Thank You for Registering for CCHF’s 2020 Virtual Fundraising Event!

Handy Information for Event Attendees

1. Prior to the Event: Check the System Requirements for this virtual platform
   i. I failed the internet speed test – now what?

2. The BEST browsers for our event platform are Chrome or Firefox (Safari should work as well – check #1 above)

3. Make sure you are on the latest version of Chrome, Firefox (or Safari or Edge)

4. For the best experience, turn all other devices off and close out of other tabs/windows

5. Make sure you are on a Laptop or Desktop Computer *if you are on a mobile device, please download the “BigMarker” IOS mobile applications (sorry no android)

6. Disable any known Firewall that might be blocking access

7. I have no sound??
   i. *Make sure you click on the icon (shown above) when you FIRST enter the event (May need to leave the webinar event, and re-enter using the same link)
   ii. Make sure your volume is turned all the way UP
   iii. Is your Volume indicator on Headphones (instead of Internal Speakers)?
   iv. Try reloading the room / refreshing the page
   v. Try restarting your browser and/or your computer and re-joining the session

** Be sure to use the unique / personal EVENT LINK that was emailed to you (you should have at least one email from Karen Markowitz (webinar.host@bigmarker.com) that contains your LINK to enter the Event

Program begins at 7:00PM CT ("Pre-show starts 10 minutes prior)
   *Virtual Doors open at 6:30pm – so come on in to the waiting room then grab your beverage of choice and you’ll be ready to enjoy the program. See you then!