

# GENERAL FAQs:

## ACCESS

### **How do I login to my Dashboard?**

Click the **Access Dashboard** button found in the confirmation email.

If you did not receive the confirmation email, you can request your access link from NCUR customer service. During event hours, we will have representatives available in the live help desk, via email at [NCURtechsupport@streampoint.com](mailto:NCURtechsupport@streampoint.com), or by searching Help Desk in the chat.

### **Can I share my login so others can access the platform?**

No. The player will kick out attendees who access the video from more than one browser tab. Only the most recently opened tab will contain the playing video.

## CONNECTIVITY

### **What browsers are available to use?**

You can use Google Chrome, and Mozilla Firefox. Apple Safari is not supported.

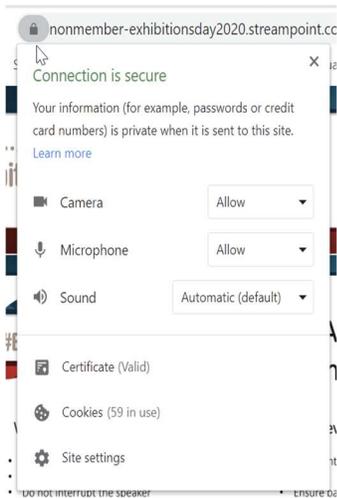
### **I am having trouble with the live broadcast. Why might this be?**

There are a few reasons that you may not see the broadcast:

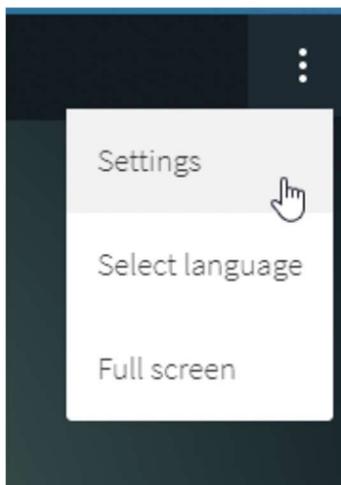
- Ensure that you are trying to view the broadcast during its specified airing time.
  - The host may not have started the broadcast yet. If the host is behind schedule, you will see a message that the host is not currently broadcasting.
  - The host may have finished their broadcast before the attendee joins. The attendee will see a message that the host is not currently broadcasting.
- Hardware limitations - while the player is fairly lightweight, it is possible that older computers may not be able to support it. If you can browse easily using your computer, you should not have any issues with the player.
- Internet connectivity issues - the video may take longer to load for you if you do not have a strong internet connection.

### **My mic doesn't seem to be working. I confirmed it was coming through my computer's settings and can confirm that the green dot on my screen is flashing with mic pick up. I have also confirmed that I'm not on mute, but other people still can't hear me.**

Close any application that may be using your webcam and microphone. Then refresh the page. If this doesn't work, check your permissions to ensure you've allowed the browser to access your mic and camera. You can do this by clicking on the lock icon beside the web address, and making sure Camera and Microphone has "Allow" selected:

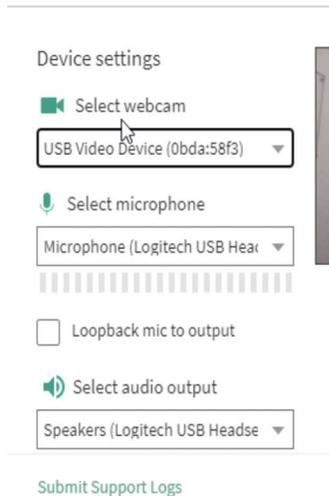


Having trouble with your sound or camera? Settings are found on the three dots located here:



Make sure your webcam and microphone are set correctly:

### Settings



## FINDING A SESSION

### Where can I see my sessions?

On your dashboard, you will find your pre-assigned sessions in the 'My Sessions' panel, listed in chronological order.

