Technical issues

Device Compatibility and Browser Requirements

Below is a summary of device compatibility for the conference platform.

Please note: to get the best experience from the virtual conference platform please use one of the following browsers:

- Google Chrome 11
- Firefox 5 and later
- Safari 5.1 and above
- Windows Phone Web Edge * Video calling requires Edge Chromium
- Chromium based browsers

The following browsers are not currently supported and may not enable access to the conference:

- Firefox 4 and Internet Explorer

Troubleshooting access issues

Please check other internet sites are working and if WiFi isn't the issue attempt refresh or failing that clear cache and try again.

Unable to login with your email: 'You are not registered to access this event, please contact info@iucn.org.uk

Forgotten your password - please use the 'Reset password' option on the login page

Unsupported browser - please see Device compatibility and browser requirements and ensure your browser is the most up-to-date version

Some internal firewalls block unrecognised platforms - please ask your IT team (if you have one) to white list / approve the platform URL or email info@iucn.org.uk