

Technology Frequently Asked Questions

Q: Which Internet Browser is best for viewing this presentation?

A: We recommend using Google Chrome for the best viewer experience.

Q: What must I do to join the live meeting?

A: Once you are logged in and see the meeting title and hear on-hold music, that is a sign that the presentation will begin shortly. If you log in after the meeting has started, you will view it from that point forward.

Q: I don't hear anything.

A: Click on the Test Speaker & Microphone option in Audio Settings, follow directions.

Q: Can I change my Audio Settings?

A: Yes, you can test speakers and choose a different Audio source, i.e., computer or telephone, by selecting the desired option in the Audio Settings as found on the left side of the toolbar at the bottom of the screen.

Q: How do I activate the Closed Caption option?

A: Click on the Closed Caption (CC) icon displayed on your toolbar at the bottom of the screen. You can toggle on or off based on your personal preference.

Q: Will a transcript of the meeting be available?

A: Yes. When viewing a live presentation, an audio transcription will be available in real time by clicking the Closed Caption - CC button. If viewing the On Demand (archived) version, click on the Closed Caption button and the full audio transcript will be available for viewing.

Q: How can I ask a question about technology-related issues during a live presentation?

A: If you have a webinar technology-related question during a live presentation, you may submit the question by clicking on the Q&A button, type your question, then click Submit. A technical support team member will respond directly to you inside the Q&A field.

Q: Will the presentation be available for viewing after the live webinar?

A: Yes. You will be notified when the recording of the meeting will be available and a link will be provided at that time.

Q: Who do I contact if I am having problems viewing a recorded On Demand (archived) version of the meeting?

A: Please submit webinar technical support questions/issues to: <http://bit.ly/2IDbMxz> . A technical support representative will respond to your inquiry.