

# GFOA LIVE STREAMING EVENT

## FREQUENTLY ASKED QUESTIONS

**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 not able to hear any audio through your computer speakers first check to make sure your speakers are not muted or turned off.

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. If you continue to have technical issues send an email to [gfoa@commpartners.com](mailto:gfoa@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 and may not synchronize with the live polling questions, however, if you cannot participate in the polls it will not affect your CPE credit.

**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.

There are 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 [gfoa@commpartners.com](mailto:gfoa@commpartners.com) or dial 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?**

Handouts will only be available during the live event, please see the “Resources” tab on the right side of the screen to access the handouts. If you are unable to download the handouts please email [gfoa@commpartners.org](mailto:gfoa@commpartners.org).

**Q. Poll Questions**

During the presentation you will have the opportunity to participate in the interactive questions segment. Each question will appear for a limited amount of time before closing. If you miss a poll question it will NOT affect your CPE credits. Please be sure the chat tab is selected in order to see the poll questions. Poll results are displayed in the chat feed. If you are unable to see the poll results please refresh your screen with the F5 key. We encourage you to download the list of poll questions and instructions from the resources tab at the beginning of the program so you will be prepared to answer the polls when they appear.

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

An archive recording will be made available for a limited time to those who registered for one of the live streaming events and had problems viewing the presentation. For details contact GFOA at [training@gfoa.org](mailto:training@gfoa.org).

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

CE credits are issued directly through GFOA. For questions, please contact GFOA directly at [training@gfoa.org](mailto:training@gfoa.org).