

FAQ

I accidentally closed the MeetingHub Window — how do i get back ?

No problem — log into the CEPT portal again and start the mHub link from your "My meetings" page.

My raised hand was lowered automatically, how did this happen ?

The individual user can raise and lower their own hands, however the organiser in the meeting can also lower participants hands. there's no auto function to lower hands.

I forgot to answer a Live Question, and now it is closed, can i still answer it ?

The organiser can either set a Live Question to expire after a certain period (minutes), or close it when they see fit. The Live Question will need to be closed in order to calculate the result. Closed questions can not be re-opened.

When answering a Live Questions that says anonymous answering, who can see who answered what ?

When a Live Question is configured to be anonymous, we do not record who answers what in the system, so we will not be able to retrieve the personal answers when the question closes.

I get an error in the browser indicating "You do not have permission" - "This site is blocked" or similar.

Some networks have restrictive filters where all new websites need to be approved before they can be accessed. Please contact your IT department for clarifications.

The mobile access link has dissappeared - how do i find it ?

The mobile access link will move to the burgermenu if the MHub window becomes to narrow.

Can the system send notifications for actions in MHub ?

Browser notifications are received only on the web, no notifications will be sent via email or mobile push.

Notifications are a personal browser preference, therefore this needs to be set by the user. The setting is made once and is stored in your browser for future use.

Notifications will be sent for these events:

- Raise hand
- New participant arrived / exiting
- Start/End Live Questions

Notifications are shown in the lower right corner of the screen (Windows) and will indicate the action that has taken place.



Notifications are not enabled by default, please consult your browser manual to learn how to enable notifications.

Revision #2

Created 2025-04-07 13:33:05 UTC by ECO TECH

Updated 2025-04-07 13:34:18 UTC by ECO TECH