



## Welcome to Leadercast 2020 – Ripple Effect!

We are pleased you are joining us for this in-person or virtual event!

Leadercast wants to ensure you are prepared for this event so here are some details you should know before you go!

### **When does the event start?**

*The content will be available at 9:30am EDT on October 15, 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.*

### **What happens during the breaks?**

*Take time to use the restroom, check your emails, or grab a snack!*

### **Are the videos pre-recorded?**

*Yes, all six speakers have been pre-recorded. You are able to go through each piece of content, pause, and start at your leisure. We also have added the element of a “Deep Dive” that has taken place after some of the speakers. The “Deep Dive” is a one-on-one conversation with the emcee, Sarah Soliman Daudin, to speak more about the content they delivered, essentially to “dive deeper” into some of their points.*

### **How do I access the content?**

*You should have or will be receiving an email from [noreply@leadercast.tv](mailto:noreply@leadercast.tv) that contains your personal watch code link. Please note this is a personalized link; any sharing may result in losing access to the event.*



## Frequently Asked Questions: Technology

### What if I can't watch it all in one day?

*You have access to this content for **five days**. Additional access outside of this window will not be granted without purchasing another ticket. You will notice your window of time listed on your watch link email from **noreply@leadercast.tv**. If you are watching in-person, your host site leader should email you an individual watch code once your event has concluded so you have a chance rewatch the content.*

### 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. If this continues, we suggest clearing your cache and restarting the video. You will need to note where you left off.*

### 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 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.*



## Frequently Asked Questions:

### Technology (continued)

**Can I watch Leadercast 2020–Ripple Effect on something other than a computer?**

*Yes, you can watch Leadercast 2020–Ripple Effect from your mobile device, tablet, iPad, etc.*

**Can I use any internet browser?**

*Your link 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?**

*The link is always live but the content itself is not active until the date and time specified on the email you receive from **noreply@leadercast.tv**. We recommend accessing the pre-event content prior to the event to test the platform with your device.*

**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.*

**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.*

**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.*