



Suggested Troubleshooting Solutions

If you are experiencing any technical issues connecting to Pathable, try these troubleshooting solutions to optimize your Pathable experience.

- Refresh the web page in your browser.
- Pathable works best on Google Chrome or Microsoft Edge. Try using one of these web browsers instead.
- Close all windows and programs that are not needed for the event to reduce computer activity.
- Ensure that all ad-blocking software in your browser is turned off.
- Likewise, ensure that any VPN you may have is disabled.
- Disable any plugins.
- Clear cache and cookies and restart the browser.
- Try an incognito window within your web browser.
- Make sure you have good internet access. Are there others using your connections?
- If a company device is being used, it may have security protocols that can interfere. If that is the case, use a personal device and see if it makes a difference.

Note: If you continue to experience issues with the Pathable platform, you can submit a ticket to technical support by emailing support@pathable.com. Provide as much supplemental information as possible as it will help the team reach a conclusion in a timely manner.