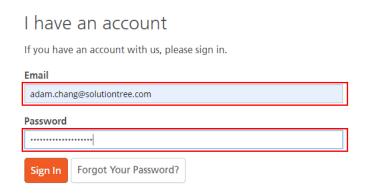
## Pre-Event Tech Test Important!

Before starting to access your virtual events, please take below actions first to ensure you are ready to go.

- Check Technical Requirements section
  - o Test your browser
  - Test network speed
- Enable your browser pop up (in Troubleshooting section)

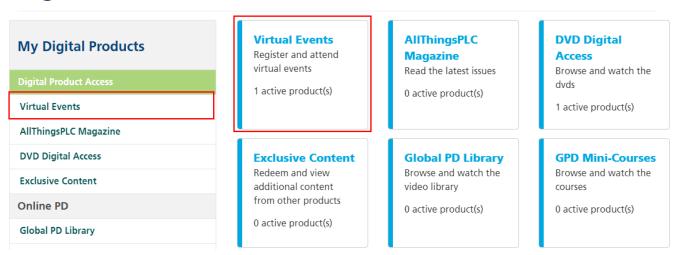
### Access My Virtual Events

Sign in to Solution Tree site with the account registered with the event. https://www.solutiontree.com/customer/account/login/



After signed in it will redirect automatically to *Digital Product Access* page. Or you can use the link below to access the page. <a href="https://www.solutiontree.com/digitalproduct/digitalproduct/index/">https://www.solutiontree.com/digitalproduct/digitalproduct/index/</a>

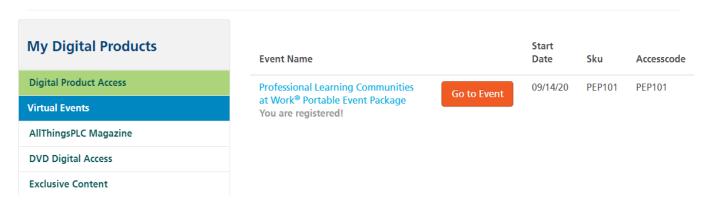
# **Digital Product Access**



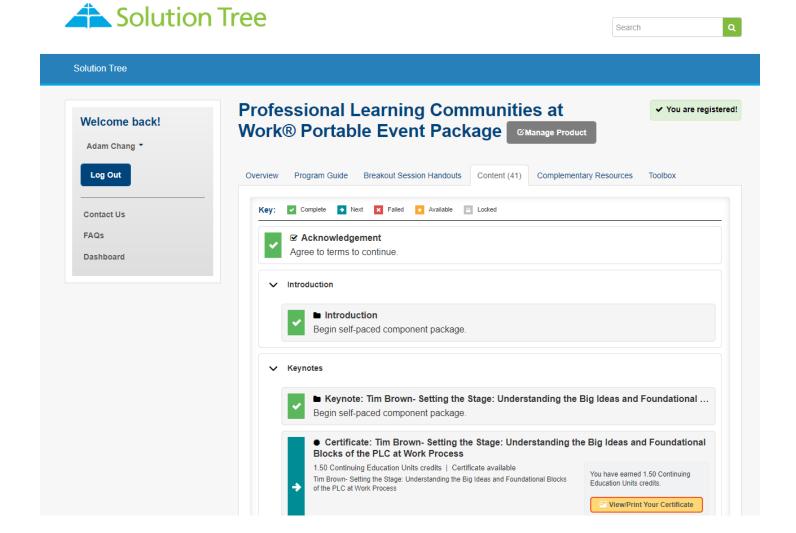
You can click "Virtual Events" to access all your virtual events. Or you can use the link below. <a href="https://www.solutiontree.com/portableevents/index/listing/">https://www.solutiontree.com/portableevents/index/listing/</a>

The Virtual Events page displays all your registered products. Click "Go to Event" button to access your event.

## Virtual Events



The Event page will be opened on a new tab. It should be URL starts with <a href="https://learning.travelfreepd.com/">https://learning.travelfreepd.com/</a>



## **Technical Requirements**

#### **Browser Test:**

All Virtual Event users/viewers must access the content with an HTML 5 supported web browser. To confirm if you are ready to participate a Virtual Event, please take the browser test from this <u>link</u>.

#### **Speed Test**

You will need at least 2Mbps download speed to sustain the stream. If your max speed is very close to that, that could also be causing the buffering issue. Also we do not recommend streaming from a VPN. That can cause connectivity issues. Please use this <u>link</u> for the speed testing.

#### **Minimum Device System Requirements:**

- 2.0Ghz Processor or faster
- 2 GB RAM (Greater than 2 GB recommended)

#### **Minimum Browser Requirements:**

Browser must support HTML-5. To detect your browser version, run https://whichbrowser.net/

- Windows 7 or later
- Mac OS X 10.9 or later
- Chrome 60 or greater
- Firefox 52 or greater
- Edge 14 or greater
- Safari 10 or greater
- iOS 10 or greater
- Internet Explorer 11

#### IP Addresses and Ports to Allow for HTML5:

- 72.32.161.112 port 80, 443 (web and audio)
- 72.32.200.104 port 80, 443 (web and audio)
- 72.32.221.65 ports 80, 443 (web and audio)
- 72.32.221.66 ports 80, 443 (web and audio)
- 67.203.7.114 ports 80, 443 (web and audio)

## Troubleshooting: Why aren't my videos playing?

#### Pop-ups

Our digital platforms require pop-ups to be enabled in order for content to play.

To enable pop-ups, please complete the following steps in your browser:

- Under "Privacy and Security," click the "Site Settings" button.
- Select "Pop-ups and Redirects."
- To disable the pop-up blocker uncheck the "Blocked (recommended)" box.
- To enable pop-ups on specific sites, check "Blocked (recommended)" and click "Add Next" to allow and enter the URL(s).

For more information on disabling pop-up blockers, with specific steps for each browser, click here.

#### **Browser Cache**

We always recommend using a clean session to start the virtual events. If you run into issues to watch live stream or videos, please clear the browser cache first and sign out and sign back in again. Also you can consider using incognito mode for Chrome or private browsing for Firefox, which will not have browser cache. If this approach does not work, try a different browser. We recommend Chrome, Firefox and Safari. For more information on cleaning browser cache with specific steps for each browser, click here.

#### **Buffering**

Typically this is related to the network speed issue or the browser cache issue. You can refer to Speed Test or Browse Cache section for troubleshooting.

#### Acknowledgement

To start a virtual event, the first step is to read and accept the Acknowledgement. You will need to agree to acknowledgment before gaining access to the content.