

What do I need in order to watch the virtual event?

You will need a high-speed internet connection and a device with a web browser. The best way to watch the event is on a larger screen. Most TVs come with Apple AirPlay, SmartCast or Chromecast, which allows you to share your phone or computer screen wirelessly on your television. Since there are so many ways you can connect to a TV, we can't help you troubleshoot your specific setup—be sure to research it before the event! Or you can always watch on your laptop, tablet or smartphone.

What are the technical requirements to view the virtual event?

Our team recommends the most up-to-date versions of Chrome or Firefox for the best experience. Internet Explorer is not compatible with our stream player. You will need an internet connection with download speeds of at least 5 Mbps. To check your download speed, visit www.speedtest.net.

The stream is live, but the video isn't playing. What should I do?

First, make sure you click the Play button on the viewer. Second, check your internet connection.

I can see the video, but there's no audio. What should I do?

First, check your speakers and make sure they're turned on. Second, check the volume console on your computer and make sure your web browser volume is unmuted.

How do I make sure I'm viewing live?

To be sure you're watching live, drag the bar all the way to the right below your video or click the play button.

How do I access the virtual event?

We've sent a link to the email address you used to purchase the livestream. Double-check your email to make sure. Also check your Junk Mail and Spam folders.

The video keeps freezing while I'm watching the stream. What can I do?

Don't worry. Technology is great when it works. If the video is freezing, try this:

- Refresh the browser page.
- Try using a different browser or device.
- Make sure your internet connection is at least 5 Mbps. To check your download speed, visit www.speedtest.net.

Do you recommend using a certain browser for the virtual event?

The livestream should work in any current browser, with the exception of Internet Explorer. We recommend Google Chrome, so give that a try if you're having issues in your current browser. You can download that here: www.google.com/chrome.

Can I watch the virtual event on my mobile device?

You sure can! You can use the link in your email on your mobile device to watch the event. Remember, you need your Attendee Number to get access to your livestream. It is the 8- digit number included in your confirmation email. If someone else registered for you, make sure they have added the correct email address when they registered you since this is where your event access link will be sent.

What if I missed a session?

With your personal ID ticket, you will have access to the TogetHER 2020 Virtual Connection until December 7, 2020 on-demand. The sessions will be separated and the additional bonus material and breakouts will available on-demand November 8 until December 7. These are also non-shareable and non-transferable.