Frequently Asked Questions

How do I access the live stream sessions?

- When you click the Live Stream button for the session you would like to attend, a new tab will open in your browser. There is no need to download any additional software.

- The presentation will appear on the left, and on the right, you will see the Questions tab where you can participate in the Q&A.

How can I ask a question during the live stream sessions?

- Use the Questions tab to post questions for the moderator to pose to the presenter during the Q&A portion of the session. If you see a question you like, feel free to "vote" on it using the "vote" button!

What if my video and/or audio are choppy?

Note: Livestream is best utilized with Google Chrome browser

- Check your internet connection by trying to open any webpage in your browser. If your connection seems as fast as usual on this test, exit the live stream and restart your browser to see if the issue resolves.

- If your internet connection is slow, move closer to your Wi-Fi router or try hardwiring your computer to your modem using an ethernet cable.

Will I be able to view recordings of the sessions after the meeting?

Yes, on-demand recordings of live-streamed content will be available to registrants for viewing at no charge following the conference. The date for the on-demand records is forthcoming.

How can I connect with my colleagues during and after the meeting?

- Click on the Attendee List in the left side bar to view other attendees and their contact information.

- Open Video Networking rooms available each day.

- On Wednesday, August 12, please join us for virtual happy hour!

- Don't forget to check out the Virtual Exhibit Hall with NSA vendors, and participate in the Scavenger Hunt!

Who do I contact if I still have questions or technical problems?

E-mail NEIVirtualEvents@nei.org, and we will respond as quickly as possible.