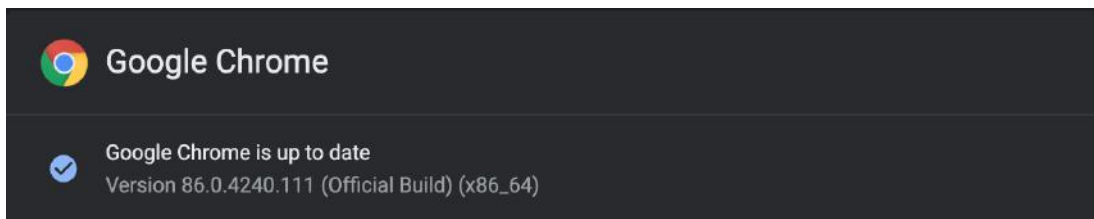


1. Restart your computer the night before your video chat calls

Like any software, your internet browser can get overloaded. Restarting helps your computer run optimally and will improve your video chat connection. It also ensures any updates to your computer are fully running.

2. Make sure you are using the latest version of Chrome

Click on the three little dots at the top right of your Chrome window. Hover your mouse over "Help" and click on "About Chrome" to go to the settings page. At the top of the page you will see if you have the latest version. If it says "Google Chrome is up to date," you are good to go! If not, please update to the latest version.



Although Chrome is the preferred browser, Firefox, Microsoft Edge, and Safari are also supported. Internet Explorer is not supported.

3. Exit out of other tabs on your browser and quit other apps for best performance

Before you start the event, take time to save your work and close applications on your computer that you won't need. Too many open tabs or apps will slow down your computer while you're on a video call. It is especially important to quit programs that use your camera and microphone, like Zoom, Webex, Teams and BlueJeans.

4. Ensure you have a good internet connection

If you are at home, sit close to your WiFi router. The closer you are to the router, the better your connection will be. If you have an ethernet cable, connect to it to ensure the strongest connection possible.

5. Test your video and audio in advance

Use the test room at <https://florecruit.com/video/testRoom/> to test your video and audio. You will be able to see your video after allowing permissions. To check if your audio is working, watch the box next to your microphone icon in the lower left while you speak; a green bar should move in response to sound. We recommend using headphones for improved audio quality, especially in noisy environments.

