

Self Help Troubleshooting for Gather

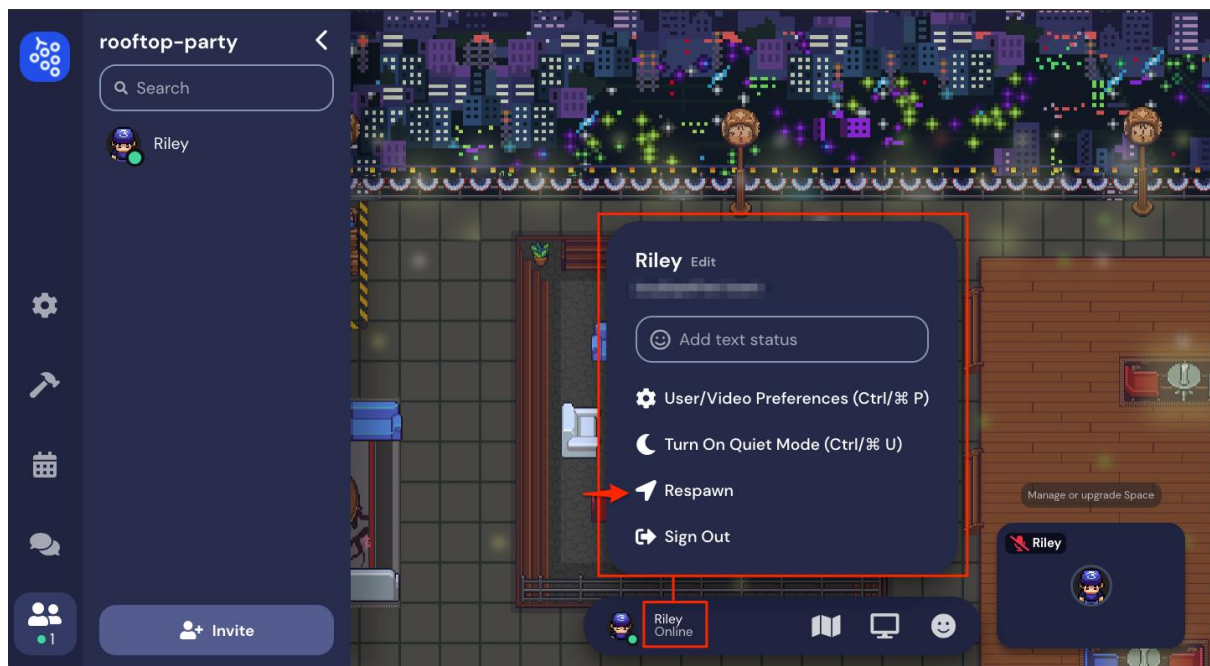
Refresh your screen (F5) - this will reload the webpage and will most likely fix a lot of issues you may encounter.

Glitching: Only Google Chrome or Firefox are supported, if you are using an unsupported browser you must expect issues.

Unable to move / Can only see a black background?

Try these steps in order to resolve this issue.

1. Check your cursor isn't in the chat or off screen. If so put it on main screen and try to move
2. Blocking in a corner? Press G and move, this makes you a Ghost so you can walk through things (NB if ghosting, you can't be heard).
3. Reset your location. The quickest way to resolve this is to try and respawn (re-enter space) you will return in the Arrival Foyer.



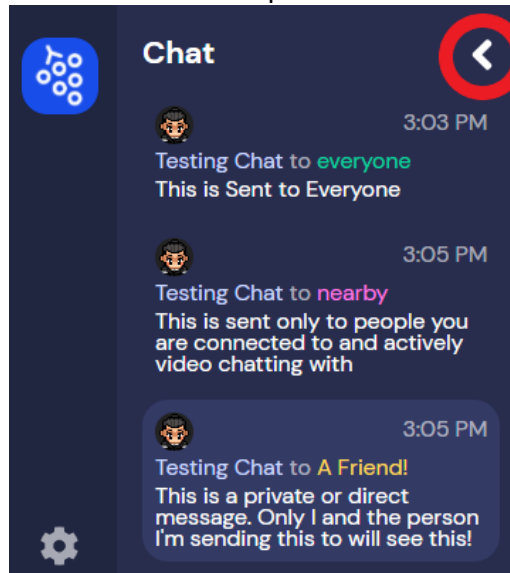
2. Clear your Cache. Occasionally there may be issues with stored cookies or other information in your browser's cache. Try clearing your browser's cache to help resolve these issues.
3. Check if you are banned – this is very unlikely. If your entire screen is black and you do not see any objects, there is a high possibility that you were banned from the Space. If none of the above steps work and you cannot access the SPUDM Gather Space then please find your way to the appropriate technical support Zoom session.
4. If you have clicked X to read the programme you may see a black screen while it loads – it can take a moment to do so. If you press X and see white screen with

grapes that means that popup is not working, so please try another and if possible let one of our helpers know which one is broken.

[Virtual Backgrounds](#) - Currently Gather does not support virtual backgrounds.

[How do I close the side panel?](#) –

Click the arrow next to 'Chat' to close the side panel



[Blank white screen \(When pressing X to interact\)](#)

A blank white screen when interacting with an object may be caused by Cookies or because someone is screen sharing when you are trying to interact with the object. May also be because an information point is not working. Please let us know if so.

[Cookies?](#)

Seeing a white screen after pressing x to interact with an interactive object may be the result of your web browser not caching the embedded content. This can happen if your browser's security settings are set to block third-party cookies and site data.

Many users may choose to block third-party cookies and site data for privacy reasons; the easiest way to use Gather if you wish for these features to remain blocked during 'normal' browsing is to open the Gather space in a private / incognito window, and use that window for your entire session.

[Screen sharing issues?](#)

You cannot screenshare or look at a shared screen and press X to interact with an object at same time. We recommend checking to see if someone is currently trying to screen share with you at the same time. If so, either ask that person to stop screen sharing, or wait until they are finished so you can interact with that object properly.

[Audio and Video issues](#) – This hyperlink deals with issues muting audio or webcam issues for Windows and Macs, VPN issues, hearing unexpected voices, troubles screen sharing etc.

Audio and Video issues link: <https://support.gather.town/help/av-troubleshooting>

Recording

We will be recording the keynote presentations as we will be using Blackboard to host these presentations and there is a recording feature built in to the service.

As Gather does not provide recording services directly on the platform, we will not be recording other presentations. However, presenters are free to record their own presentation if wish to.

If you have any issues setting up Gather, first consult the [User Guide](#) then ask for technical support via one of our (yellow clothing) helpers.