

Remote Site Facts & Important Information

How does our remote host site watch a successful live webcast?

The LEAD2018 event will be broadcasted live and on-demand at watch.leadershipexcellenceanddevelopment.com. With a solid internet connection from your host site or venue, you will be able to successfully view the live webcast as well as access the on-demand archived files. The following guidelines will be helpful for you to follow:

- Use a consistent and dedicated wired network connection. It is not recommended to use wi-fi for viewing.
- It is recommended to have a minimum of 10mbs download bandwidth. The higher and more dedicated the network connection, the more stable the online viewing experience!
- System Recommendation: Desktop or Laptop (mobile playback for remote sites is not recommended)
- The live webcast and on-demand files will be optimized to work on recent versions of major web browsers (Firefox, Chrome, Safari, and Internet Explorer) and on recent versions of Windows and Mac OSX, using HTML 5 technology and/or an updated Adobe Flash player. Please use the software support providers to confirm your system configurations.
- It is recommended to have an IT staff or technical director on-site to manage the webcast and handle the remote site technical support
- If you experience any technical issues while watching the live webcast, don't hesitate to contact technical support!

Will my site be able to view an entire live session after the scheduled start time? Is this similar to DVR on television?

Yes, the live webcast will feature "DVR" type of functionality within the live player. For example, consider the following scenario. Your venue or host site is delayed and needs to start a session 30 minutes after the scheduled live start time of the session. Simply login with your credentials and access the live webcast. On the bottom of the video player, simply click and drag the slider to the beginning of the live session. Your site will be able to enjoy the "already in progress" live webcast of that specific session from the beginning.

In the recommended guidelines above, you suggest having an on-site IT person or manager? Are you serious about this guideline?

Absolutely! Many times, the on-site IT manager or director will be able to troubleshoot technical issues quickly. It is even better if this person has a working knowledge of the venue or facility network. 99% of all live webcast issues are due to network delays and issues at the location or device of viewing. The quicker a venue's network issues can be resolved, the quicker a resolution can be found in getting the stream back operating successfully at your host site.

When I'm watching other live webcasts, sometimes I need to refresh. Will this be the same for the LEAD2018 webcast?

Yes, when troubles show up, it is always a good idea to refresh your browser window and reload the live video. Many times, that will resolve any issues! Why does this happen? Mostly, this issue involves inconsistencies in the network and from the hundreds and thousands of network points between our broadcasting location to your host site. It's always okay to hit refresh! Then, if you still experience issues, never hesitate to contact us for live support!

On February 8th, how do I logon and set the stream for my venue?

The live webcast will be protected by authentication – using your email address and a unique password. On February 8th, simply visit watch.leadershipexcellenceanddevelopment.com in your web browser. Enter your email address and password. You will then be directed to the live webcast. Note that all live streams will start approximately 30 minutes prior to the start of the session. During this time, you will see rotating graphics and slides as the speakers will promptly begin at the advertised start times.

Will there be a test stream date for me to check playback at my venue?

Yes, we will be broadcasting a test stream from watch.leadershipexcellenceanddevelopment.com at the end of January 2018 (official date to be determined). During this test stream, you may visit the above url to view a live test stream. If this test stream plays, you are in great shape! If you have issues, please contact technical support.

When will be on-demand video be ready for each session?

We are happy to provide the on-demand viewing experience for registered remote sites. Each archived session will be ready for viewing approximately 6-12 hours after that specific session concludes. This allows proper processing and uploading to the website. Once ready, you may visit watch.leadershipexcellenceanddevelopment.com and login using the same credentials you used to view the live webcast. Full rewind and fast-forwarding is available for all archived/on-demand sessions.