



## Webcast Instructions and Confirmation: Frequently Asked Questions

These instructions have been provided to help guide you through the login process to view NAFCU webcasts. Please feel free to share your webcast login information with anyone on your staff or board of directors. You will have unlimited access to each purchased webcast for 12 months after the live broadcast. Please note that NAFCU's Unlimited Webcast Subscription package includes access to on-demand versions.

### Login instructions:

On the day of the webcast, please visit [www.nafcu.org/webcasts](http://www.nafcu.org/webcasts). It will take you to a page where you will be able to access this webcast. *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.*

### Webcast test link:

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/ef1135ec9e8846ddbcbaf3471eb713ec1d>

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.

**Username:** Your 6-digit credit union ID

**Password:** NAFCU

### Viewing and listening to the webcast:

You will see and hear the presenters in the video window on the left side of the screen, and see the presentation on the right side of your screen.

### On-demand webcasts:

If you have purchased on-demand access to this webcast, please allow two business days for your login and password to be activated. If you need immediate access, please call NAFCU's Member Service Center at 800-344-5580 or email [msc@nafcu.org](mailto:msc@nafcu.org). After the webcast, you will be able to view the on-demand version using the same instructions. The on-demand version will be available for 12 months after the date of the webcast.

### Handouts:

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

### I received an error message when I tried to log on:

If you are having difficulty logging onto 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](mailto: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>

**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](http://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 sbroadus@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