



23^e IGO CONGRES 2021

Het Nederlands-Vlaams Virtuele Doelencongres

Infertiliteit, Gynaecologie & Obstetrie | 30 MAART - 1 APRIL

Ervaart u problemen in een virtuele ruimte? Controleer alstublieft het volgende:

- Neemt u deel via de web app? Gebruikt u de Google Chrome browser? In deze browser kunnen wij de beste kwaliteit garanderen.
- Heeft u een goede internet connectie?
- Probeer de pagina te verversen met CMD+Shift+R (Mac/Apple) of Shift+F5 (Windows/Microsoft).
- Heeft u meer applicaties open staan? Uw computer of telefoon kan overbelast zijn, sluit de programma's die u niet gebruikt.

Nog steeds problemen? Check onderstaande informatie en stuur dit zo nodig naar uw **IT afdeling**.

It can occur that streams are blocked by a firewall or VPN connection. Some network administrators (IT departments, companies or universities) block all video and audio services in browsers by default. This can cause the Virtual Event Platform or its features (e.g. broadcast) not being able to transmit video or audio data. This may impact you when you use the Virtual Event Platform over your company internet network, a company VPN, or a corporate laptop. For example, you are able to enter a virtual room but you cannot see or hear anyone, nor can they see or hear you. The quickest solution is to switch to another internet connection. If this is not possible for you, follow these steps: If you are using a VPN, turn this off. If this is not solving your issue, your IT Department could whitelist our services.

Below you find all the necessary information the IT department will need to unblock all services used by Conference Compass. Those domains all need to be wildcards for the subdomains: [agora.i](#) [edge.agora.io](#) [agoraio.cn](#) [edge.agoraio.cn](#) To access the virtual platform and web app, it is needed to whitelist the following domains in your firewall:

- [eureka.web.indrina.com](#)
- [get-eureka.com](#)
- [talk.get-eureka.com](#)
- [devtalk.get-eureka.com](#)
- [backend.get-eureka.com](#)
- [igo.my.conferences.cc](#)
- [2021congres-igo.web.indrina.com](#)
- [igo.backend.get-eureka.com](#)

The ports that need to be open are 80, 443, 5222, 5280. Please do not set static IP restrictions to our domain as our infrastructure is scaling permanently and server content through multiple endpoints, in different geographical locations. For more information on firewall requirements access the [Agora platform documentation](#).

Ervaart u nog steeds problemen? Neem contact op met de organisatie via igo@mci-group.com met zoveel mogelijk details over uw probleem. Voeg indien mogelijk een screenshot toe.