



# WEBCAST FAQs

## Who can I contact if I have trouble connecting?

Please call the BeaconLive customer support line at 877.297.2901 (international callers — 972.588.8035).

## What kind of tech requirements do I need?

- Browser: Microsoft Internet Explorer 6 or later; Firefox; Chrome; Safari, with JavaScript enabled
- Internet: 56K or faster (high-speed recommended)
- Streaming: Adobe Flash plug-in or Safari browser on iOS devices

## How does the CLE work?

To obtain CLE certification, we must provide a forum for attendees to ask questions and attendees must demonstrate active participation. The BeaconLive software will provide an area where you can submit questions to the speakers; a Shook representative will relay those to them. To gauge attendee participation, BeaconLive will generate a prompt every few minutes. If you do not respond, the software will log you inactive, and you may not receive credit.