Tips for Viewing Webinars

**Joining the Webinar**

After registering for the webinar, you should receive an email from Webex with details on how to join. Click on the Join Webinar button to open a webpage with the event information, and then use the “Join Event Now” part of the page to join the webinar. Enter the same name and email you used to register for this event.

If you’re still experiencing issue joining the webinar, please try this same process in another web browser. If that still doesn’t resolve your issue, try clicking “Join by browser” instead of “Join Now” and the webinar should start within your web browser.

**Strengthen your Internet Connection**

If you’re able to connect your computer to the internet using an ethernet cable, this may improve your connection quality.

Close out of any other applications you have running that you don’t need open during the webinar.

If you have a VPN running, consider disabling it during the webinar. VPNs can limit the bandwidth available to Webex.

**Improve your Audio Quality**

If you’re experiencing poor audio quality or excessive lagging, please reach out to the event host using the chat function within Webex and let them know. Poor audio quality may be resolved by connecting to the audio conference via a phone line, rather than listening to the audio broadcast through your computer speakers.

**Still Having Trouble?**

Using the teleconference information within your Webex email, you can join solely by phone and view the slides at a later date.

If you are not able to join us for the webinar, the presentation recording will be made available online within two weeks.