

FUTURE OF GOOD

If you are having trouble accessing the Black Leadership in Social Impact Summit, please check your email:

First - check your inbox for an email from

BlackLeadershipinSocialImpactSummit@ineventmail.com. This email will contain your unique link to access the event. Do not share this unique link with other people. It is custom to you and your email address.

Click that unique link, and the Future of Good Summit Platform should open through the InEvent portal.

If you are still having trouble accessing the event, please read through the help items below:

1. Review [our requirements page](#) to make sure you are meeting those requirements.
2. Browser compatibility: We ask you to give preference to Google Chrome. [Click here to download](#) Chrome.
 - But you can also use:
 - Chrome (Mac / PC) 56 or newer (better experience, required for presenters)
 - Firefox (Mac / PC) 44 or newer (recommended alternative)
 - Safari (Mac) 11 or newer (recommended alternative)
 - Chrome (Android) 80 or newer
 - Safari (iOS) 11 or later
3. Perform a system check using our Virtual Lobby testing tool to make sure you are good to go! [Click here](#) to learn how to do so.
4. **Do not share your unique link with other people.** If someone else accesses the event using your link, you will be disconnected. [Click here](#) for further information on unique links.

Mobile phones and tablets will work on up-to-date devices, but you may have to do the following steps:

1. Copy the unique link and paste it into the browser on your device
2. Use Google Chrome (Android) or Safari (iOS).

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Common Error Messages

If you experience any issues within the platform, these are the general messages you may encounter:

- You were removed from the room – this notification will appear when the event’s organizers push you back to the Main Lobby
- You were disconnected from the event – you are no longer an Attendee of the event
- You just connected on a different device – this device will be disconnected now” – your unique link has been shared
- You are not allowed to view this session – when the activity has reached its full capacity
- See a blank page with no messages displayed – you may need to clear caches and cookies from your browser. To test this, you can copy the URL and paste it into a different browser.

Network firewall or web security gateway

If the Virtual Lobby stays in a Connecting state or you can’t join a session due to a Network Error, **it could mean that your networking is blocking our IP addresses through a Firewall or a Gateway.**

Setting up your Firewall

You will have [two video providers](#) available in the Virtual Lobby: Agora.io and Tokbox.

- If Agora is your WebRTC provider, [click here](#) to check the requirements that must be met.
- If Tokbox is your WebRTC provider, [click here](#) to check the requirements that must be met.

Virtual Private Network: VPN

- If you are an attendee of the event, using a VPN should work fine but we do not recommend using Cisco VPN as it may cause Connecting issues.