

## **Technical guidelines to successfully view our online seminar on a computer or mobile device**

Your computer or mobile device will need a consistent, strong internet, WI-FI or cellular connection throughout the entire online seminar.

### Computers

**Supported Browsers (Mac)** Safari (latest version), Chrome (latest version) and Firefox (latest version)

**Supported Browsers (PC)** Internet Explorer 8 and above, Firefox (latest version), and Chrome (latest version)

### Mobile Devices

**Supported Mobile Devices (iOS)** Apple iPhone, iPod Touch, iPad running iOS 4.3 and above (iOS 6.x recommended)

**Supported Devices (Android)** Devices running Android 4.0.3 and above (4.2 recommended)

**Devices capable of streaming video:** Blackberry, webOS (Palm Pre), Windows Mobile, devices running Android 4.0.2 and prior or iOS 3.x and prior

### **Here are some things to keep in mind to avoid technical difficulties while watching the seminar:**

Make sure you have a strong and consistent WI-FI, cellular or internet signal... if not try a different location with a stronger connection.

To successfully resume the seminar if you step away...

-Do not clear your browser history/cache/cookies during the period of time you are watching the seminar.

-Watch the seminar from the same device and browser.

If you need further assistance, please contact us at **(910) 715-5376**. Our office hours are 8:30 a.m. to 5 p.m., Monday through Friday. If you reach our voicemail, please leave a message and we will return your call within **two** business days.