Virtual Platform Frequently Asked Questions:

I registered, now what?

Once registered for your event, you should receive an instant email from **Webcast** (do_not_reply@on24event.com). If you don't, please search your spam folder or junk folder for this email and it should come up. As a reminder, you get an email once you register initially. Then another email 2 days prior to the event. And a last email comes about 2 hours before the event. Those emails all come from Webcast directly with the link to access the platform. You can access the platform 15 minutes prior to the event.

I'm not receiving the emails. What do I do?

Generally, when an attendee is not receiving the event emails, it's due to the filtering of their email server on their network. While we cannot do anything on this end to change those settings, we can provide another way for them to access the platform, as long as they registered. You can email Erin Saunders at [erin @arrayofhope.net](mailto:erin@arrayofhope.net) for assistance if necessary.

Can I watch on my phone or my computer?

It is ideal to be on a desktop computer. Your tablet, iPad and mobile experience will be different and limit your full interactivity.

What browser should I use?

We recommend Google Chrome. It is important that you have the latest version of Chrome as your browser. Chrome normally updates automatically but please check your specific device. If you don't have Chrome we ask you to please download it [HERE](#). We find the platform works best on this platform.

My signal keeps going out.

We recommend you log in at least 15 minutes prior to the event to be sure your WIFI is working properly. If you are on WIFI, please make sure your signal is strong prior to logging in to the event or get yourself as close as possible to your internet source (your router). There may be too many people on your WIFI and it's slowing it down. Ask everyone in your home to go off the WIFI and also ask everyone to turn off the WIFI on their phones during the time of the event. If this doesn't help you can plug your computer directly into an ethernet cable to supply yourself with a direct connection to your router.