CASE SIMULCAST

FREQUENTLY ASKED QUESTIONS

Q. I am having trouble with streaming audio, I can't hear the speaker through my computer speakers, the streaming stopped... what do I do?

If you are not able to hear any audio through your computer speakers first check to make sure your speakers are not muted or turned off.

The next step is to refresh your screen by pressing the F5 key on your keyboard or clicking the “refresh” button in your web browser. If this does not work you may dial in over the phone. Press *0 for operator assistance. If you continue to have technical issues send an email to case@commpartners.com.

Please see below for backup phone numbers by session:

**Think Global, Act Local: How to be an Effective (Institutional) Politician Wednesday, September 29**

Please dial in over the phone 1-800-214-0745 or 1-913-643-0950 and enter passcode 374456#.

**Social Media that Gets Results Thursday, September 30**

Please dial in over the phone 1-866-237-3252 or 1-913-643-0952 and enter passcode 191200#.

**Campus-to-go: Leveraging the New Mobility Thursday, September 30, 2010**

Please dial in over the phone 1-866-288-9872 or 1-913-312-2900 and enter passcode 174285#.

**University of Florida/CASE Communications Benchmarking Survey Thursday, September 30, 2010**

Please dial in over the phone 1-866-237-3252 or 1-913-643-0952 and enter passcode 508585#.

**Telling Our Story in the Digital Age Thursday, September 30, 2010**

Please dial in over the phone 1-866-237-3252 or 1-913-643-0952 and enter passcode 623912#.

**Managing in an Era of Declining Resources, Friday, October 1, 2010**

Please dial in over the phone 1-800-214-0745 or 1-913-643-0950 and enter passcode 658388#.

**Leading in the New Communications World: Embracing the Chaos-Be a Brave, Bold Voice for Nontraditional Media and Platforms, Friday, October 1, 2010**

Please dial in over the phone 1-800-214-0745 or 1-913-643-0950 and enter passcode 495273#

Q. The slides are not loading; I can’t see the slides, other technical issues.

Please test your web browser FIRST:


Ensure your computer has the following:

- Internet Explorer 7.0 or later (recommended) Safari and other major browsers.
• Steady Internet connection, such as cable or DSL, 56K or above.
• Working computer speakers. If you plan to listen via streaming audio make sure your computer speakers are turned on and the volume is not muted.

It is recommended that you check your computer settings and make the following changes in preparation for this event.

• Set Internet and cookies security to low.*
• Set screen resolution to 1024 x 768 or higher.*
• Disable any pop-up blockers.*

Instructions on how to set internet and cookies security to low AND
1. Disable any pop-up blockers (from a Windows based PC).
2. Click on the “Start” button in the bottom corner of the screen.
3. Choose “Control Panel.”
4. Choose “Internet Options.”
5. A box will open on your screen. Click the “Privacy” tab.
6. Set the security level for the internet to “Medium” or “Medium-Low.”
7. If you see a check-box for “Block pop-ups,” make sure it is not checked.
8. Click “Apply.”
9. Click “Ok.”

Instructions on how to set screen resolution to 1024 x 768 or higher (from a Windows based PC).*
1. Click on the “Start” button in the bottom corner of the screen and choose “Control Panel.”
2. Double-click the “Display” icon.
3. A box will open on your screen. Click the “Settings” tab.
4. Locate the setting for “Screen Resolution.”
5. If the screen resolution is set to “1024 x 768” or higher, click “Ok.”
6. If you adjust the screen resolution, click “Apply” and then “Ok.”

Q: Do I have to login over the computer? Can I dial in over the phone?

You may listen to the audio through your computer speakers (streaming audio) or via phone. To dial in over the phone use phone numbers by session below:

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Please dial in over the phone 1-800-214-0745 or 1-913-643-0950 and enter passcode 495273#

Q: What if I need help during the program?

You will see instructions on the screen to access help through the “Live Support” icon located on the top portion of the screen. You may email case@commpartners.com or dial 1-800-274-9390.

Q: Should I attend from my work computer or home computer?

You may attend from any location you choose, but, please remember to test any and all computers that you will be using during the Webinar. If you pass the systems test you should be able to participate.

Q: Can we log on from more than one computer using the same login information?

Your registration entitles you to 1 login. Any additional logins must be purchased.

Q: How do I get the handouts? Can I have a copy of the slides?

A link to the handout materials is included in your confirmation email. The handout links by session are below:

Think Global, Act Local: How to be an Effective (Institutional) Politician Wednesday, September 29

Social Media that Gets Results Thursday, September 30

Campus-to-go: Leveraging the New Mobility Thursday, September 30, 2010

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Managing in an Era of Declining Resources, Friday, October 1, 2010
Q. Is this program being recorded? Can I watch it at a later date?

Yes, it is being recorded. The session should also be available on the CASE website approximately 3-5 days after the event. If you purchased the live event, you are also entitled to 2 free views of the online archive.