

FAQs for Webinar Technical Support

Q1) I can't seem to access the webinar after clicking on the Zoom URL link.

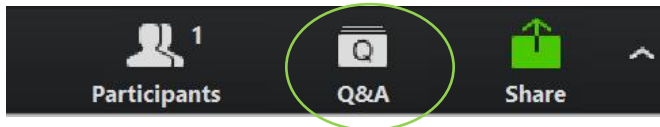
If this is your first Zoom webinar, you may be prompted to download the software to run the webinar. Once you downloaded the software, the webinar meeting will be accessible.

Q2) Is the webinar recorded and will I be able to access the recording after the webinar?

The webinar will be recorded and the recording will be shared with **registered participants** in a few days.

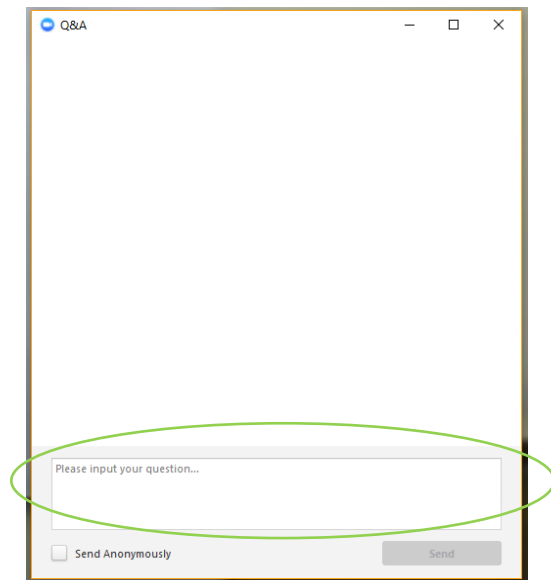
Q3) How do I raise my questions to the speakers?

To allow a smooth audio transmission during the webinar, we have set all attendees on mute by default. However, participants will be given opportunity to ask questions via the Q&A button in the tools at the bottom of the Zoom window. The Q&A moderator will select questions, to ask the speaker.

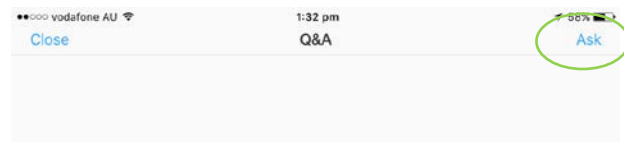


If you want to ask a question of the speaker, click the 'Q&A' button, click 'Ask', type into the available field and click send.

On a computer:



On a tablet or smartphone:



Q4) Is there a way to make the slide window larger?

Yes, if you float your mouse over the slide tool area, an icon will appear in the upper right corner of the slide. Clicking on this icon will move you into full-screen slide mode.

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Q5) I am not hearing any audio. What should I do?

Make sure that your volume settings are turned up and that any external speakers are turned on with the volume up. You may refresh your player audio by clicking the double circle arrows located near your volume slider. If you continue to have trouble, please consult the help tab [?] at the top right of your screen for tech support.

Q6) I just lost my audio connection. What should I do?

You may refresh your player audio by clicking the double circle arrows located near your volume slider. If you continue to have trouble, please consult the help tab [?] at the top right of your screen for tech support.

Q7) What should I do if I hear an echo on the presentation?

Please click the stop button on the left-hand player console. If you can still hear audio, please make sure that the player is open only once on your computer. If the issue persists, please refresh your player by clicking the double circle arrows located near your volume slider. If you this does not resolve the issue, please consult the help tab [?] at the top right of your screen for tech support.

Q8) The slides are not advancing. What should I do?

Please click the Player Refresh button (the double circle arrows located near your volume slider) to resync your player with the slides.

Q9) Who can I contact if the technical issues persist?

Please contact corporate.governance@insead.edu if you still encounter any technical issues.