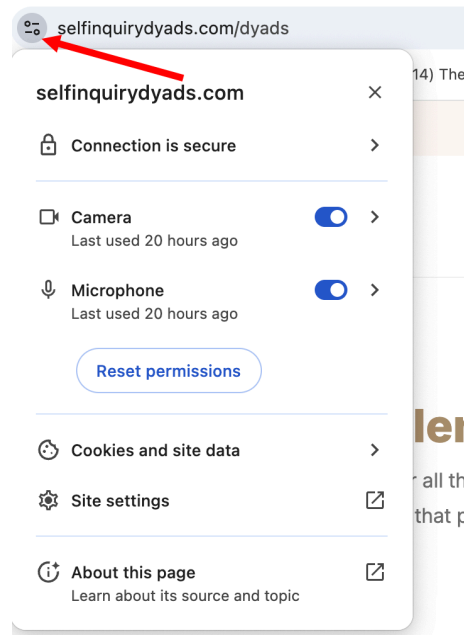


The IAM App: Troubleshooting Quick Tips

- 1) First, please make sure that you have only one instance of selfinquirydyads.com open, and that you do not have any zoom meeting or other application open that might be using your camera and microphone.
- 2) We recommend that you use the Chrome or Edge browser with your computer, tablet or phone. Firefox and Safari have been problematic. **Trying a different browser and/or a different device solves most issues.**
- 3) Make sure your microphone and camera are connected. You can test your camera and mic at <https://zoom.us/test>. Be sure to close the test page after you have completed the test.
- 4) The first time you use selfinquirydyads.com it will ask for permission to use your camera and microphone. Make sure you say “yes”. If you accidentally clicked “no”, then check your device settings to ensure the app/browser has permission to open external links or launch Zoom. Beside the URL you will find the permissions for the site:



- 5) VPN's, Firewalls, Anti-virus software can sometimes interfere if the security settings are set to “high”. Please check the settings on these applications.
- 6) Refresh your screen. If you have a slow internet connection or if there is a drop in internet connectivity, sometimes video and audio can cut out. If you are in the dyad room and video cuts out, if you **refresh the screen** sometimes it will reset the video.
- 7) A comprehensive troubleshooting guide can be found [HERE](#) if you still have issues.