

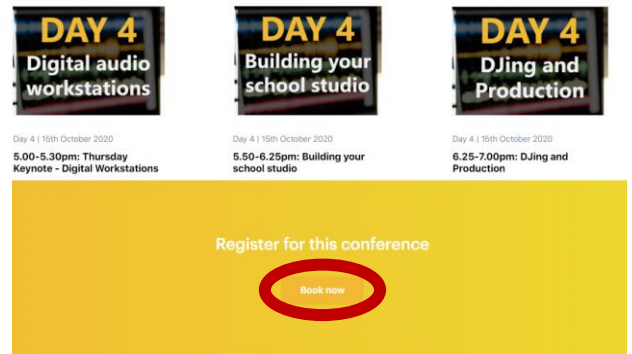
ONLINE CONFERENCE TECHNICAL GUIDE

This Guide has been designed to provide some helpful tips about the online conference.

Please take a moment to read through the details to ensure you have the best attendee experience.

REGISTRATION

- To register, please click the 'Register for this conference' or 'Book Now' buttons on the homepage.
- Registration in advance of the live event dates will give you access to **all the sessions** - to watch live and on-demand.
- It will not be possible to register for individual sessions.
- The **on-demand** recordings will be available to watch in your own time for a 3-month period after the live date.
- **New registrations** can also be made after the live date to access the on-demand recordings during the 3-month period indicated.
- Each registration is valid for **1 person only**. Additional registrations will need to be created for each person who wishes to take part.



Please take a look at the booking terms and conditions for more information:

<http://www.musictechconference.co.uk/Terms>

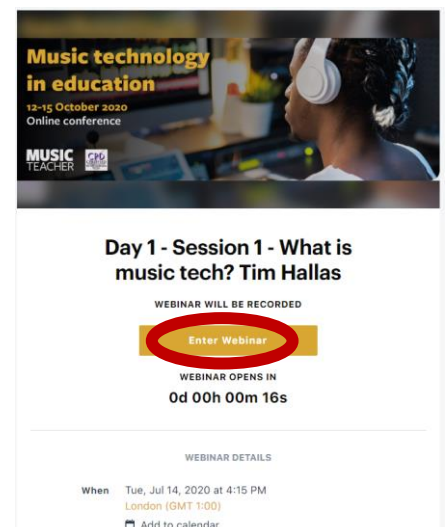
JOINING THE CONFERENCE SESSIONS (LIVE AND ON-DEMAND)

Live

- Each session will go live at the **time and date** indicated on the programme and conference home page.
- You will be able to join each live session by clicking on the relevant session on the homepage. Press the '**enter webinar**' button (see right) when the session is open.
- You will be able to enter the webinar and join the '**waiting room**' up to **15 minutes** before the session is due to start.
- At the end of each live session, you will be **automatically redirected** into any subsequent sessions taking place on the same day, so make sure you keep your browser open.

On-Demand

- To watch the recordings on-demand, simply click onto the landing page for the relevant session where you will see the **recording** at the top of the page. Please allow 24 hours after the live event date for the recording to be available.



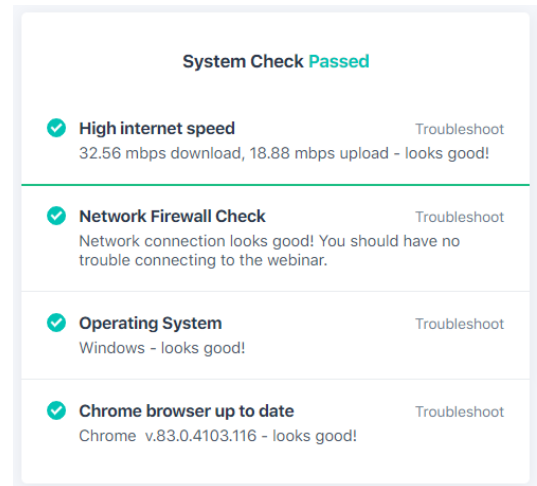
Troubleshooting tips

The online conference is being hosted on a platform called Big Marker which is a browser-based platform. As such it requires very good internet connection. It is imperative that you do a system check before you view any of the live sessions:

https://www.bigmarker.com/system_check

If you are experiencing technical difficulties try some of these tips:

- ✓ The platform works best on **Google Chrome** and **Firefox** browsers so please use one of these browsers for the best experience
- ✓ **Connection issues:** If you're having trouble connecting, please refresh your browser and log back into the webinar using Google Chrome or Firefox. Make sure your browser/firewalls aren't blocking the site.
- ✓ **I can't hear anything!** If you can see the webinar but can't hear anything, simply click the presentation slide/video to activate the audio.
- ✓ **Slow internet:**
 - If possible, please try and plug directly into your internet with an ethernet connection.
 - Close all your tabs or other programs that are running in the background
 - Switch wi-fi networks if possible (especially if you are on public or shared network) or ask others to log off
 - Restart your router
- ✓ If the **chat** feature hasn't automatically opened you will see a small 'chat' icon on the bottom right of the page which will open up the chat panel
- ✓ Additional technical tips: <https://bigmarker.zendesk.com/hc/en-us/sections/200700619-Troubleshooting-for-attendees>



Still stuck or have any questions:

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