

Webcast FAQs & Troubleshooting

For participants

March 2020



FAQs

Any more questions?
Please feel free to [contact](#) us.



What do I have to consider before entering a webcast?

Please delete your browsing history (CTRL + Shift + Delete on your keyboard) and refresh the page (F5) before entering the webcast.



What are the minimum system requirements to view a webcast?

The minimum system requirements for viewers vary depending on the type and content of a presentation. In order to access an event's minimum system requirements, click the **FAQs and System Test** button on the event's landing page or the "?" button located in the top right of the webcast player.



Is there anything I need to consider for "EY@Work"?

Yes, please make sure to verify the following:

- ▶ Go to your desktop, right-click on the loudspeaker icon and select "Playback Devices"
- ▶ Select "Speaker/HP" and "Set as Default Device". Click OK and close the window.

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I have no sound and the screen seems to be frozen.

If you didn't delete your browser's cache prior to the webcast (CTRL + Shift + Delete on your keyboard), please do so now and press F5 to refresh afterwards. You may repeat these steps at any point if you experience technical difficulties. Please also check if your browser and plug-ins are up to date. Alternatively please test another browser or restart your computer.



I'm hearing the sound with an echo.

Please make sure that you don't have two or more instances of the webcast running in your browser(s). We highly recommend to close all additional browser windows and tabs, keeping only the webcast open.



What if I can't resolve a technical issue during the event?

Please send us a message via the Q&A tool on the left-hand side of your screen.



Can I download the presentation or any other materials during the webcast?

The "Resources" tab on the left offers materials and/or links provided by the host.

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Can I watch the webcast on a mobile device?

Yes, this is possible, but in most cases you'll need the browser *Secure Web* for this purpose. However, we recommend using wired connections to experience a better quality.



Can the audience talk to the speakers?

You can send questions and comments via the Q&A window. An audio interaction typically is not possible.



Can I interact with other audience members during the webcast?

No, that's not possible.



Can I customize the webcast interface?

Yes, you can enlarge either the slides or - in case of a video webcast - the video window in the left-upper corner.

FAQs

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Will I be able to access the webcast at a later time?

Yes, usually all registered persons will receive a link to an on-demand recording after the webcast.



Can I ask questions when watching the recording?

Yes, you can use the Q&A window just as in a live event. We'll then forward all questions to the host of the webcast, who will then get back to you.



Can I download the presentation or any other materials after the webcast?

The tab "Resources" on the left offers materials and/or links provided by the host.



How does the CE/CPE accreditation work?

Not every webcast is eligible for CE/CPE, hence we always advise to contact the webcast's host for more information. However, if the session is eligible though, then you'll receive the credits automatically. No further action from your side will be required.

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