



Computer Requirements for Watching Broadcast Sessions

Your Browser: Your browser must be a version compatible with the webcast system. **To test your browser for compatibility,** [Click Here](#). You will be prompted to make any needed updates.

Internet Connection: A broadband connection (cable, DSL, T-1, etc.) is required to watch the webcast.

A wired internet connection is recommended.

You need a recent version of *Adobe Flash Player*.

Most computers have this installed, but if you do not, download it for free at <http://get.adobe.com/flashplayer/>

Live broadcast sessions cannot be viewed on mobile devices or tablet computers. However, session archives will be available by June 11, and these will be mobile accessible.

Turn off any other applications on your computer prior to joining a live session webcast.

During the Webcast...

I got disconnected from the webcast and the window closed. Why?

This is usually a bandwidth issue with your local internet service provider. Try joining the webcast again, and look to see if you have a green dot in the upper right of the interface. If it's yellow or red, you do not have sufficient bandwidth to view the webcast.

I was in the webcast, but now I cannot rejoin...

There could be a few reasons for this. You may have lost your internet connection, or the webinar may have ended. Try this: close your web browser, close all other applications, and then click on the "Join the Webcast" image again.

How can I check my internet connection speed?

In the upper right corner of the webcast screen there should be a green dot. Clicking on this dot will tell you how much bandwidth you have available.

The connection meter button in the top right of the webcast window is yellow or red. What should I do?



This is an indication that you do not currently have enough bandwidth to participate in the webinar. Close your webcast window, wait 10 seconds and try to rejoin the webcast to see if the problem clears up. If not, you will not be able to participate in the webcast. However, you may be able to view the webcast recording.

The audio and video are out of sync...

This is usually a bandwidth issue. It may not be possible to synchronize audio and video, but you can shut off the video feed of the presenter if you wish. Move your cursor over the video and click the webcam icon. You will still be able to hear the presentation and see the slides.

Can I resize the slides?

The Maximize button in the upper right corner of the webcast window maximizes the slide portion of the webinar window, eliminating the text chat and video. You can easily go back to the standard view by clicking the Restore button, located where the Maximize button was.

If you have questions about computer requirements or preparation, please email [Conference Technical Support](#)

Prior to the live broadcast days of June 4 and 5, support will be available Monday-Friday, 8:00 AM to 8:00 PM, US ET

On June 4 and 5, Conference Technical Support will be available via the email link above, or phone us at 925-256-4343 ext. 123