



Technical Support

The event link and password will be emailed to you on Tuesday, April 2nd. The content will not go live until Friday morning, April 5th.

The event is separated into the 5 modules for easy viewing. You will be able to choose your own start times and break times. Our technology has the ability to pause, rewind, and fast forward.

This year, we will also be offering an ASL Channel and a Spanish Translation Channel. ASL will not be available on April 5th. Both will be accessed from the main viewing page.

Your digital link and password are set up so that you can share a specific link and password that you will share to your allotted number. When sharing this link out to your digital attendees. More instructions will come with the event links.

Please see our quick FAQ section below about the technical aspects of the event.

When will I receive the Event Link?

The event link and password will be emailed out to you Tuesday April 2nd.

How will I test the event?

Since the event is going to be pre-recorded, we have made the test available in the same format. You can test the event starting March 15. You can test anytime. Testing link will sent prior to March 15th

How long do I have access to the content?

You will have access to the content from April 5th through June 30, 2024.

Can I watch or show the content multiple times?

Yes, you can watch the content multiple times as long as it is in the same location. If you plan on showing the content in multiple locations, we do ask that you purchase another license. Discounts are available for multiple locations.

How will I receive links for my digital attendees?

Your registration allows you an allotted number devices watching the event. When we email your location the event links, you can email the specified link and password in the email.

The platform will allow that allotted number devices logged into your link at one time. Please communicate with your digital attendees to NOT share the link with others as it will inhibit the attendees that registered with you to view the event.

Do my digital attendees have to watch it at the same time as my in-person attendees?

No, your in-person attendees and digital attendees will have access from April 5th through June 30. We do suggest that you give dates to your digital attendees to view certain modules by a certain date, for accountability. We also suggest meeting via zoom or in person to discuss the sessions. Discussion questions are available on the resource page.

What happens if I have more than my allotted digital attendees?

Please contact inciite events at info@inciite.com for more information.

How will the digital attendees receive foster and adoptive training certificates?

Since they will be registering directly through your location, you will need to provide them with their certificates. We do not have a way of logging how much an attendee watched of the content, so we suggest you do one of the following:

- Set up Zoom meetings to check in with digital attendees, and set up discussion questions to discuss what was watched per session. For example, watch learning module 1 by May 1, then meet in person or by zoom for discussion.
- Have a short test or short answer test set up for people to take online after the viewing period.
- Have them show you their workbook where they have taken notes.

Can I show the event to a group via Zoom and then break up into groups to discuss?

Yes, but please use the testing video to make sure your internet speed is strong enough to show a video through Zoom. The event video takes more download speed than a YouTube video. We do not recommend this option.

How does a Simulcast work?

All of in:ciite Events are broadcast via webcast and do not require the purchase of any special equipment to host. You do need to have a good, strong internet connection in order to download the webcast in real-time, a computer, and input to a viewing device (projector, television, receiver, etc.). Events offers a live test weeks before the event to make sure things are working properly.

Simulcasting is a very simple process. in:ciite Events will email you a link and a password days before the live event. On the day of the event, you will click on the link and enter the password. We will provide a countdown clock and music starting 45 minutes prior the event start time. A schedule for the simulcast will be emailed to you prior to the event date. A countdown clock will also run during break times. Prior

to the break, the event will be handed back to the host site coordinator to give any announcements or special instructions.

With enhanced streaming technology, all events have the capability of “pause” and “rewind.” This feature eliminates “down time” due to unexpected network interruptions and further assist in any potential for buffering during your event.

With every in:ciite Event, customer service is available in the weeks leading to your event and during your event.

What are the system, equipment, internet requirements to host an event?

In order to host a simulcast you need to make sure you have the following:

- An Internet Connection
- A desktop or laptop computer
- A mobile phone or tablet

We will be streaming your event at the highest possible quality, but it is very important for you to know that the quality you receive is very dependent on your internet connection and the projection capability of your venue. Your network connection should sustain a download speed of 20 Mbps or greater to view the simulcast.

During the live event, we recommend a dedicated internet connection for the computer you are using to download the stream. We also recommend that the connection be wired, not wireless.

Tip: You have limited bandwidth, and more users accessing the same network will lead to slower download times, and may degrade the performance of the stream.

How can I test my internet speed?

To further insure your ability to simulcast your event you should check your actual download speeds, please visit www.speedtest.net.

The Download Speed number is the one that is important for your broadcast capability. Your network connection should sustain a download speed of 20 Mbps or greater to view the simulcast.

You can test your connection, sounds and pictures at the link below at any time.

<http://www.hopeforthejourney.live>

Password: 57LhAs330

Please remember: The quality you will see and receive is fully dependent on your internet connection and your equipment. It is highly recommended that only one computer be accessing the network during the broadcast.

For technical support inquiries, please email info@inciite.com, or phone/chat at 888.235.7948.