



FREQUENTLY ASKED QUESTIONS

How to Get the Best Experience?

1. Before the event, please make sure your computer, Internet browser and all extensions are up to date.
2. Check your Internet speed using sites such as <https://fast.com/> or by Googling “internet speed test”. Generally, a speed of 5 Mbps is acceptable, however a speed of 20 Mbps or higher is optimal.
3. Do not stream other videos/music software in the background or in other tabs. Examples of this: YouTube, Spotify, SoundCloud, etc.
4. It is better for your Bandwidth if you are not running a multitude of applications/pages while taking part in the conference to ensure there is no interference or lag.

Why isn't the video playing?

If you are noticing loading issues with the video, it may be due to your Internet connection or the browser type that you are using.

First, check to make sure that you are on a supported browser type:

- Chrome 14 and later
- Safari 5.1 and later
- Firefox 6 and later
- Edge 40 and later

Please note that **Internet Explorer** is not supported. We recommend using Google Chrome when possible, as this offers the most consistent experience for the virtual event platform.

If you are using a supported browser type and version, we recommend checking on your internet connection. Sites like <https://fast.com/> can help you to check your internet speeds and to confirm if this may be the reason behind any issues with launching or buffering.

Please try refreshing the virtual event platform using the 'Refresh' or 'Update Now' option from the left-hand menu.

Why isn't my audio working?

If you cannot hear video and are using external speakers, headphones or a headset, check the connection and ensure that they are plugged in correctly. If using Bluetooth or wireless equipment, ensure that they are fully charged.

If you are using your computer speakers, it may be due to an audio setting on your computer. Please review the relevant steps for your computer type and check to make sure that all appropriate settings have been enabled.

MAC

- 1. Check the System Preferences**
 - a.** Open System Preferences and click Sound.
 - b.** Click the Output tab and click on Internal Speakers. or Headphones (depending on what you are using)
 - c.** Check that Mute next to Output Volume is not muted (there should be no tick in the checkbox).
 - d.** Make sure that the Output Volume slider is moved to the right.
- 2. Check your Mac OS (you may need to upgrade)**
 - a.** Click on the Apple icon in the top left-hand corner of your Mac and select About This Mac
 - b.** Check to make sure the macOS is up to date
 - c.** If an upgrade is needed, follow the instructions outlined on Apple's Support page

WINDOWS 10

- 1.** Run the Audio Troubleshooter
 - a.** Go to Windows 10 Settings
 - b.** Update and Security
 - c.** Troubleshoot
 - d.** Playing Audio

OR

- 2.** Choose the Correct Audio Playback
 - a.** Click on Start to access the Sound option
 - b.** Open the appropriate result and click on the Playback tab
 - c.** On your default device, right-click and select properties
 - d.** On the Advanced tab, under default format, change the setting and hit the Test button
 - e.** If it doesn't work, change the setting and hit Test

What Do I Do if My Screen Freezes?

- Try refreshing your page.
- Try closing pages you aren't using.
- Try opening the link in another browser.
- Try quitting and restarting your browser.
- If the above methods are not successful, try restarting your computer.

Will the presentations be available post-event?

Yes, the presentation videos will be available on demand after the event. We will be communicating to all attendees how to access these. Registration is required to access materials.

Do I need to have a webcam for the event?

Although you do not need a webcam to attend the virtual event, you're encouraged to use your webcam during certain sessions to allow for a face-to-face experience with other attendees. You will also need your webcam to take advantage of the one-on-one video chat feature (accessible within the individual attendee profiles using the "Schedule a Meeting" button).

The presentation starts in 10 minutes - I am logged in but there is nothing on my screen.

The presentations don't begin streaming until the time the session begins - not before the start time. Stay put and it will begin streaming on schedule.

How Do I Ask Questions to Presenters?

For each presentation, there is a Q&A panel on the righthand side of your screen. Here you can enter your question OR upvote other attendee questions (especially if they have asked what you wanted to). Each presentation will have a dedicated moderator who will relay relevant, content-related questions and comments to the presenter(s) and audience.

Where Do I Go for Additional Help?

Can't find the answer to your question within this FAQ document? Look for the Tab "Event Information" in the left-hand side menu. In this section, select the "Contact the Organizer" option to submit your question(s).