

Leadercast
**POSITIVE
DISRUPTION**

As the event approaches this Thursday, Leadercast wants to ensure you are prepared for the virtual event. Here are the top things you should know before you watch!

- **When Does the Event Start?** The content will be available on-demand starting at 9 a.m. EST on May 7, 2020. You are able to watch the content at your own pace throughout the day or press play once and participate in the breaks as scheduled with the agenda.
 - **9:00-10:30am - Session One (Andy Stanley, Rahaf Harfoush, Matt Wallaert)**
 - **10:30-11:00am - Break, sponsored by The Citadel**
 - **11:00am-12:30pm - Session Two (Sangram Vajre, Bozoma Saint John, Dr. Henry Cloud)**
 - **12:30-1:30pm - Break, sponsored by Thistle Farms**
 - **1:30-3:00pm - Session Three (Amy Jo Martin, Richard Montanez, Magic Johnson)**
 - **3:00-3:30pm - Break | Closing Comment (via social platform, LIVE)**
- **What happens during the breaks?** During the breaks, the Leadercast team and host Billy Boughey will be bringing you live content across our social media platforms. Links to access this content will be available within the platform on May 7 for you to enjoy prizes, speaker pop-ins, and entertainment.
 - Note: Your host site may have alternate arrangements for you during the breaks, they will communicate with you if you need to join them on another platform.
 - If you need to check your emails or check-in with your family during this period, it is a great time to do so.
- **So, the videos are pre-recorded? Can I pause?** Yes, you can digest the content at your own pace, which means you can pause and come back to the content at a later time as well. You will have until Friday, May 8 at 9:00pm EDT to watch all the content. We understand COVID-19 has changed up schedules, which is why Leadercast wanted to provide you with this flexibility.

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- **How Do I Access the Content?** You should have received an email from Leadercast.TV with your watch link. *This link will NOT work with Internet Explorer, so please ensure you are utilizing a different browser.*
- **How do I engage with Leadercast and others socially?** Our social media platforms will be looking forward to hearing from you! The hashtags are #LCPositiveDisruption and #Leadercast and be sure to tag us @Leadercast when sharing your thoughts!
- **Anything I'm missing or should know about?** Look to hear from your host site leader on additional experiences day-of. In addition, Leadercast is offering a deep dive into the content with three coaches, scheduled by session, the week after the event. These webinars will give you the opportunity to break down the content even further.
 - [May 11 Live with Leadercast: Amy Balog @ 2 p.m. EST](#)
 - [May 13 Live with Leadercast: Brandon Smith @ 2 p.m. EST](#)
 - [May 15 Live with Leadercast: Kristine Sickels @ 10 a.m. EST](#)
- **What if I have technical problems with streaming?** If you have any troubles with streaming during this time, try finding an answer with the FAQ below. If you are unable to find an answer, reach out to your Host Site for assistance or email us at clientsuccess@leadercast.com.

Frequently Asked Questions about Technology

Why is my video buffering?

- This is likely due to your internet bandwidth. Leadercast recommends you pause the video for a few minutes to allow it to load and catch up, then press play.

Why is my video grainy/not HD quality?

- Leadercast.tv utilizes adaptive bitrate streaming, meaning that it will adjust the quality of video to match your internet bandwidth.

What if I can't start watching at 9:00 AM EST?

- You will have access to the Leadercast 2020--Positive Disruption videos from 9:00 AM on Thursday, May 7th until 9:00 PM on Friday, May 8th (EST).

What if I close out of my watch code? Can I get back in?

- Yes, you can continue to access your watch code from the same device as many times as you need during the broadcast window. Make sure you don't delete the email containing your watch code.

Can I watch Leadercast 2020--Positive Disruption on something other than a computer?

- Yes, you can watch Leadercast 2020--Positive Disruption from your mobile device, tablet, iPad, etc.

Can I use any internet browser?

- Leadercast.tv will not work in Internet Explorer. Please use any other internet browser (Google Chrome, Safari, Mozilla Firefox, Microsoft Edge).

I click on my watch code and nothing works, what should I do?

- Make sure you're not using Internet Explorer, any other browser will work.

Can I share my link with my friends/family?

- No, each link is for one viewer and may not be shared. Inappropriate link sharing will result in immediate loss of access to the event.

If I leave the watch link and go back later, will it pick up where I left off?

- No, you will need to manually choose the video you were previously watching. If you are planning on leaving the watch link, make a note of who you were watching and where you left off.

Will the videos automatically continue to play?

- Yes, upon completion of one video, the next one will automatically start to play. You must manually pause/stop if you will be stepping away between videos.