide to Browser Settings for KangaNews Virtual Events

Welcome to the KangaNews' *Guide to Browser Settings for KangaNews Virtual Events*. Our virtual event 'portal' works for most browsers but the first time you attend one of our virtual events you may need to ensure your browser is correctly set up.

This guide explains how to confirm or configure the correct audio and video settings in the most commonly used browsers.

How do I know which version of the browser I am using?

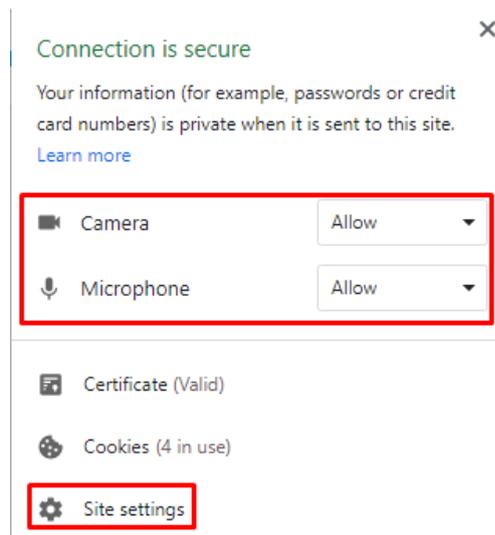
1. Locate your browser settings
2. Click on the 'about' option or similar.

Google Chrome – Version 83.0.4103.97

You can easily check your audio and video settings by clicking on the small lock icon located on the left side of the web address field:



When you click on this, a drop down appears showing your camera and microphone access settings, which you can change to allow if they are not already set this way.



Clicking on site settings from this view will bring you to the full site settings page for the Chrome browser.

← portalapp.centium.eventsair.com

Usage

3.5 MB

Clear data

Permissions

Reset permissions

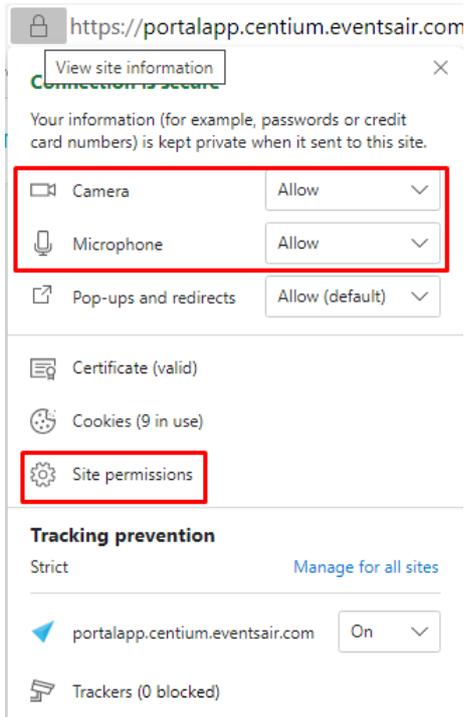
 Location	Ask (default) ▼
 Camera	Allow ▼
 Microphone	Allow ▼
 Motion sensors	Allow (default) ▼
 Notifications	Ask (default) ▼
 JavaScript	Allow (default) ▼
 Flash	Block (default) ▼
 Images	Allow (default) ▼
 Pop-ups and redirects	Block (default) ▼
 Ads Block if site shows intrusive or misleading ads	Block (default) ▼
 Background sync	Allow (default) ▼
 Sound	Automatic (default) ▼
 Automatic downloads	Ask (default) ▼
 MIDI devices	Ask (default) ▼

