

PRE-EVENT TROUBLESHOOTING



I FORGOT MY PASSWORD

[Click here](#) to reset your password. Be sure to check your spam folder if you do not receive an email within five minutes.



I'M NOT RECEIVING ANY EVENT EMAILS

Emails are sent from **notifications@brazen.com**. First, check to see if they are getting caught in spam. Then, make sure to whitelist Brazen's IP address: 168.245.116.172.



HOW DO I TEST MY AUDIO & VIDEO?

You can run two automated tests to make sure you are prepared to join 1-to-1 video chats or video broadcast booths:

- 1) Run this [quick Brazen test](#)
- 2) Run this [30-second Vonage test](#).
(Vonage powers Brazen's video and audio chats.)

Both tests are designed to help identify whether you have a technical issue and, if so, what kind. Follow the recommendations provided by the test results. Then, follow the next steps provided by Brazen.



BRAZEN ISN'T LOADING PROPERLY

Make sure you are using a browser supported by Brazen: Chrome, Safari, Firefox and Edge. Also, ensure that you have the most recent version of the browser. For best results, we recommend **Chrome**.



I NEED FURTHER ASSISTANCE

Brazen's support team is here to help. Visit Brazen's support site, submit a [help request](#), or reach out to support@brazen.com.

