<u>How To Access The Livestream</u>

There are two ways to access the Livestream this year:

1) Through our new Event App
2) Through your Event Ticket

<mark>Accessing through the new Event App:</mark>

For the first time we are offering access to an Event App for all-in-one access to everything needed for the conference. Joining the app is optional, but it offers a simple way to access the Livestream, Slido app to submit questions, document portal for materials, and even an option to connect with others **IF** you choose.

Joining is easy, just follow the prompts. We also included the below step-by-step instructions for your convenience:

1) You will receive an invitation via email from the 'Mobile Event App Team' with your unique username and password.
2) Click on the link provided in the invitation and login using the username and password provided in the email.
3) Next, create a new individual password for your account.
4) Last, customize and complete your user profile.

Alternatively, you can join the Livestream and each app/page separately if you wish.

• Livestream – Ticketspice/Ticket Order Confirmation (instructions below)
• Question Submission – Slido App/Portal (see separate Slido Flyer for instructions)
• Event Materials/Reports – Visit the Documents Portal (armstrongeconomics.com/documents-portal) to download all materials/reports.

<mark>Accessing through your Event Ticket:</mark>

This was the only option to access the 2020 WEC Livestream.

After completing your purchase, you would've been directed to a confirmation page and received an order confirmation email with a summary of your order.
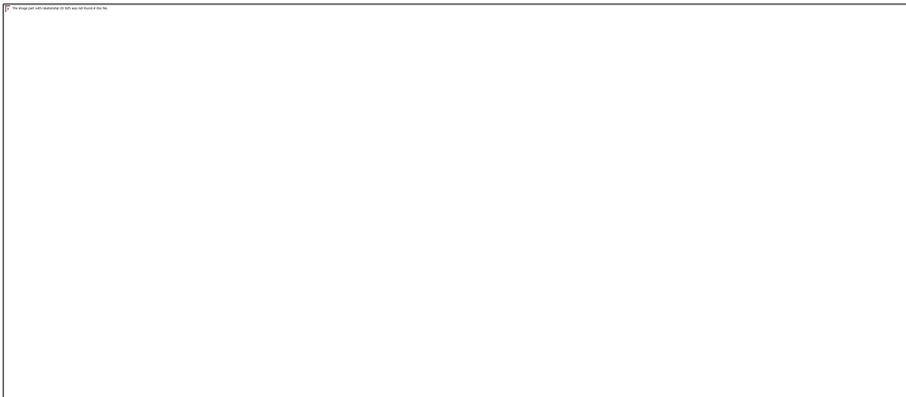
The confirmation page (and email) contains both the Access Code and Link to access the virtual content.

👉 **Please note:** The access codes and links are limited to one device/IP address at a time and cannot be shared. Once you click the link (or type your code) to join the virtual event, your
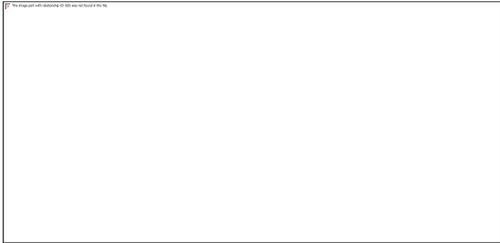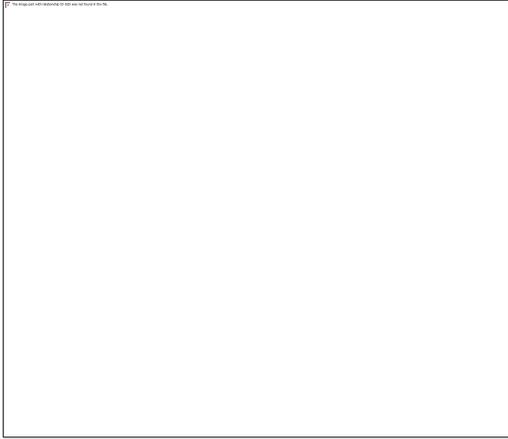
session will be locked to that device/IP address for one hour before you are able to switch to a different device. So please make sure to access on the device you wish to watch the event.

Here there are a few options to access the virtual event:

Option #1 - Click the link on the confirmation page (pictured below) titled 'Digital Pass'

Option #2 - Click the link in your order confirmation email (pictured below) titled 'Access Online Event', OR
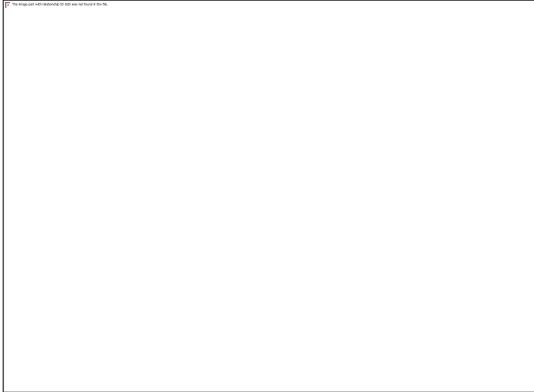
Option #3 - Return to the **ticketing page** and plug in your access code.

- To do this click the link at the top of the ticketing page

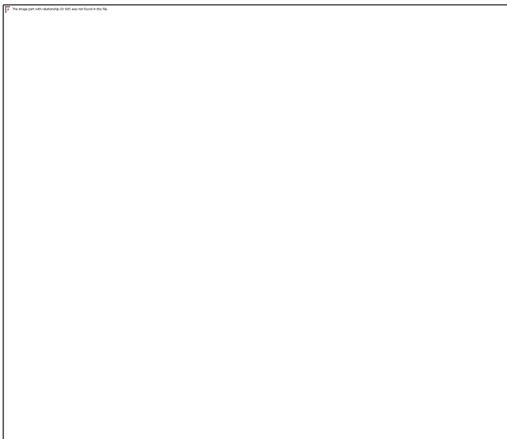- Then enter your access code on the page below:

☞ **Access Codes** can also be located either on the order confirmation page or your order confirmation email (both below).

- Confirmation page:

- Order Confirmation email:

Troubleshooting

If you have trouble joining or receive an "invalid access code" message when trying to login to the virtual event

- Please confirm the access code is correct by referring to your order confirmation email
- It could be due to multi-use if you're already logged in with another device/IP address.

For example, if you open the link on your phone, and then try to open the link on your computer, it will say the code is in use because the phone already opened the link. In this case you will have to view the content on the device where the link was opened for a minimum of one hour until you will be able to switch devices.

Note: Again, Access Codes whether typed in or link clicked- are locked to one use/IP address. However, the code/link does reset every hour, so if you wish to switch the device you are using, you will have to wait one hour after use to rejoin on a new device. There is a 2-hour lunch break providing a good opportunity to change devices if you wish.

If you still require assistance, please contact us either via email at Conferences@armstrongeconomics.com or Slido.

For more information on joining a Livestream - see below article on 'Network and browser requirements for viewing streams'

https://vimeo.zendesk.com/hc/en-us/articles/360040394231-Network-and-browser-requirements-for-viewing-streams