Microsoft Edge – Version 83.0.478.45

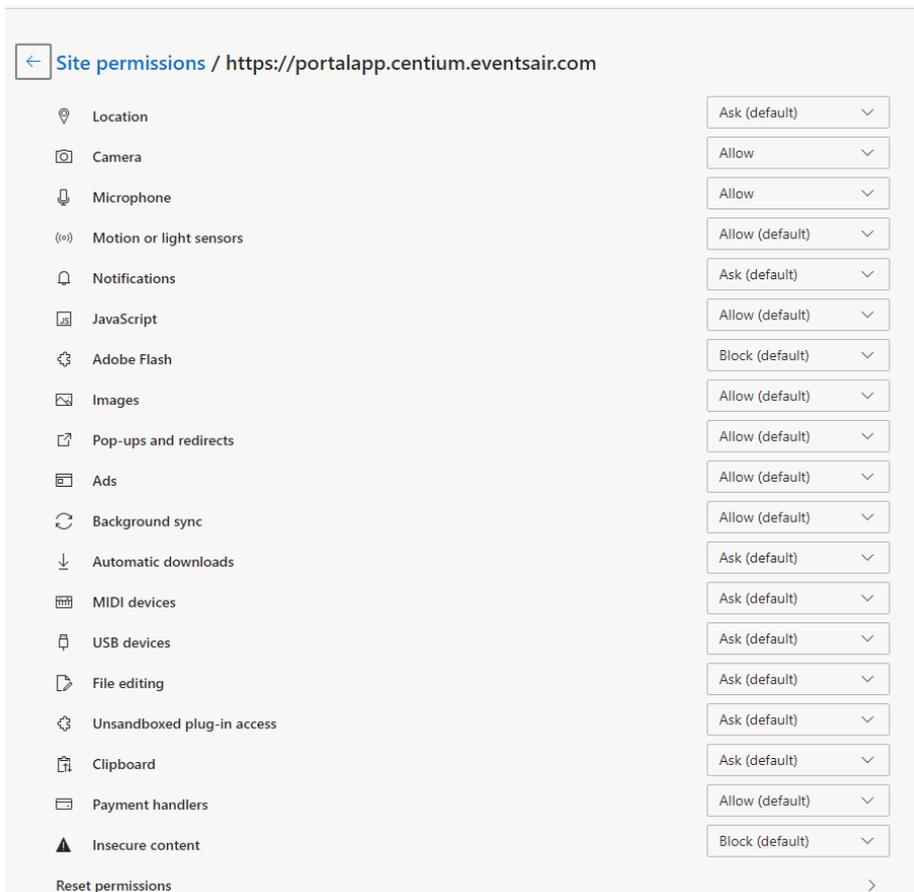
You can easily check your audio and video settings by clicking on the small lock icon located on the left side of the web address field:

 <https://portalapp.centium.eventsair.com/VirtualAttendeePortal/customers/jacksons-jugglers/>

When you click on this, a drop down appears showing your camera and microphone access settings, which you can change to allow if they are not already set this way:



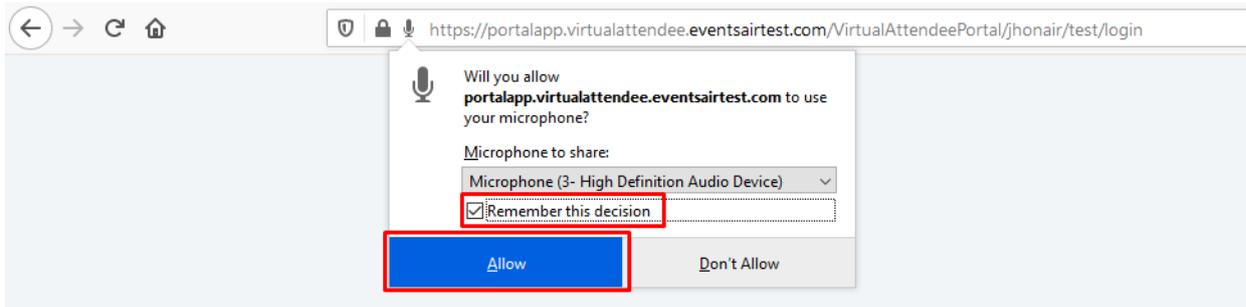
Clicking on site permissions from this view will bring you to the full site permissions page for the Edge browser.



