Virtual Conference FAQ

Do I need special software to watch the webcast sessions?
You don't need any special software, but your browser must be a version compatible with the webcast system. To test your browser for compatibility, **Click Here.** You will be prompted to make any needed updates.

You do need a recent version of *Adobe Flash Player*. Most computers have this installed, but if you do not, download it for free at http://get.adobe.com/flashplayer/.

For best results, turn off any other applications on your computer prior to joining a live session webcast.

Can I watch the webcast sessions on my phone or tablet computer?
Live sessions cannot be viewed on phones or tablet computers.

What kind of Internet connection do I need to watch the webcast sessions?
A broadband connection (cable, DSL, T-1, etc.) is required to watch the webcast. A wired internet connection may work better for streaming video than a wireless connection.

How do I join a live session?
1. Click *Join a Session* on the menu.
2. Current live sessions(s) are listed at the top.
3. Click *Enter Session* to join the session.

Please note that live sessions become available 15 minutes prior to the scheduled start time.

What if I can't hear the audio on my computer?
1. Check to see that your speakers are on.
2. Ensure that your speakers are not muted.
3. Check the volume level.

I can hear the webcast, but I can't see the video.
If your Internet connection is not fast enough, it might cause the video to be disrupted but allow the audio to continue. Check to be sure no other programs or applications are running on your computer.

How do I expand the video to full screen?
A button in the player controls on the bottom of the video player that allows you to expand the video full-screen. Keep in mind, however that this will also cover over any chat or document sharing functions of the interactive virtual conference while the video is in full-screen mode. To exit full-screen mode, simply hit the "Esc" button on your computer keyboard.

How do I ask a question or make a comment during a live session?
1. Type your comment or question into the *Message Text* area.
2. Click *Post Message Text* to submit your comment or question.

What happens if I miss a session? Are archives available?
Sessions are recorded, and archives should be available within 1 hour of the session ending.

1. Click *Join a Session* on the menu.
2. Scroll down to locate the session you want to view.
3. Click View *Archive.*

What if I need more help?
Please contact conference support at support@icohere.com
Or call us at 925-256-4343 ext. 124