



Joining the Digital Experience

- Sessions are live streamed only from the Eventscribe website and are not available in the Mobile App. Visit <https://2023alaannual.eventscribe.net/> and use your Registration Email and Registration ID to login.
- Look for the Digital Experience icon in the Daily Schedule or visit the Digital Experience page to identify which sessions are being live streamed.
- Click on the View Session button to launch the stream.
- Use the Discussion tab to join the attendee chat.



Technical Tips

- Use Chrome (recommended), Firefox, or Safari browsers.
- Disconnect from a VPN (Virtual Private Network).
- Check firewalls. If you are in the office, try another network (some offices have robust firewalls that will block some virtual features).
- Clear your web browser history and cache.
- Check your Internet Connection.
- Close any other tabs that may be using a lot of bandwidth.
- If you are at home, make sure you are not also using streaming services like Netflix, etc. that could impact your available bandwidth.
- Use a hard-wired internet connection, if possible.
- If you have to use WIFI, make sure you are close to the WIFI device.

Troubleshooting

If you are hearing duplicate or overlapping sound

You may have two browsers open. Please close one of your internet browsers and it should play correctly.

If you are having issues seeing the live stream or the webpage

For an optimal experience we recommend participating from a desktop or laptop computer with broadband wired/wireless access. You will be able to connect to audio via your computer.