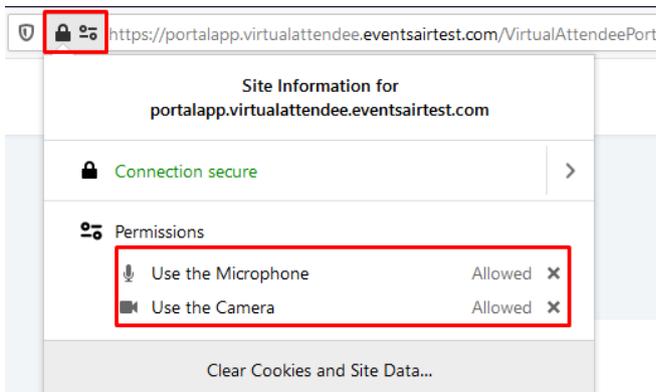
Firefox – Version 77.0.1

When first visiting the KangaNews OnAIR site via the Firefox browser it should prompt you to enable the webcam and microphone upon logging in as shown below.

When this occurs please be sure to select your microphone input and hit the “remember this decision” checkbox so these choices are saved for future use in OnAIR. You will be prompted to do this for both your microphone and webcam.



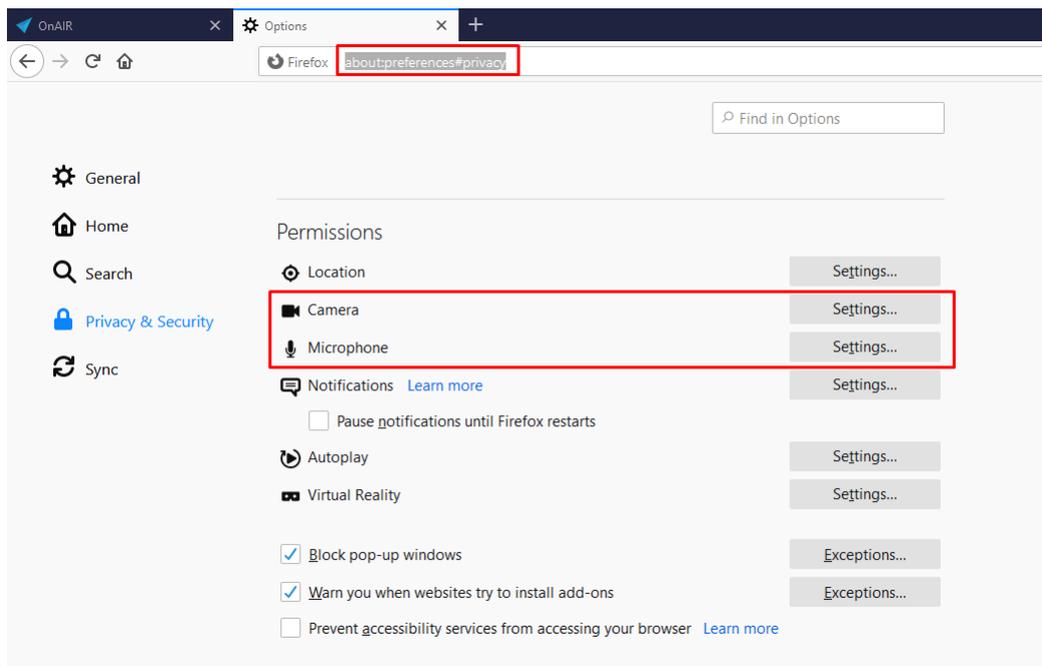
Once logged into the OnAIR portal, when you select the lock icon on the left side of the web address, provided you chose the “remember this decision” checkbox you will see the microphone and webcam marked as allowed.



If you were not prompted to enable your webcam and microphone, please put the following link into the address bar (also shown in the below screenshot):

