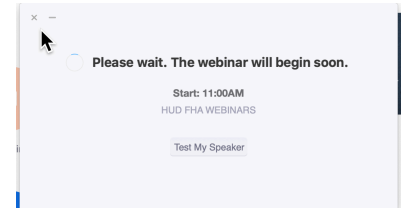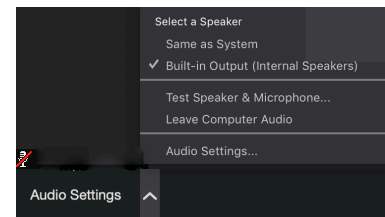# Frequently Asked Technical Questions

Q: What must I do to join the Webinar?
A: Once you are logged in and see the opening Webinar title and hear on-hold music on the conference line, the Webinar will begin shortly. If you log in after the Webinar has started, you will see and hear that part.

Q: I don't hear anything.
A: Click onto test speaker button or the Audio button on bottom left.
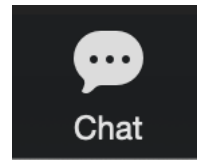
Q: Can I change my Audio settings
A: Yes, you can test speakers and choose a different Audio source (Computer, Phone)
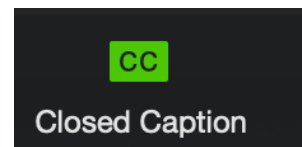
Q: Where are the documents for the Webinar session
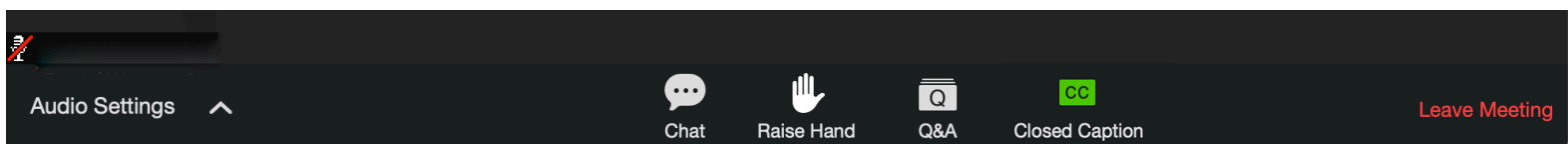A: Documents are held in the "Chat" feed.

Q: How do I access the Closed Caption Option
A: You can toggle on the CC feature on and off during the Webinar.

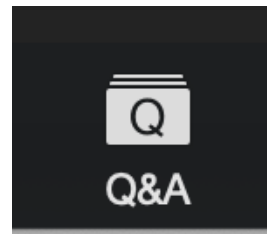Q: Will there be a transcript of the Webinar available?
A: The Archived version of the Webinar the Closed Caption button will be available. And the On Demand page you can also download the full transcript.

Frequently Asked Technical Questions

Q: How can I ask a QUESTION?
A: If you have a TECHNICAL Question you may ask it during the Webinar, in the Q&A Button. It will be answered directly from our Tech Team.

Q: Will there be a Q&A Session?
A: CONTENT specific Questions will be answered during the Q&A Session, some may be answered verbally others through typed answers.

Q: If I leave the Webinar, may I rejoin.
A: From landing page click button "Join Webinar in Progress" or Click link on the reminder email, you may have to go through registration again.

Q: How can I print or receive the presentation and supporting materials?
A: To print, you must download the PDF version of the slides by clicking on the "Chat" button and clicking the PDF version of the presentation.

Q: Will this Webinar be available after the live presentation?
A: Yes. The Webinar will be accessible 24 hours following the live Webinar and available anytime after the live event by navigating to the Webinar Event Link sent to you in your invitation or by accessing the Archive website.

Q: Who do I call if I am having issues with viewing Archived Webinars
A: If viewing the presentation from the FHA Archived Webinars webpage, please submit technical support questions to: info@easthillmedia.com

Q: Why can't I view On Demand Webinar from the link you sent me?
A: The On Demand feature requires viewers to register again to view. click Register for this Webinar under the appropriate Webinar then re-register.