FREQUENTELY ASKED QUESTIONS

I cannot hear audio or see video.
- The webcast may not have started yet
  - Verify the start time of the webcast. If you have logged in early you may not hear audio or see video until the webcast begins.

- You may have been disconnected from the webcast
  - Refresh your browser by hitting F5 on your keyboard for PC or Command-R on a Mac.

- Confirm your system is compatible
  - Visit the Computer Tips page and confirm you are on a compatible browser.
  - Run the Port Test and verify the green is returned for each section.
    - This page also plays a sample audio clip which you can use to verify that your speakers or headphones are working correctly. If you do not hear this sample audio, verify that your speakers or headphones are plugged in and turned on, and that volume control on the device itself is turned up.
- Check your computer speakers are not muted
  - Your system's volume may also be low or muted. Locate your operating system's speaker icon, usually in the bottom right or top right corner of your screen, and ensure the system volume is turned up.

This is a video webcast but I am only receiving audio, low quality video or buffering.
- The media player will automatically adapt the video quality down depending on your available bandwidth. The lowest adaption is an audio only stream.
- If you are on a slow internet connection or on a shared network, you may experience moments of buffering or choppiness. If you are viewing from an office and you need to reduce network traffic, consider watching on one display as a group.
- If you are connected over VPN, disconnect from it and refresh the page. If you are using Wi-Fi, try connecting to the Internet directly via Ethernet cable.

What should I do if I am having problems troubleshooting connectivity issues?
- If you are experiencing problems connecting to the webcast or playback is poor, it may be due to the configuration of your company's network. Please click HERE below to further troubleshoot your computer. You may need assistance from your IT team.

Can I dial in to listen to the presentation?
- The audio is streamed directly through your computer speakers. If there is a listen-only line available, it will be communicated in email reminders or on the registration/login pages.

How do I access the webcast On Demand?

- The webcast can be accessed On Demand using the same link that was used for the live presentation.