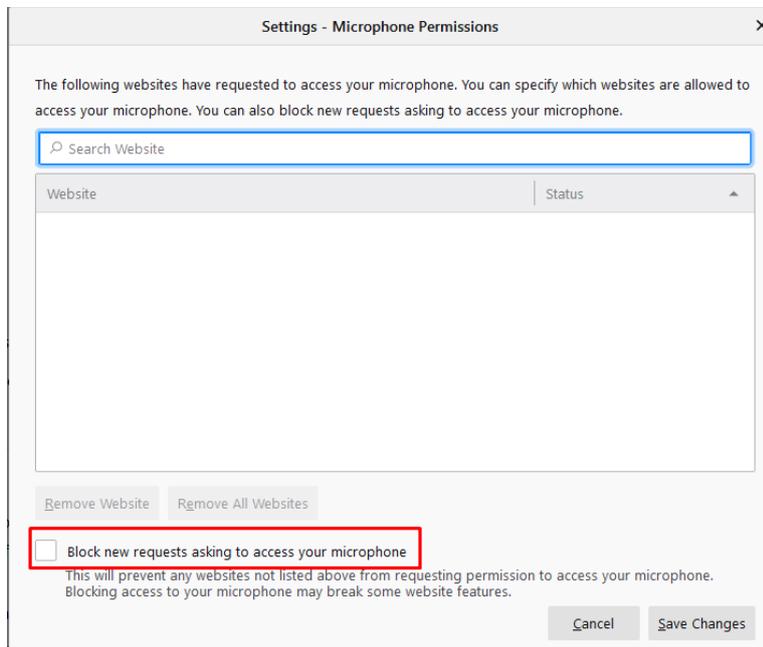
<about:preferences#privacy>

Scroll down for the permissions section as shown here:

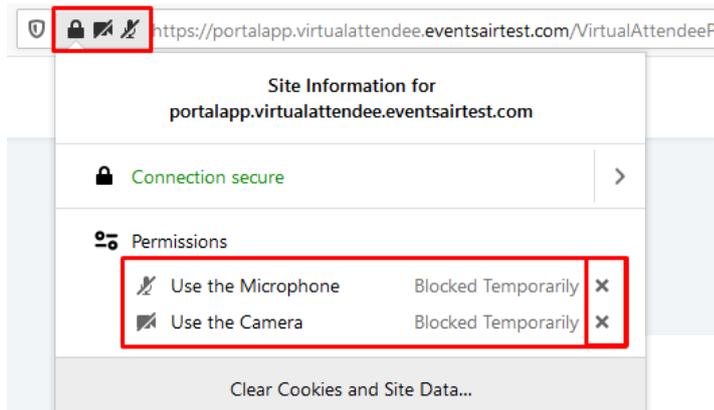


Click on the settings buttons to be shown the appropriate settings options.

NOTE: There is a check box at the bottom of the window related to blocking access requests. Please be sure to uncheck this if it is checked.



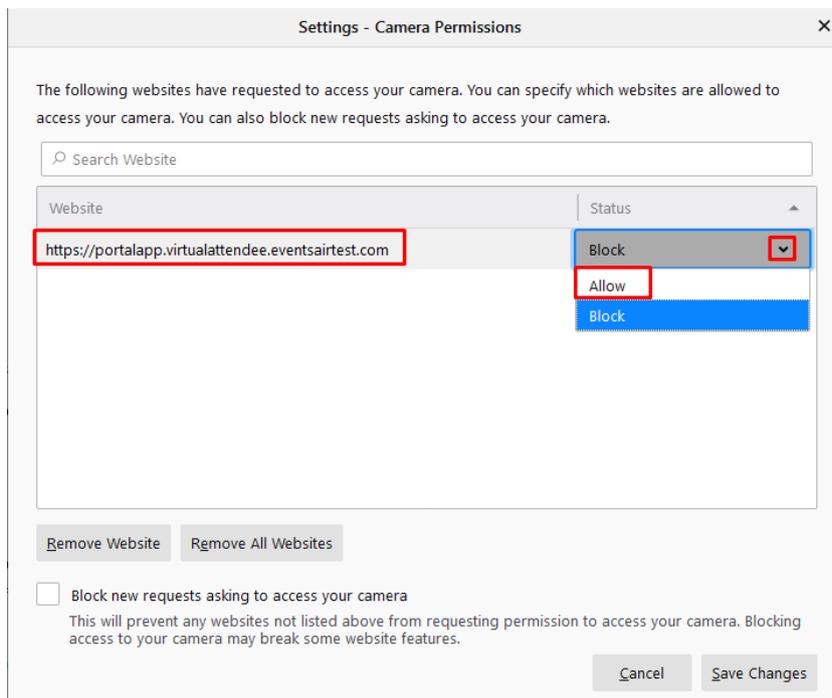
It may also be the case that your Firefox browser is currently blocking the access to the microphone or webcam for the OnAIR portal. If this is the case, you will see this when clicking on the highlighted icons below within the OnAIR portal.



