



Webcast Instructions and Confirmation: Frequently Asked Questions

These instructions have been provided to help guide you through the login process to view NAFCU webcasts. You will have unlimited access to each purchased webcast for 12 months after the live broadcast. Please note that NAFCU's *Compliance Webcast & Online Training Subscription* package includes access to on-demand versions.

How do I view a live webcast?

1. Login to the [NAFCU Online Training Center](#) with your individual NAFCU username and password. You should try this now. On the day of the live webcast, please log in a few minutes early.
2. Click on the appropriate webcast under "My Courses."
3. The webcast is located under the "Events" tab.

Once the live webcast begins, you should see and hear the presenters in the video window on the left side of the screen. You should see the presentation on the right side of your screen.

What if I don't have a NAFCU username or password or I forgot it?

No problem. Go to the [NAFCU Online Training Center](#). Click "Forgot my password or my username" first to make sure you don't already have an account. If you do not already have an account, click "Create an account," and follow the instructions. If you experience login trouble, please contact us at msc@nafcu.org or 800-344-5580.

Webcast Testing

Prior to the webcast, we strongly suggest that you confirm your computer and Internet firewall will support viewing this type of webcast. You may test your system by viewing the following archived webcast by clicking the link below. Confirm that you can hear audio, see video, and view the slide presentation displayed adjacent to the video player. The test presentation will walk you through the various features of the webcast viewing screen.

Please use the following link to test your specific systems' hardware/software compliance:

<http://www.sonicfoundry.com/siterequirements.aspx>

You can test your system's audio and video by viewing the following on-demand test webcast:

<http://mediasite.yorkcast.com/webcast/Play/ef1135ec9e8846ddbcfaf3471eb713ec1d>

Please log on a few minutes prior to the scheduled webcast start time of 2:00 p.m. (subject to change). Click the "View Now" button for your webcast. You will be asked to provide your Username and Password.

How can I print handouts?

Handouts will be available the morning of the webcast within the webcast screen. At the top right hand corner, you will see "CLICK HERE for Handouts."

How can I view the on-demand version of a webcast?

After the webcast, you will be able to view the on-demand version now located under "My Courses" in the [NAFCU Online Training Center](#). Please follow the login instructions above. The on-demand version



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will be available for 12 months following the date of the live webcast. If you have purchased only on-demand access to this webcast, please allow 2 business days for access to be activated. If you need immediate access, please call NAFCU's Member Service Center at 800-344-5580.

I am an NCCO. How do I receive Continuing Education Credits towards my certification?

For most live webcasts, NCCOs receive 1.5 CEUs for participating. Listen at the end of the webcast for the "Event Attendance Code" and follow the instructions to ensure your CEUs are credited. You may also receive credit for watching the on-demand version. You will use the same Event Attendance Code.

I received an error message when I tried to log in:

If you are having difficulty logging in to the webcast, or encounter problems during testing that you suspect are not caused by software or network configuration issues at your location, please email events@yorktel.com or call 800-715-1779 for assistance.

System Requirements

To successfully participate in NAFCU webcasts, your computer or device will require the ability to view video, play audio, and connect to the Internet, and meet the following minimum requirements:

Microsoft® Windows

- Windows 2008, Windows 7, Windows Vista, Windows XP, Windows 2003
- Internet Explorer® 7.0 or later (including Internet Explorer 10 on Windows 8)
- Windows Media® Player 9.0 or later

Firefox® 3.6 or later, or Google™ Chrome

- Windows Media® Player 9.0 or later
- Microsoft Silverlight® 5
- Broadband Internet connection

Apple® Mac® OS

- Apple Mac OS X 10.5.7 or later
- Apple Safari® 5 or later or Firefox 3.6 or later
- Microsoft Silverlight 5
- Broadband Internet connection

Linux® (on-demand playback only)

OpenSUSE 11.0 or Ubuntu with the following:

- FFmpeg plugin
- Chromium web browser

Silverlight – If you're using Microsoft's Silverlight Players or a browser that uses the Silverlight Plugin (such as FireFox or Google Chrome), you must have Silverlight version 5.0 or later installed. You can download Silverlight for free at: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>



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Internet – Webcasts will look and sound best when viewed over a broadband Internet connection of 750kbps or greater sustained bandwidth. You can confirm your available bandwidth for free by running the bandwidth test available at www.speedtest.net

Network Firewall Considerations – Some network administrators block streaming media at the firewall. If you are unable to view streaming video, you may need to notify your network/IT administrator. The following firewall ports may need to be opened for proper webcast viewing: TCP/80, TCP/1755, UDP/1755, TCP/554, and UDP/554. Packet shapers, VPN's, and/or proxy servers can also cause adverse effects on live streaming. These should be bypassed if possible. Additionally, streaming may be blocked if firewalls deny the MMS or RTSP protocol. Some network security policies restrict or filter content based on site URL (this is sometimes referred to as “white listing” a domain). Webcast content will be served from the yorkcast.com and akamai.net domains and traffic from both domains need to be allowed.

I have not received my confirmation email:

To ensure that you are able to receive your NAFCU webcast confirmation emails, please be sure to add the following email addresses and mail server IP addresses to your credit union “white list” or “friends” list.

Email addresses and mail servers:

@nafcu.org marketplace@nafcu.org

@informz.net awards@nafcu.org mlussier@nafcu.org NAFCU_Today@nafcu.org

fbecker@nafcu.org sbroaddus@nafcu.org fredceo@nafcu.org bmarquette@nafcu.org msc@nafcu.org

boardsecretary@nafcu.org education@nafcu.org ademangone@nafcu.org online_learning@nafcu.org

ncco@nafcu.org compliance@nafcu.org

research@nafcu.org

IP address:

66.162.67.35