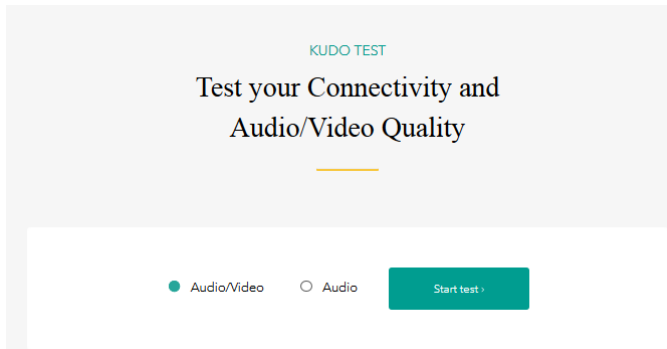


## TESTING YOUR ACCESS TO KUDO

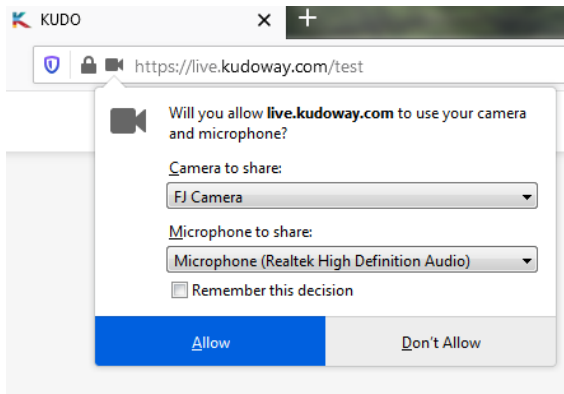
If you are you using KUDO for the first time, please follow the instructions below to get you started.

### A. TESTING ACCESS TO KUDO

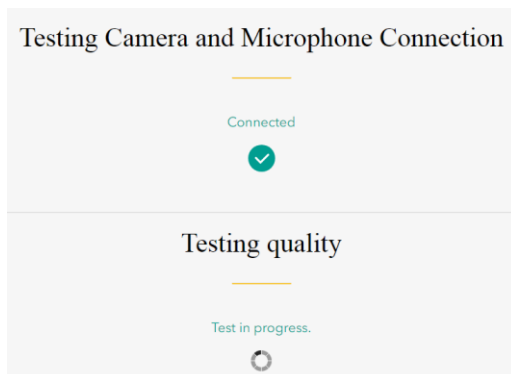
1. Connect from your laptop with your headset already plugged in
2. From the laptop main screen open the Google CHROME internet browser (or alternatively FIREFOX browser if you do not have access to Chrome)
3. In the address bar of the bowser type the following link: <https://live.kudoway.eu/test> to test your Connectivity and Audio/Video Quality and click on “Start Test”



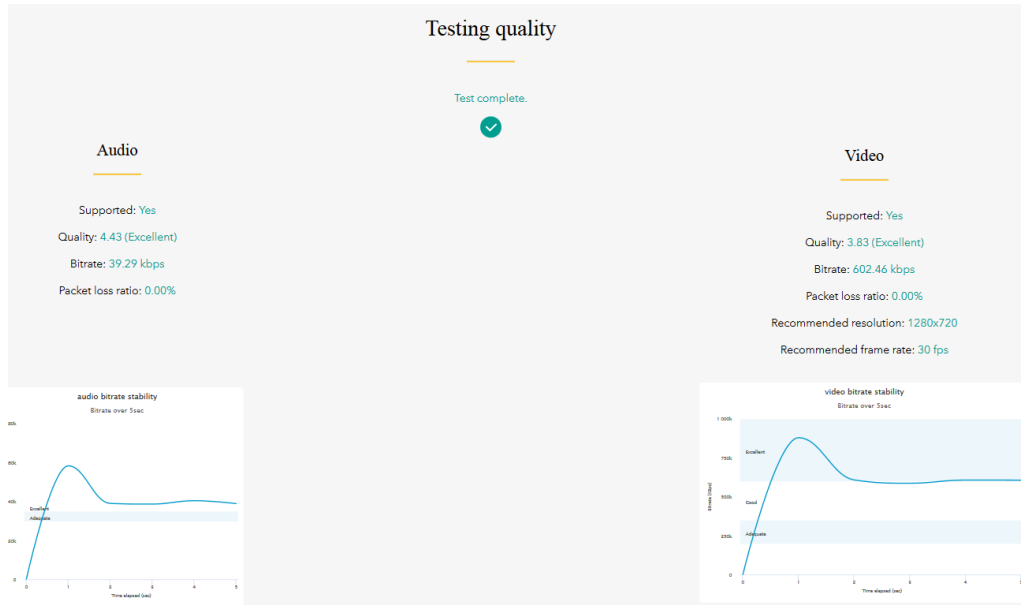
4. You will be prompted twice by a message “Will you allow live.kudoway.eu to access your camera and microphone?”. Click “Allow” both times



