

## IVANS CONNECT TECHNICAL AND PROGRAM FAQ

A virtual IVANS Connect is a first for everyone – and we want to make it as easy to navigate as possible for you. Here are a few tips and tricks that will ensure your system is ready to go for the event.

For best viewing, access IVANS Connect 2020 from a desktop or laptop. Mobile device participation is available, however, some features may be limited. Before the live event starts, we recommend [testing your system](#) to ensure that you are not experiencing any technical issues.

### Web Browsers Supported:

- Microsoft Edge (Latest)
- Mozilla Firefox (Latest)
- Safari (Latest, Mac Only)
- Google Chrome (Latest)

### System Configuration Supported:

- Windows 10+ (Microsoft Edge, Firefox, or Chrome)
- Apple Mac OS 10.10+ (Latest Firefox, Safari, or Chrome)
- Android 9+ (Chrome Browser Only)
- Apple iOS 12+ (Latest Safari Browser)

[Visit the Help Center](#) for additional systems and technical information.

If you experience any technical difficulties or need help during the event, complete the form below and someone will be happy to assist you.

### Common Questions:

#### Why am I prompted to register again even if I already registered IVANS Connect?

IVANS Connect 2020 is a secured event. You will be asked to enter your email address the first time you access a webcast from the program console. You should not be asked for credentials to watch subsequent webcasts. Please use the SAME email address you used to initially register for IVANS Connect 2020.

#### Why am seeing a Flash Player error notice? (I am having issues with some visuals in the presentation?)

Check your Flash Player enablement and version (9.0.115+) via the [Check Your System Configuration](#).

#### Why doesn't the video play after pressing the "Launch Presentation" button?

If you have pop-up blocking software installed and active, it may block the presentation console from opening. You may need to temporarily disable the pop-up blocking software in order to participate in the event.

### **Why am I receiving an “HTTP Not Found” Error?**

A 128-bit encryption is required for your operating system and browser. To determine if your browser has 128-bit encryption, go to the "Help" feature at the top of the browser window then, click on "About" from the drop-down menu. The parameter you need to verify is titled "Cipher Strength" for Internet Explorer.

### **Why does the sound work but the video freezes?**

Network congestion can occur at any time due to several issues, including slow internet connection, high traffic (many people accessing the event simultaneously) or mobile device connectivity challenges. To remedy, please check or enhance your internet stability/bandwidth, try accessing the event in 30-60 seconds and/or switch from a mobile device to a desktop or laptop.

### **Why can't I hear anything (or the sound is very faint)?**

Please make sure you have an up-to-date browser, your speakers are enabled, and the volume is turned on/up.

### **Why can't I see the slides flipping (advancing) or the presentation?**

If you are inside of the webcast, try refreshing the presentation by either hitting F5 on your keyboard or closing out and relaunching the presentation.

### **Why does my computer crash when I try to access the event?**

Your system may not meet the minimum requirements. Please check the Browser and System Configurations. Once confirmed, clear your cache and restart the event.

### **How can I schedule an appointment with member of IVANS Insurance?**

[Visit this page](#) to schedule an appointment with an IVANS representative.