- To add / search ORAL clicks on orange "Add Oral Sessions"
- If you are looking for a specific session, you must go to Add Oral Sessions to search for either speaker name or session title using the search bar at the top of the panel.
- Poster times are listed and you can view posters from top navigation "Posters"

## ORAL AND PERFORMING ARTS SESSIONS

### As a speaker or moderator, how early can I enter my session to start preparing?

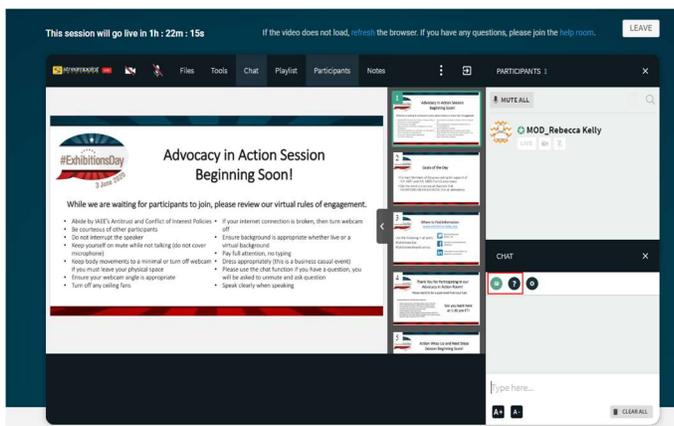
You can enter your session up to 5 days before its scheduled start time. When the session is available to you, you will see a button that displays 'Prepare Session'. This button will change to 'Start Session' 10 minutes before the session's scheduled start time. Attendees will not be able to see the broadcast until the scheduled start time, so do not start early.

### As an attendee, how early can I join a session?

You can join a session 10 minutes early when a 'Join Now' button has appeared. Any earlier, you will see a 'Starting Soon' message instead. If you join a session 10 minutes early, you will see a countdown timer until it is time for the session to begin.

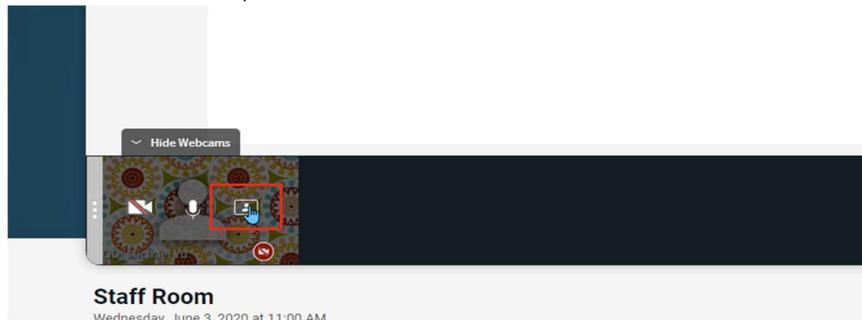
### Am I able to ask questions to the speaker and to my fellow attendees in an oral presentation?

There is a chat feature available and session hosts have the option to invite participants to join them on camera and microphone to participate in the discussion.



### How do I make myself full-screen?

To make yourself or a participant full screen, click on the full screen icon (the third icon on their cam at the bottom).



### How do I make the player full screen?

In a webconference, you can enter full-screen mode by clicking on the 3-dots on the top menu bar and choosing 'Full Screen' from the menu options that are displayed.



### How do I raise my hand to ask a question during Q&A?

Click the 'raise hand' icon in the top right corner. This will let the room host know you want to come on screen and ask a question. Make sure your camera and microphone are activated first.



### How do I turn my camera / microphone on?

Enable your camera / microphone when prompted by the browser. Then, click the 'LIVE' button beneath your name in the participants section of the player.

### How do I turn on the camera / microphone for attendees?

In a webconference, if an attendee has enabled their camera / microphone, you can click the 'LIVE' button under their name in the participants section of the player to enable them to broadcast to the group.

### How do I set up my video camera and microphone to participate in group discussions?

When you first join a session that has group discussions, you should be prompted to allow your browser to access your camera and microphone. Approve this request. Note: some sessions

may require the speaker to allow you to contribute to the discussion. There is a button within the player to 'raise hand' that you can use to request to speak in this case.

## **ON-DEMAND RECORDINGS**

### **How do I access a recorded video? (If Recordings are made available)**

If a recording is available for a session that you selected, you can access it through the 'My Sessions' panel of your dashboard by clicking the 'View Recording' button. All recorded media that is available to you through the show is accessible through the 'Video On Demand' (Ensure the session you are looking for is in your menu through the "Edit Session" button) menu item in the navigation bar at the top of the page. As recordings become available, they will populate into this page.