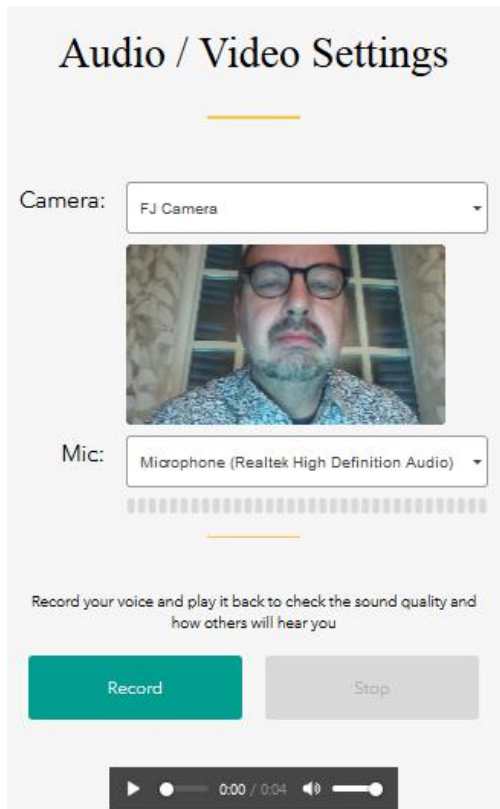
5. The system will run the test automatically



6. A “Test Complete” notification will appear on the screen



7. Check the “Audio / Video Settings” window just below

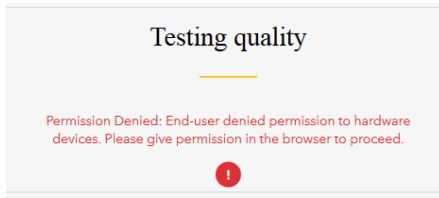


If you can see yourself, your camera has successfully connected to KUDO and is functional

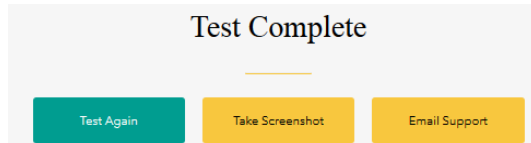
Click on “Record” and speak to do a voice test. After recording click on the play button (triangle). If you hear your recording, your microphone has successfully connected to KUDO and is functional.

## B. ERROR MESSAGES DURING TESTING & ASSISTANCE

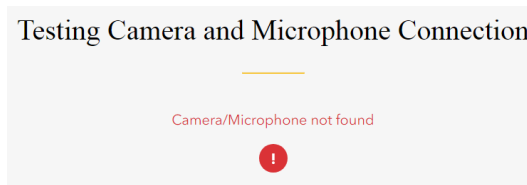
### Permission denied



**Solution:** Click on “Test Again” at bottom of screen



### Camera / Microphone not Found



**Solution:** Close all applications that may be open and already accessing your laptop camera/microphone (e.g. Webex) and start Test again

### Unable to complete test or Test fails

**Solution:** Contact INTERPOL IT Global Support or your IPSG Point of contact for assistance

## C. ATTENDING THE SESSION IN KUDO ON THE DAY

On the day of the event join the session 15 minutes before the official event start time to test your connection ahead of the session

From your laptop main page open the Google CHROME internet browser or alternatively FIREFOX if you do not have Chrome

Copy and paste the invitation link received from KUDO in the address bar of the internet browser and enter the pin code for the session to join the meeting

NB. Ensure your headset is connected before joining the session so that KUDO recognizes it