INSTAGE

FAQs

Question	Fix
Avatar can't hear me (Microphone not working)	1. Go to audio and video settings and check if your device is working. 2. Close the current tab and try an incognito browser. 3. Make sure to allow microphone access when prompted.
Camera not working	1. Go to audio and video settings and check if your device is working. 2. Close all tabs and apps that are using your camera. 3. Open a new incognito InStage tab and try. 4. Make sure to allow access when prompted.
How do I sign up?	1. To use InStage, you will need to sign up with an invitation link. This will most likely be a link to a simulation provided by an instructor. 2. Upon clicking, you will be redirected to a sign up / sign in page.
Where is my report video?	1. Your report video is found in the top right of your report above the transcript. 2. It will show a video icon that will be clickable if you enabled "Record Video" before joining the sim. 3. This is located right beside the start button.

How do I share my report?	1. You can share your report by clicking on the "Share button" in the top right corner in the report page. 2. Copy the link. 3. Send to the individuals you would like to see it

My simulation is lagging	If your simulation is lagging and is running very slow, there are 2 things you can do.
	1. Try turning on graphics acceleration in your browsers settings.
	Or
	2. Run the simulation in performance mode.
	   a. Navigate to Audio & Video Settings.
	   b. Enable performance mode near the bottom of the menu.

What Devices Does InStage Support?	InStage works on Windows and Mac computers the best. Mobile devices can work, however, the user experience has not yet been specifically intended for mobile use potentially causing some discrepancies.
What browsers work best on InStage?	Currently, the best browsers to use for InStage are Google Chrome and/or Safari.
What languages are supported by InStage?	InStage currently supports English and is in early access for French as well.
I didn't get an activation email or login code	Check your spam or junk mail folder