To change this:

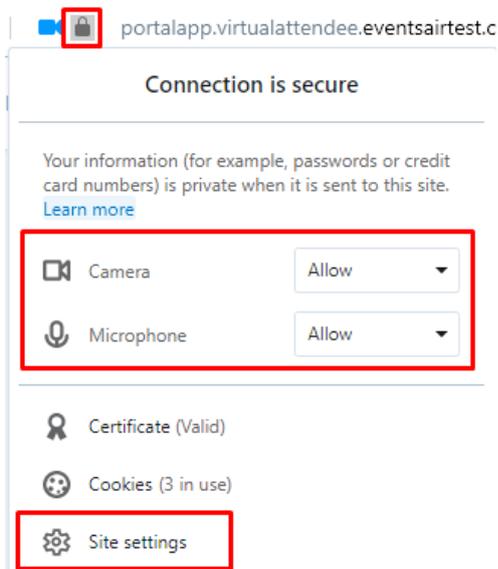
1. Select the “x” button next to the rules shown above
2. Close Firefox
3. Log back in to the OnAIR portal and you will be prompted to confirm your settings.

Alternately, from the permissions section, change the EventsAIR entry to “allow’ instead of block.

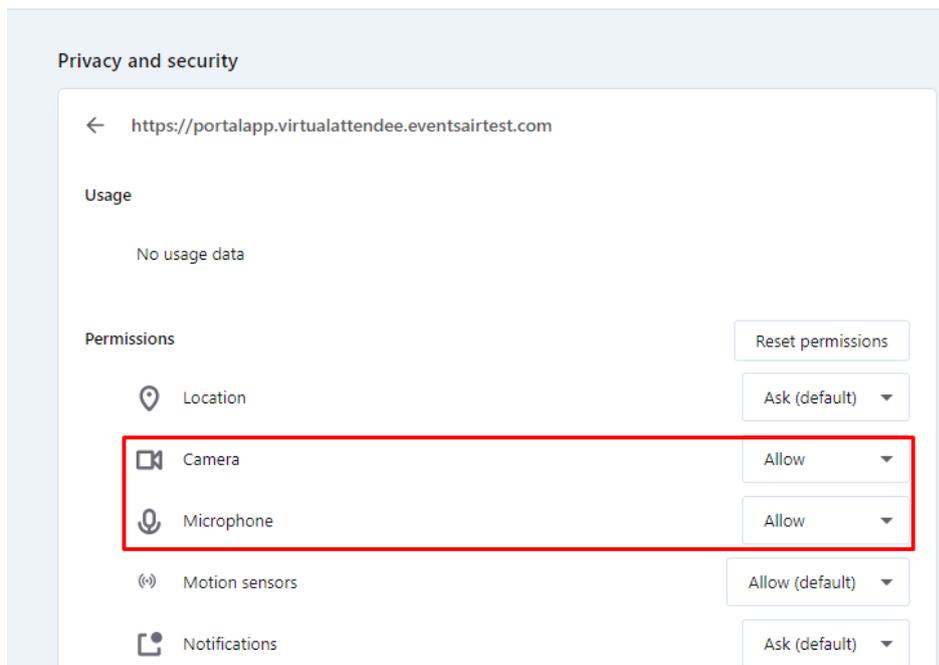


Opera – Version 68.0.3618.125

Click on the lock icon in the web address bar will display your camera and microphone settings.

