FREQUENTLY ASKED QUESTIONS (FAQ'S)

For Technical Support, please click the <u>Tech Support</u> tab and enter your question into the chat box. A representative will respond promptly.

For FLC National Meeting Registration Support please email <u>tcabrera@federallabs.org</u> during the hours of 8:00am-5:00pm EDT.

For FLC Connect App Help desk please email <u>support@jujama.com</u> during the hours of 8:00am-5:00pm EDT.

What is my login info?

The login to the meeting site is your **email address (the email you used to register for this meeting)** in combination with the password: **FLC2020!**

Meeting Times

All meeting times are set in the Eastern Daylight Time zone- EDT.

Can I join a session at any time, or do I have to be registered?

You must be registered for the National Meeting to access any sessions during the virtual conference.

How will the conference support those who need accommodations for hearing issues?

For all sessions we ask that you turn on the closed captioning feature that will be provided during the conference.

How do I access the sessions?

You should have received a confirmation email with detailed instructions. You can access any of the sessions by clicking on the "Agenda & Sessions" in the top menu bar or block with the appropriate day listed on the conference home page.

Select the conference day you would like to view. Click on any session title and access the "View Session" button. You will be able to access 15 minutes in advance of the start time each day.

Will I be able to view the recorded archive of these virtual meeting sessions?

The sessions are being recorded and all registrants will have access to them until January 31, 2021 on the CommPartners platform. All sessions will be posted within a week after the live session takes place. The process will be like how you logged in for this virtual meeting, but you will be able to view at your convenience.

Can I receive CE's for the National Meeting?

To claim CE credit, CEUs are available for those who attend all meeting and training sessions. Visit eu.montana.edu/flc to apply for 1.25 CEUs for attending the virtual meeting. The virtual meeting is 11.5 hours and you are eligible to earn 1/10 of a CEU for each hour. There is a $25 fee to apply. For questions, contact Carrie Kovash at Carrie.kovash@montana.edu.

https://eu.courses.montana.edu/CourseStatus.awp?&course=20SCEX280713

Where can I access the Attendee List?

The Attendee listing is located in the Resources tab. Please visit this tab to download all content of interest.

Where are the Speaker Handouts?

If speakers submitted handouts, they ae posted under the Resource tab for attendees to download.

How do I download FLC Connect and set up Partnering meetings?

Please go to the FLC Connect tab where there are detailed instructions and a video is posted for you to watch.

Prizes will be given for the most meetings scheduled, and winners will be announced at the closing session on Thursday, September 3 at 2:30pm. You do not have to be present to win.

I heard there are FLC Meeting Challenges- Best Selfie and Virtual Background contests. How can I play?

Please go to the Resource tab and download the instructions on the form called FLC Meeting Challenges. Prizes for best selfie and virtual background will announced during our closing session on Thursday, September 3 at 2:30pm. You do not have to be present to win.

Are we having a Virtual Awards Ceremony?

Yes we are! Join us Monday, August 31 at 2:40pm. All the posters and presentations are located in the Awards tab and we encourage you to view these throughout the week.

TECH SUPPORT

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 please submit a help message request in the chat window.

The slides are not loading; I can't see the slides, other technical issues.

Please ensure your organization meets hardware, software and bandwidth

Please take the following requirements well in advance

- **Step 1**: Perform a browser test (**CLICK HERE**)

- **Step 2**: Please review the following Technical Requirements and be sure your system and networks are up to date.

Minimum System Requirements:

2.0Ghz Processor or faster 2 GB RAM (Greater than 2 GB recommended)

Minimum Browser Requirements:

Browser must support HTML-5. To detect your browser version, run **https://whichbrowser.net/**

Windows 7 or later Mac OS X 10.9 or later Chrome 60 or greater Firefox 52 or greater Edge 14 or greater Safari 10 or greater iOS 10 or greater Internet Explorer 11

IP Addresses and Ports to Allow for HTML5:
72.32.161.112 port 80, 443 (web and audio)
72.32.200.104 port 80, 443 (web and audio)

Other Recommendations: It is recommended that you use a PC or MAC with an updated Internet Browser. Make sure you have pop-ups blockers disabled in your Internet browser settings. Make sure that your internet browser is Active X enabled. Wifi is not recommended. The problem with WiFi is signal strength can vary causing bandwidth to increase or decrease. We recommend a wired connection. A wired connection gives a consistent signal and consistent bandwidth. A wired connection provides a better experience. Audio (sound) is projected through your computer speakers. Be sure your computer is equipped with speakers or the room where the conference is being broadcast is equipped with speakers so you can hear the presenters.

Need Further Technical Assistance? Please submit your question in the chat window.