



## **Web Education Frequently Asked Questions**

**Q: What is a web education program?**

A: *A web education program is a broadcast that is delivered over the Internet using streaming media technology. Participants can listen to a streaming audio presentation through their computer speakers. They can also participate in the interactive question-and-answer session by submitting questions through their computer.*

**Q: Will I see the speakers talking during the program?**

A: *Live video will not be used for this event. This particular program will display a photo of the presenter. Presentation slides will be used for this program.*

**Q: How do I check whether my computer is compatible with the program?**

A: *We encourage you to check your computer's compatibility in advance. The program is broadcast through Windows Media Player and RealPlayer. To determine whether your computer is compatible, you should run the System Check via the following URL: [www.visualwebcaster.com/syscheck/systemcheck3.asp](http://www.visualwebcaster.com/syscheck/systemcheck3.asp). You should also ensure that your computer has working speakers and that your computer volume is turned up.*

**Q: What if I don't have Windows Media Player or RealPlayer programs?  
Can I install this software free of charge?**

A: *Yes, Windows Media Player and RealPlayer can be installed on your computer free of charge. Follow the instructions provided on the System Check site.*

**Q: Will I be able to ask questions during the program?**

A: *Yes, you will have the ability to submit your questions through your computer. The speaker will answer as many questions as possible during the live broadcast. If your question is not answered during the live program, contact the LLS Information Resource Center (IRC) at (800) 955-4572.*

**Q: How do I join the program on that day?**

A: *You can join the program at the link provided in your confirmation email and registration packet materials. Here are screen shots and instructions of what you can expect to see that day.*

# Web Education Program Frequently Asked Questions *(Continued)*

**Step 1:** Complete the fields of information below and select **Register**.

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CONFERRING

The Leukemia & Lymphoma Society

Activity Title  
Date  
Time

To register for this event, please fill out and submit the following form. All items with an \* are required.

First Name\*

Last Name\*

State\*

Email Address\*

How many people are participating\* with you (including yourself)\*

- Click [here](#) to perform a System Check to determine if you can receive Streaming Media
- If you have problems listening, [view our help pages](#) or click [here](#) to contact technical support

**Step 2:** Select the **Launch Webcast** icon located at the top of page.

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CONFERRING

The Leukemia & Lymphoma Society

Activity Title  
Date  
Time

If you're unable to hear the audio via your computer speakers, please dial 800-340-5873 and request Conference ID 91192499.

- Click [here](#) to perform a System Check to determine if you can receive Streaming Media
- If you have problems listening, [view our help pages](#) or click [here](#) to contact technical support

**Step 3:** Select **Windows Media Player** or **RealPlayer**.



**Step 4:** Once you select a player, you will see a photo of the presenter and hear music via your computer speakers until the presentation begins. Slides will advance automatically on your screen.

**Q: If I already provided my information during the registration process through The Leukemia & Lymphoma Society's website, why do I have to enter my name and email again to access the program?**

A: The system needs to capture your information so that we know who is online with us during the program and so that we are able to see the question that you have submitted.

**Q: What happens if I get disconnected during the program?**

A: If you're disconnected during the program, you can open a new browser and log back into the event following the same procedure as above.

**Q: What if I have problems accessing or hearing the program?**

A: If you are unable to log on to the program or if you're unable to hear the audio via your computer speakers, please contact Registration at (866) 992-9950 to receive the dial-in number to hear the conference via the phone.