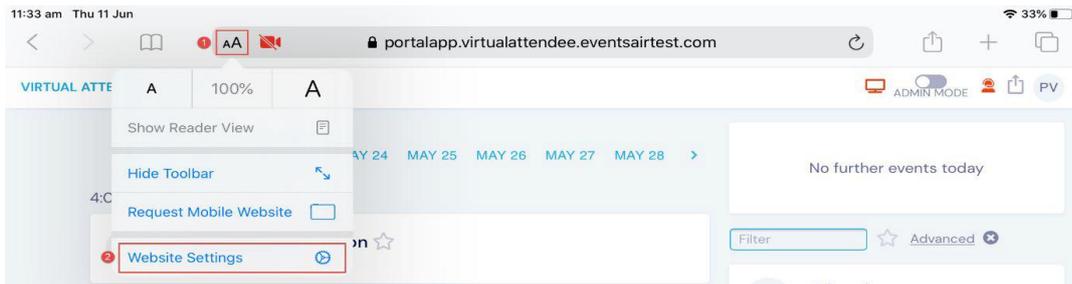


If the displayed camera and microphone options are either not present or not enabled, please click on site settings to navigate to the settings section and enable them.

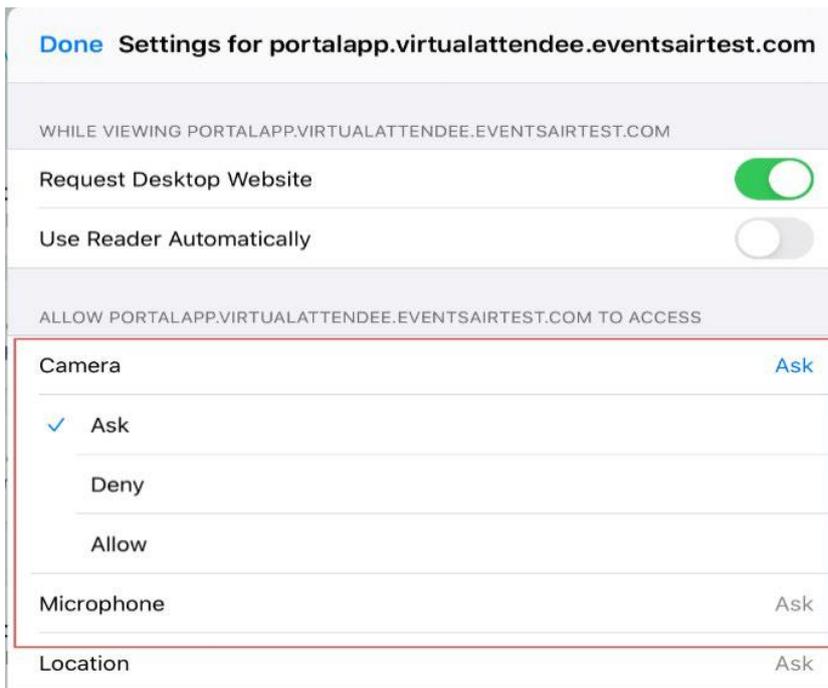


iPad Safari – Version 13.5.1

Click on the font settings icon in the web address field and then click on website settings.

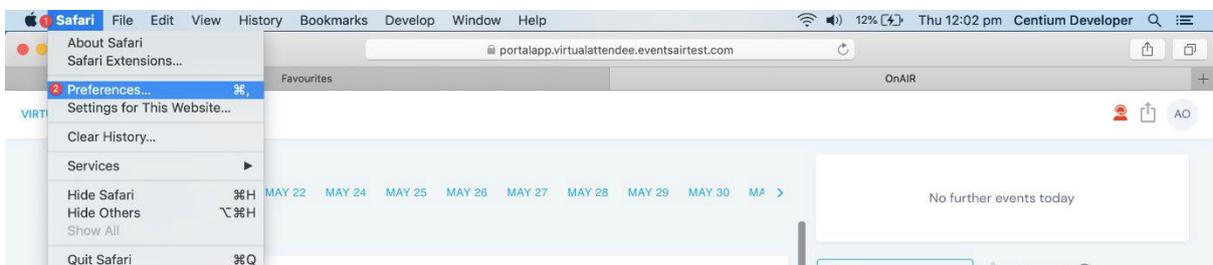


Allow access to your camera and microphone.



Mac Safari – Version 13.1.1

In the Safari menu, select preferences.



Choose the websites tab. Choose your camera and microphone settings.

To the right of your currently open website (typically the currently open KangaNews OnAIR portal) you can click and choose allow.

