

# Attendee FAQs

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This article covers frequently asked questions about attending an event.

## **How do I register for the event?**

In the event invitation, click the registration link. On the event landing page, enter your registration information and email address in the registration form and click **Submit**. If you don't see the registration form, click **Register Now** and then register. Once you register, you'll receive an email with the event details and the event link.

## **How do I join the event?**

To join the event, you must first register for it. Once you register, you'll receive an email with the event details and the event link. Click the event link. On the event landing page, enter your email address and click **Log In**. If you don't see the Log In button, click **Already Registered?** and then log in.

## **Why can't I log in to or register for the event?**

If you don't see the login or registration forms for the event, this means that it is not yet time for the event or that access to the event is closed.

## **How do I dial in to the event?**

For events with a telephone listening option, a Listen By Phone option is displayed in the video player. Click **Listen By Phone** to display the event's access numbers and passcode. Dial the access number and then enter the passcode. If you dial in early, you will hear hold music until the event starts. The event audio will play through your phone instead of through the video player.

## **How do I increase the volume of the event?**

To turn up the event volume, point to the video player and point to the **Volume** button at the bottom of the video player. On the volume slider, click and hold the slider button and slide it all the way to the right. If the volume is still too low, turn up your computer volume and speakers.

## **How do I ask a question?**

In the event window, in the Ask A Question tab, enter your question and then click **Send**. A message displays to let you know your question was sent successfully. Click **Close** to remove this message.

### **How do I know if my question has been answered?**

To view answered questions, in the Ask A Question tab, click **Total Answered Questions**. All answered questions will display in the order they were answered.

### **How do I download the event slides and other files?**

In the event window, click the **Event Resources** tab and then click the name of the file you want to download.

### **When will the event replay be available?**

This presentation's archive will be available for repeat viewing at this same URL one hour after the presentation ends.

## Troubleshooting

### **Why can't I hear the event audio?**

If you can't hear the event audio, make sure your speakers are turned on and turned up. If you still don't hear You can also refresh the event window may refresh your player by clicking the double arrows located near your volume slider. If you continue to have trouble, please consult the help tab (?) in the top right for tech support.

### **Why do I hear background music during the event?**

Please ensure that you do not have another instance of the audience player open in the background. You may also want to try refreshing your player by clicking the double arrows located near your volume slider. If you continue to have trouble, please consult the help tab (?) in the top right for System Requirements and troubleshooting information.

### **Why aren't the slides synchronized with the event audio?**

If you are listening by phone, please make sure you have selected the "Listen By Phone" option on your player to ensure proper slide sync. If you are listening through your computer, please refresh your player by clicking the double arrows located in the Media Player in the top left of your screen.

### **Why can't I see the survey questions?**

If you can't see the survey questions, refresh the event window. If you still can't see them, make sure any pop-up blockers on your system accept pop-ups from the event's domain.

### **Buffering/Lost Audio/Echo**

If you lose audio at any time, please refresh your player by clicking the double arrows located near your volume slider. If you continue to have trouble, please consult the help tab (?) in the top right for System Requirements and troubleshooting information.

### **Video Playback Issue**

Please use a wired internet connection to improve connection speed. If you are connected to a VPN, please disconnect as VPNs can reduce your available bandwidth and increase latency, which is especially important when streaming video.

### **Still having trouble?**

Try using another internet browser to access the presentation.

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