

TECHNICAL GUIDE FOR ONLINE PARTICIPATION

STEP 1: PRE-EVENT SYSTEM TEST

- Find out from your organization's IT department / support staff whether you are able to view a live webcast on your computer. Some offices have high internet security settings or anti-virus software (e.g. Norton, E-Set) that do not allow for viewing of live video streams.
- Check that your computer meets the minimum system requirements (click [here](#) to view requirements).
- Check that your computer has the latest version of Adobe Flash Player (click [here](#) for free download).
- Please ensure that your computer has an up to date browser—for viewing the live stream, we recommend Google Chrome, click [here](#) to download the latest version.
- Run the sample webcast to ensure your video and audio systems are compatible (click [here](#) to view video; please wait for the video to load).

NOTE:

- *The live stream is currently not viewable on iPhone, iPad, and Android devices, due to lack of Flash support.*

STEP 2: PRE-EVENT SYSTEM TEST

- Check the port testing page to see if there are any key ports (80, 443 and 1935) that might be blocked by the ISP or IT Department firewalls: <http://www.therealtimeweb.com/index.cfm/2004/10/2/fms-port-tester>
- The below screenshot show the sample of the scan results:

Sample of Successful Test

Results are displayed in the text field. Press the button to start.
Port checker courtesy of [Macromedia](#)

PORT TESTS

[Click here to run port test](#)

```
WIN 11,1,102,55
RTMP  DEFAULT  Success
RTMP  80        Success
RTMP  443       Success
RTMP  1935      Success
RTMPT DEFAULT  Success
RTMPT 80        Success
RTMPT 443       Success
RTMPT 1935      Success
```

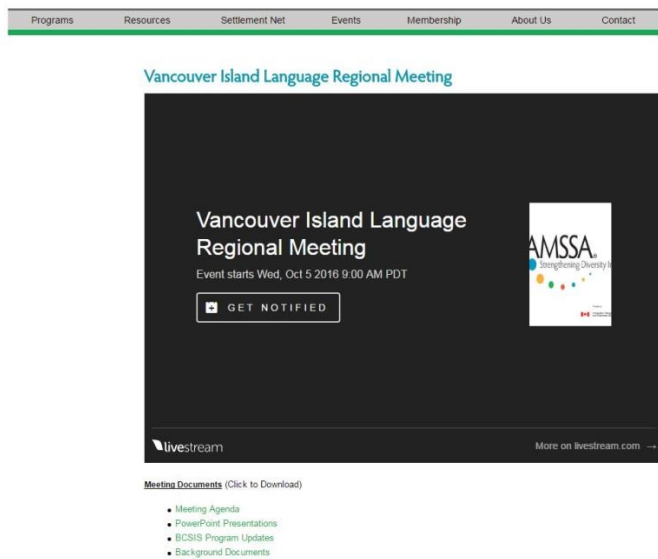
Done running port tests.

STEP 3: ACCESSING THE LIVE STREAM

AMSSA will email all participants a link to the event page. Please access this link on the day/time of the event.

Accessing the Event Page:

- AMSSA will email all registered participants a link to the event page—please access this link on the day/time of the event
- The event page will look similar to the example below:



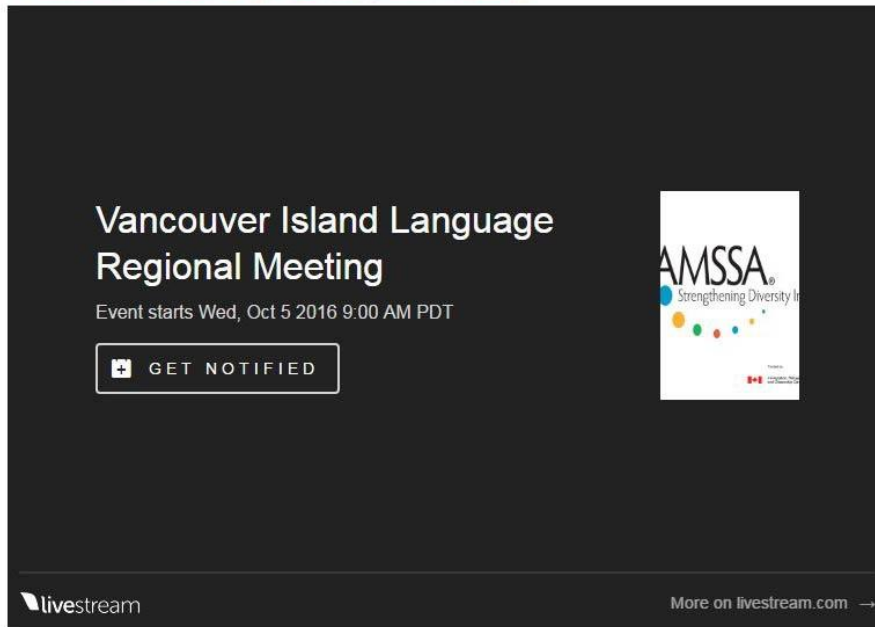
- Depending on your browser, you may have to press click on the play button to start the live stream
- Please be aware that although the stream is live, there is a delay between what is actually happening and what you are seeing streamed

*****Once you receive the link to the event page, please remember to keep it confidential. This event is for registered participants only*****

Downloading PowerPoint Presentations:

- To help follow along with presentations, PowerPoint presentations will be available to download on the event page
- The download links can be found just below the livestream player:

Vancouver Island Language Regional Meeting



Meeting Documents (Click to Download)

- Meeting Agenda
- PowerPoint Presentations
- BCSIS Program Updates
- Background Documents

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Troubleshooting – What to do if you can't view the video

- Make sure you are using an up-to-date browser to view the live stream
- Double check to ensure that you are running the latest version of Adobe Flash Player
- Try closing and re-opening your web browser. Then, copy and paste the event page link
- Try disabling your computer's firewalls or anti-virus software. Remember to activate them after the live stream.
- If you are hearing an echo, make sure to close other browser windows.
- If you're still unable to access the live stream video, please call Lucy Buchanan-Parker for technical support at **604-718-2784**, or send an email to projects@amssa.org

Live Stream Breaks

- Please note that there will be breaks in the event where the live stream will be cut or the audio may be muted
- You may refer to the event agenda to see the duration of the breaks
- If the live stream does not start again on your window automatically, be sure to refresh the web page.

Submitting Questions for the Q&A Session:

- Please submit your questions via twitter **@amssabc**
- Questions can also be submitted via email at events@amssa.org—please include your agency name, location (city/town), and question.
- Remember to keep your question as precise as possible.
- Keep in mind that there is a tape delay—although the stream is live there will be a delay between what is actually occurring and what you are seeing on the stream, so be sure to send your questions in early

NOTE: *You do not need to wait for the official call to submit questions – questions can be submitted at any time.*