



FAQs MacOs

Before installing secpholand...

- **What exactly is secpholand?**

Secpholand is a metaverse accessed through a hybrid platform, a mix of professional network and virtual environment whose objectives are to promote networking and accelerate technological innovation in the field of deep tech. Within secpholand, users can connect with a broad network of professionals and participate in virtual events, such as conferences, showrooms or sector-specific trade fairs.

- **Is it a closed environment only for members of secpho's ecosystem?**

No, secpholand is an environment open to any user interested in technological innovation through deep tech.

- **What is the cost of creating an account and accessing secpholand?**

Access and use of secpholand is completely free of charge. You will only have to pay if you want to participate in a virtual event that has a cost and there are some limited services for members of secpho's ecosystem.

- **Which minimum information is required to register?**

Anyone can register by simply adding their name, email address, position and the organisation they work for.

- **What operating systems does secpholand run on?**

Secpholand is available for **windows, mac** or **linux**.

Installation FAQs...

- **Do I need a special computer to use secpholand?**

Secpholand works on any Mac with **MacOS version 10.13 or later**.

- **MacOs tells me it is not secure**

It is likely that your computer is blocking the application because it does not recognise the developer. Usually, you get a message saying that the secpholand app cannot be opened because the developer cannot be verified. And that MacOS cannot verify that this app does not contain malicious code.



In this case, you should copy the application to your desktop, try launching it, and if it still doesn't work, modify your system security preferences.

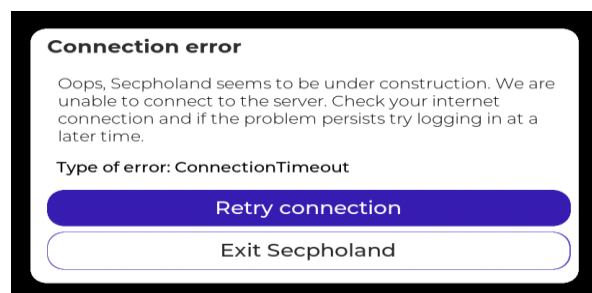
To do this, go to System Preferences > Security & Privacy > General, and you should see a lock notification. It's a matter of opening the lock to give the app permissions (Open button anyway), and then you'll be able to log in to Secpholand without any problems. Don't worry about the notification because the app is completely secure.

- **It downloads very slowly**

It seems that the programme is having a conflict with your internet network. We recommend you to contact us [here](#).

Inside of secpholand...

- **I get a "connection error" message**



This message may appear for one of the following 3 reasons:

- The internet connection has been cut off. In this case, it can be the network itself by checking the connection with the router and clicking the blue button "retry connection".
- It may also be because the secpholand server is temporarily down. In this case, you will have to wait for the service to be restored and click the blue "retry connection" button.
- You may be accessing through an "unsecured" network or from a corporate environment that blocks the connection. In this case, it can be solved by connecting to another wifi or wired network that is secure.