



## FREQUENTLY ASKED QUESTIONS

### Technical support

For the best experience today, we recommend viewing on an up-to-date version of Firefox or Chrome.

### Instructions for joining the event

- We recommend you log in a few minutes before the event begins.
- To join, visit the event home page and click the “Login” button in the top right. If you are not registered, please click “Register” to begin.
- Click the “Login” button and enter the email address you used to register.
- Then, enter the single-use code that was sent to your email, and the page will refresh with the live broadcast.

### I have logged in and registered but I am receiving the following error message: “The Video Player was not able to find valid authentication information. Please contact technical support.”

You’ve received this message because the session cookie for the video authentication is blocked in Chrome. There are two features in Chrome that could block cookies.

Feature one: We recommend the following steps in Chrome to allow third-party cookies:

- Go to Settings > Privacy and security
- Click on “Cookies and other site data”
- Ensure “Block third-party cookies” is NOT selected
- Once the setting is changed, then either close the browser or clear the browser cache and try to load the video again

Feature two: We recommend the following steps in Chrome for SameSite setting:

- Go to `chrome://flags/`
- Search for “Cookies.”
- Ensure “SameSite by default cookies” is set to “disabled.”

### I have no audio, what do I do?

Check that your computer has the sound turned on and the volume up by going to your audio settings and pressing the test sounds; or navigate to another video on the web and make sure you can hear audio through your computer speakers or headphones.

If you hear audio on other videos on the web and not on the live video stream, check that the volume in the player is turned up.

### How do I turn on/off closed captioning?

Click on the button in the player controls that shows “CC.” When enabled, captions will appear inside the video player. This can be used to toggle the captions on or off. If you’re still experiencing an issue, please try refreshing your browser window.

### I have no video, what do I do?

Try watching at a lower quality by hovering over the player and clicking on the text that says Best, 720, 480, 360, or 240. Start with the lowest bit rate (240) and work your way up until the stream plays back smoothly.

We recommend viewing on an up-to-date version of Firefox or Chrome. If you’re still experiencing issues, please refer to this article to troubleshoot: [support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps)

### I can only see the “coming soon” slide. Should the slide be advancing?

Check your internet connection by running a speed test ([speedtest.net](https://speedtest.net)) to determine your download speed. To view a 720/HD stream, you will need download speeds at around 1.5–2 mbps. You can also try watching at a lower quality (see previous tip). If you continue to experience issues, please refer to this article to troubleshoot: [support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps)





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### **I'm getting an IBM error. What should I do?**

We are monitoring the stream health in the background, and everything is looking great. Please read the problems and solutions in this article to troubleshoot: [support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps)

### **Still having problems?**

If you continue to experience problems viewing a particular stream, send a log to our support team to help us troubleshoot and find the root cause of the issue: [support.video.ibm.com/hc/en-us/articles/207852557-How-to-send-a-player-log-to-IBM-Watson-Media-Support](https://support.video.ibm.com/hc/en-us/articles/207852557-How-to-send-a-player-log-to-IBM-Watson-Media-Support)

## **Event navigation support**

### **I have limited time today. Can I watch any of this event at a later date?**

You can! The event will be available for viewing on demand. Check back here on this page to catch all the sessions or keep an eye on your emails where we will be sending you a link after the event!

### **What's the best route for requesting some specific product information from Salesforce?**

You can head to the Ask an Expert rooms which are open throughout the event and where one of our experts will be able to help. The Ask an Expert rooms will remain open till 12:30pm, thirty minutes after the event closes.

