

# Need help logging in to your QuaQua meeting?

Follow this checklist to get started



## QuaQua essentials\*

Make sure you meet these requirements before your next attempt to log-in.

- ✓ Only use Google Chrome as browser for QuaQua meetings
- ✓ Use a laptop or desktop pc with i5 Quad processor (or higher)
- ✓ Connect with a fast and stable internet connection (min. 8MB/sec)
- ✓ Always use a headset (preferably with microphone) & HD webcam



[Check here](#) if your computer has the latest version of Chrome



[Click here](#) to check your internet connection

\*You won't be able to participate actively to the meeting if you don't meet these requirements!

## A clean start

Close all applications, browsers and VPN connections,  
Reconnect all your devices,  
Open Chrome, paste the meeting link and enter the meeting.

## Camera & Audio set-up

### First time user?

Chrome will ask for permission to use your camera and microphone. **Don't skip this step!**

Or select the  icon on the left of your URL bar to grant permission if needed.

### 5-second test

Use the 5-second test to see if you have selected the right devices. If not, select another device from the list.



Still not working? Consult the hardware settings via your laptop/pc's configuration panel.

## You still can't access your QuaQua meeting?

Try again with an **incognito window**:

- > Go to the right of your address bar
- > tap More 
- > Choose '**New Incognito window**'



Contact us on [info@quaquameeting.com](mailto:info@quaquameeting.com)