



## WEBINAR ATTENDEE FAQ LIST

### AUGUST 15, 2014 IMRF GASB 68 WEBINAR

#### ***How do I register for this webinar?***

1. Register at <http://www.igfoa.org/events/event/136/1/imrf-gasb-statement-68-guidance-for-employers-webinar>
2. When you receive your WebEx meeting invitation follow the link to secure log-in instructions
3. If you cannot find or do not receive a WebEx meeting invitation, go to <https://igfoa.webex.com/igfoa/onstage/g.php?t=a&d=668173981>
4. Follow the instructions to test your computer

#### ***Do I need special software to watch the webinar sessions?***

You don't need any special software, but your browser must be a version compatible with the webinar system. To test your browser for compatibility, [CLICK HERE](#) or type <https://www.webex.com/login/join-meeting-tips> into your browser. 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 webinar.

[More information on system requirements](#) can be found at <https://support.webex.com/MyAccountWeb/systemRequirement.do?root=Tools&parent=System>

If you are unable to join or having difficulty running the test, please contact WebEx Support at 866.229.3239 Option 1 or visit [support.webex.com](http://support.webex.com) for helpful support information.



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***What kind of Internet connection do I need to watch the webinar sessions?***

A broadband connection (cable, DSL, T-1, etc.) is required to watch the webinar.

***How do I join the Webinar?***

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 10 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 webinar, 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 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 Chat or Question area and submit.

***What happens if I miss the webinar? Are archives available?***

The webinar will be recorded, and archives should be available within 1 day of the session ending.

***What if I need more help?***

If you are unable to join or having difficulty running the test, please contact WebEx Support at 866.229.3239 Option 1 or visit [support.webex.com](http://support.webex.com) for helpful support information.



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