



Frequently Asked Questions and Best Practices for AICPA Webcast Programs

Please Note: If we experience systemwide complications with your webcast, we will post a message to the entire audience.

Audio, Video, & Slides	
I have no audio. What should I do?	Please reset your player by pressing your 'F5' button. If you are using a Mac, press 'Command + R' In some cases you may need to press 'function + F5'. If this does not work, log out and back in again. <u>This will not impact your CPE credit attendance checks.</u>
I can't hear audio. Is there a phone line I can dial in to listen to this presentation?	There is no number to call to listen to the audio of this webcast. Sound must stream through your computer.
The audio seems very low. Can you turn it up?	In most cases, we cannot adjust the audio as it built into the player. Please be sure to turn your audio all the way up on your internal and external speakers. If you continue to have trouble, try listening with earbuds or headphones. This can sometimes tunnel the audio better.
My player is buffering. What should I do?	Log out of the player and relaunch the program. If this does not work, please log out and relaunch using a different browser. Be sure to close all other programs on your computer to help create enough bandwidth for the program to run effectively. <u>This will not impact your CPE credit attendance checks.</u>
My slides are not moving with the speaker. What should I do?	Please reset your player by pressing your 'F5' button. If you are using a Mac, press 'Command + R' In some cases you may need to press 'function + F5'. If this does not work, log out and back in again. <u>This will not impact your CPE credit attendance checks.</u>
CPE and Attendance Checks	
I had to log out and log back in again. Will this affect my chance to earn CPE credit?	When you log out of a session or if you lose your connection, please log back in very quickly using the same email address and login credentials you used the first time. You will not lose any checks that you previously clicked. However, you will not earn credit for any checks that pop out while you are logged out.
I'm seeing and clicking on attendance checks but want to know if I missed any?	You are required to click 75% of the attendance markers that appear randomly on your screen. If you have issues printing your CPE certificate at the end of the session, feel free to contact the AICPA at 1-888-777-7077.
I'm not seeing any of the attendance checks.	Note that it can take up to 22 minutes for the first check to appear. If you're more than a half hour in and still no checks, there could be several reasons for this. The most common solution is enabling your browser to enable pop-ups. As each browser does this differently, the best way to learn how to disable your pop-up blockers is to perform a google search for your specific browser. Ex. "How do I disable pop up blockers for X browser."

How do I get my CPE certificate?	Once this webcast has ended, click the CPE button at the bottom of your screen. You should be able to generate and print your CPE certificate from there.
I registered with a group, and we're all watching on one computer. How does the group get CPE credit?	Once this webcast is over, click the CPE button. You should be able to enter your name and email address along with the names and email addresses of everyone else who purchased a seat to this webcast. From there CPE certificates should generate and can be printed.
Archives	
Can I view the archive of this program?	Yes. The archive of webcasts are typically available 24 hours after the program has ended. You cannot earn CPE credit by watching the archive of this webcast or any AICPA webcast. You can access the archive through the LMS or by using the same link you used to launch the live event.