

## FAQs for LEADERSHIP USA Livestream Events

**Q: How do I login to the livestream?**

A: To login to the live stream, go to [LeadershipUSA.com/livestream](https://LeadershipUSA.com/livestream) and type the password in your EventBrite ticket. Click the play button, and you'll be redirected to a private live stream player. Click the full-screen icon that looks like this:



**Q: How do I know I'm connected to the livestream?**

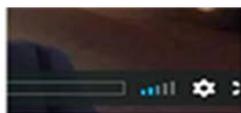
A: We will start the stream by 8:45 AM MT, so you can test your sound and picture. If you can see the opening PowerPoint slides and hear music, you're good to go! We will begin promptly at 9:00 AM MT with announcements and introductions.

**Q: Where do I find the workbook?**

A: Download and print the workbook on [LeadershipUSA.com/livestream](https://LeadershipUSA.com/livestream) for attendees if applicable.

**Q: I have my computer volume all the way up, but the audio is still too soft.**

A: Raise the volume on the Vimeo player to 100% (see screen shot below). Just like you can adjust the volume on YouTube clips, so too can you adjust the volume on the Vimeo player. This level is independent of your computer's volume. So even if your computer volume is all the way up, if the Vimeo player volume is down, the audio sound level may be too low coming out of your speakers.



**Q: How do we send a question to the instructor?**

A: To send a question to the instructor, please either use the chat box at the bottom of [LeadershipUSA.com/livestream](https://LeadershipUSA.com/livestream) (not Vimeo), OR text Laura Stack directly at 720-334-1856. If you login on second device such as your phone, you can send questions without interrupting the livestream for your audience.

**Q: The speaker's mouth and the livestream audio are off by a few seconds. How do I fix this?**

A: This is a long livestream, as it goes non-stop from 9:00 AM to 12:00 PM mountain. Sometimes, depending upon your location and strength of your internet signal, the speaker's mouth and the audio can get "out of sync." So, we recommend at the break (10:30), you click REFRESH on your browser, which will put it back in sync

**Q: What should I do if the Internet should go down in the Curtis Ballroom and we lose our livestream?**

A: There is a backup audio stream available. You won't be able to see us, but you'll hear the instructor and attendees as usual. Go to <https://vimeo.com/event/4224> if the video goes down (no password required). You could also [access our learning library](#) (password LEARNING) to watch and discuss a video while waiting.

**Q: Can remote attendees get HRCI, SHRM, and/or CPE credits for the livestream?**

A: If anyone in your audience wants to receive 3.0 hours of HRCI or SHRM credits or 3.6 hours of CPE credit for attending the live stream, you or the internal site facilitator should please [fill out this form](#) to verify participants' attendance through the duration of the session.

**Q: Can I watch the livestream on my mobile phone?**

A: Yes! As long as you can access the internet, you can login to the livestream. Be forewarned that Wi-Fi and/or mobile devices using 3G, 4G or LTE connections can cause issues with the stream with pixilation, skipping, or lag, so it's best to watch the livestream when connected to Wifi.