

FAQ's & Tips

1. *I'm missing an item, I received the wrong item, or an item is damaged?*

Webcam and cables provided depends on the region, if you need it and you have not received it, its damage or the wrong one was shipped, please open a ticket using this BOT to get a new one.

2. When plugging in the equipment, be sure the cords are securely connected, but do not put too much pressure or wiggle the cords too much as this can damage the connection points.

3. A common troubleshoot for equipment set up is hardware not turning on, things to check:

Is it securely connected?

Does the outlet I'm plugging into work – try with another device, like a lamp. If is still not working, you can open a ticket using this BOT to get a replacement.

4. *I've plugged in my monitor to my computer, but the monitor says "No Display Detected"*

"First, make sure that the video cable is securely plugged into the correct ports on both the monitor and the PC. If you have already done this and are still receiving an error, try testing with a second monitor. If the error persists on both monitors, you can create a support ticket using this BOT to verify your equipment."

5. What email and password should I use to sign in with Microsoft?

You must type your Everise email (user@weareeverise.com) and then your password.

6. I am getting the Incorrect Password error

Please verify that the password entered is correct, if you do not know it or it's expired, you can reset it using our self-service portals:

<https://jarvis.weareeverise.com/>, <https://passwordreset.microsoftonline.com/> or <https://maya.weareeverise.com/>