



# Thank you for attending the Governance Support Forum.

Below you will find FAQs and answers to help deliver an outstanding virtual event experience.

## How do I access the event on Wednesday, September 16<sup>th</sup>?

→ Simply [click here](#) for access to the event.

You may log in no earlier than one hour prior to the scheduled start time. If the Webcast does not appear when attempting to click the link, we recommend that you copy and paste the following link into your web browser.

[https://tallen.webcasts.com/starthere.jsp?ei=1368771&tp\\_key=e1ecb18554](https://tallen.webcasts.com/starthere.jsp?ei=1368771&tp_key=e1ecb18554)

## Overall/System Requirements

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### Are there special equipment requirements?

You may participate in the virtual event from a laptop, computer (Mac or PC), or tablet (Android or IOS).

**We recommend you test your computer or device in advance. To do so:**

You may run a test here: <https://event.webcasts.com/test>

### What internet capacity is recommended?

You should use a strong, wired broadband connection with a speed of at least 1.4 Mbps. If your connection is slower, you may still participate but load times may be longer than normal. Other helpful tips include:

- Connect to the internet using a network cable rather than using a wireless network.
- Disconnect from VPN or corporate networks (if possible).
- Close any unnecessary applications.
- Refrain from browsing the internet, streaming media and/or downloading large files during this time.

### Should I use a specific browser?

Chrome or Firefox are the most stable and consistent browsers for accessing this virtual environment.

### What if I am having a hard time hearing the sessions/speakers?

- Check to make sure your speakers/headphones work and are turned up to an appropriate volume.
- If you have internal speakers, make sure they are not muted.
- If you have external speakers, make sure they are powered on and are not muted.
- Make sure you did not lose internet connectivity.



- If you are using a mobile device, such as an iPhone, make sure you have enough bandwidth. We advise using dedicated wi-fi or 4G.
- Make sure your system has passed the system test. [Click here](#) to test.

### **What if I have technical difficulties during the day of the event?**

A live event help desk will be staffed from 9:00 AM through the conclusion of the event and may also be reached M-F from 9:00 AM – 6:00 PM if you have any technical questions. Please call (866) 825-5361 ext. 157 for assistance and simply reference our event: The Governance Institute Governance Support Forum

## **General Information**

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### **Will I be able to ask questions throughout the event?**

Attendees will have the opportunity to type in questions throughout the virtual event in a Q&A box located on the Webcast. Questions will be managed throughout the virtual event.

### **Is closed captioning available?**

Yes, closed captioning is available to all attendees. If you would like to use closed captioning, you may click on the “Closed Caption” tab once you log into the Webcast and click on the link inside the tab. A new browser window will open, and the captioning text will be streaming when someone is talking. The window can be moved or sized to the viewers liking.

### **I missed the Governance Support Forum, am I able to watch a recording?**

A recording of the meeting will be available a week after the conference. More information regarding the link will be sent to you after the conference.

### **Can I download the presentations from the Governance Support Forum?**

Yes, once you are logged into the meeting, click on the “Presentations” tab to download the presentations. Please note, not all speakers allow us to post their presentation.

## **Registration**

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### **What email address should I use to log in?**

You must use the email address you used to register for the Governance Support Forum when logging in. If you are unsure what email was used, please reference your confirmation email that was sent after you registered or contact [conferences@governanceinstitute.com](mailto:conferences@governanceinstitute.com).

## **Continuing Education**

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### **What do I need to do to obtain Continuing Education Credits for the Governance Support Forum?**

In order to receive education credits, an attendee must attend entire sessions to receive credit for each session (credit is given based on monitored time attended in each session), answer polling questions during sessions (if applicable), and complete general and session evaluations.



For more information on continuing education for the Governance Support Forum, please visit the [Education](#) page on our web site.