

## Webcast FAQs

### **Will I get a copy of the slides?**

Yes. A link to all presentation materials will be sent to the registrant's e-mail address at least 3 business days prior to the webcast and again after the conclusion of the webcast.

### **It is now the day before my webcast. Where are my slides?**

The conference materials are e-mailed to the registrant. If you are not the registrant, please contact the person who did register. Sometimes this e-mail gets picked up by SPAM filters, so check your SPAM box, too. The e-mail is sent from *webcasts@academicimpressions.com*.

### **What equipment do I need?**

The ideal set-up for our webcasts:

- Computer with sound card and speakers
- Adobe Flash ([www.flash.com](http://www.flash.com))
- Wired high speed Internet connection
- Land-based telephone line for back-up

### **How can I test my computer?**

Easy! From the computer you will use for the live webcast, click this link:

- <http://ai.connectpro.acrobat.com/wctest>
- Choose ENTER AS GUEST option.
- Type the name of your institution, and click ENTER ROOM.

This is just a test! Please refer to your Login Steps e-mail for the actual webcast URL.

### **The "test" webcast room did not work. What now?**

Double-check that you have all the equipment and software needed. If you do have all the equipment and software listed above, contact your IT Department for more assistance.

**My IT department needs some technical information. Where can I get this?**

A thorough list of system requirements can be found here:

- <http://www.adobe.com/products/acrobatconnectpro/systemreqs/>

**I purchased a webcast connection. Can I forward the login info to others in my institution or company?**

Your site connection allows you only ONE login to the webcast. If you purchased an additional site login, you may log in from another location. Multiple logins without the purchase of extra connections will incur additional charges at the rate of \$245 per additional connection per session. You can, however, log in and invite as many people as you wish to view the single connection.

**There will be a large group of people viewing this webcast. What will I need to set up my room for group viewing?**

If you plan on inviting a group of people to view the webcast, you will need:

- Computer with sound card and speakers
- Wired high speed Internet connection
- Land-based telephone line with equipped speaker phone for back-up
- Projector and screen
- Hard copies of conference slides and materials

Keep in mind that heavy campus internet traffic can significantly reduce the quality of audio streamed through your computer. We recommend a telephone for back-up just in case the audio on your computer starts to suffer.

**Can I post the recording and other materials to our website?**

The conference materials are intended to be viewed by individuals within your organization. Please do not post these resources on websites viewable by outside organizations.

**I have a question about the content and subject of a specific webcast. Who can I speak to?**

Please call us at 720.488.6800, option 2. Someone will be able to assist you.

**I missed the event. What happens now?**

Within 10 business days following the webcast, you will receive an email with a link to the recording. You will have access to the recording for 60 days. If you need the recording sooner, please contact Academic Impressions to make arrangements.

**How can I contact Academic Impressions?**

You can call us at 720.488.6800 option 2, or email [webcasts@academicimpressions.com](mailto:webcasts@academicimpressions.com).