

## **FREQUENTLY ASKED QUESTIONS**

### **Q. How do I access the virtual conference?**

Once registered for the virtual conference, be sure you are logged in to the INS Learning Center <https://www.learningcenter.ins1.org>. You will see the items you registered for on your Dashboard. Click on the conference title and you will be brought to the virtual conference Overview page. To the right of the screen, click the title Virtual Conference: **One-Day Program: Are you Ready for USP General Chapter <800>?** to expand the panel. Click on the "View" button to enter the conference. For technical assistance please email [ins@commpartners.com](mailto:ins@commpartners.com).

### **Q. I am having trouble with streaming audio, I can't hear the speaker through my computer speakers, the streaming stopped... what do I do?**

If you are unable to hear audio through your computer speakers first check to make sure your speakers are connected and the volume is turned up.

The next step is to refresh your screen by pressing the F5 key on your keyboard or clicking the "refresh" button in your web browser. You can also try switching to the secondary feed by clicking the Help tab and then the secondary feed button (not for tablets). If you continue to have technical issues send an email to [ins@commpartners.com](mailto:ins@commpartners.com) or call our help line at 1-800-274-9390.

### **Q. The video is not loading; I can't see the slides/presenter.**

Please test your web browser **FIRST:**

<http://events.commpartners.com/webcasts/browsertest/>

If you pass the browser test above you should be good to go. But in some instances, your organization's network may still block live streaming audio/video on your network during the live event. Please confirm with your IT department that ports 1935 and 80 are open.

### **Q: I passed the browser test, but still cannot see video or hear audio.**

Please try pressing the **secondary feed button** located within the **Help tab**. By pressing this button, the presentation will continue streaming from an alternate location. Please note that the secondary feed is on a 15-20 second delay.

### **Q: I passed the browser test and tried the secondary feed, but still cannot see video or hear audio.**

Please note that if you are on a network, although your computer passes the browser test, your organization may have blocked live streaming on their network which will result in you not being able to access the live streaming video and audio on the day of the event. Please confirm with your IT department that ports 1935 and 80 are open.

If ports 1935 and 80 are open but you still cannot see video or hear audio, please contact your IT department for further assistance.

You may also whitelist the following IP addresses for our streaming servers:

69.28.128.0/18  
68.142.64.0/18  
208.111.128.0/18  
87.248.192.0/19  
203.77.184.0/21  
117.121.248.0/21  
95.140.224.0/20  
111.119.0.0/19  
111.221.32.0/21  
69.164.0.0/18  
178.79.192.0/18  
198.164.26.32/27  
41.63.64.0/18  
190.94.182.224/27  
190.211.162.96/27

Ensure your computer has the following:

- Internet Explorer 7.0 or later (recommended) Safari and other major browsers.
- Steady Internet connection, such as cable or DSL, 56K or above.
- Working computer speakers. If you plan to listen via streaming audio make sure your computer speakers are turned on and the volume is not muted.

It is recommended that you check your computer settings and make the following changes in preparation for this event.

- Set Internet and cookies security to low.\*
- Set screen resolution to 1024 x 768 or higher.\*
- Disable any pop-up blockers.\*

Instructions on how to set internet and cookies security to low AND Disable any pop-up blockers (from a Windows based PC).

1. Click on the "Start" button in the bottom corner of the screen.
2. Choose "Control Panel."
3. Choose "Internet Options."
4. A box will open on your screen. Click the "Privacy" tab.
5. Set the security level for the internet to "Medium" or "Medium-Low."
6. If you see a check-box for "Block pop-ups," make sure it is not checked.
7. Click "Apply."
8. Click "Ok."

Instructions on how to set screen resolution to 1024 x 768 or higher (from a Windows based PC).\*

1. Click on the "Start" button in the bottom corner of the screen and choose "Control Panel."
2. Double-click the "Display" icon.
3. A box will open on your screen. Click the "Settings" tab.
4. Locate the setting for "Screen Resolution."
5. If the screen resolution is set to "1024 x 768" or higher, click "Ok."
6. If you adjust the screen resolution, click "Apply" and then "Ok."

**Q: The video or sound is choppy, can you help?**

Choppy video and sound is a symptom of you not having enough steady bandwidth. This is not a problem we can fix on our end. You can try clicking on the help tab and then the secondary feed button (not for tablets).

There are additional steps you can take:

1. If on WiFi use a hard wired Ethernet connection.
2. If on Ethernet connection shut down all other browser windows or other programs like Skype or email that use the internet to conserve bandwidth
3. If a bunch of you in the office are all watching the webcast from their own computers, try to all watch at one computer
4. If possible, ask coworkers to refrain from using the internet like Pandora or YouTube to conserve bandwidth
5. Contact your IT department to see if they can offer you more bandwidth

**Q: What if I need help during the program?**

You can access Live Support throughout the program by following the instructions in the Help tab located in the upper right of the screen. You may also email [ins@commpartners.com](mailto:ins@commpartners.com) or call 1-800-274-9390.

**Q: Should I attend from my work computer or home computer?**

You may attend from any location you choose, but, please remember to test any and all computers that you will be using during the Webcast. If you pass the systems test you should be able to participate.

**Q: Can I view the webcast from my iPad or other mobile device?**

Yes

**Q. How do I get the handouts?**

Links to the session handouts can be accessed from the "Resources" tab on the right side of the screen or directly from the Virtual Conference site. If you are unable to download the handouts please email [ins@commpartners.com](mailto:ins@commpartners.com).

**Q. How do I visit the Virtual Exhibit Hall?**

You will find a link to the Virtual Exhibit Hall on the Virtual Conference site and under Resources in the webcast platform. Simply click the link and you will be directed to the Virtual Exhibit Hall where you can visit our sponsor booths.

**Q. Is this program being recorded? Can I watch it at a later date?**

All registrants of the Virtual Conference receive access to the on-demand recording that can be viewed through the INS Learning Center at your convenience. The on-demand recording will also be available for purchase to anyone who missed registering for the Virtual Conference. Those who attended the live presentation in November must register in order to attend the Virtual Conference or view the on-demand presentation.

**Q. How do I get CE credits?**

Detailed information about CE and CRNI credits can be found on the virtual conference site under the Virtual Education tab. To receive your certificate of attendance, please complete the conference evaluation at the end of the conference. You will then be able to save or print your certificate. Additional questions about CE credits should be directed to [Jill.Cavanaugh@ins1.org](mailto:Jill.Cavanaugh@ins1.org).