

# Delegate Joining Guide

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## The best way to access the WorkCast platform

We recommend accessing the event platform via Google Chrome, Firefox, Microsoft Edge or Safari. Internet Explorer is no longer supported and should not be used.

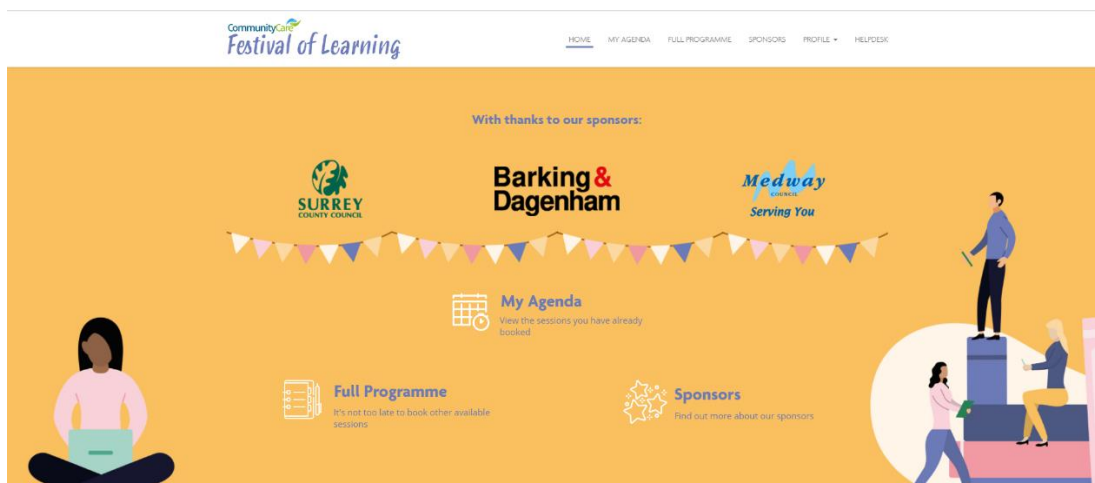
## Accessing the event platform

You will receive an automated email reminder with the link to the platform at the start of each day. You can also access the event platform via your registration confirmation email and by logging into your existing registration.

1. Click on the Join Event button.
2. Sign in with the login details you used when you registered. If you cannot remember your password, click on Don't know your password? Click here to reset it.

## Getting started

Once signed in, you will be taken to the Festival of Learning 2022 event home page. From the home page you can see the sessions you have booked via My Agenda, book other sessions via Full Programme and find out more about our sponsors. You can also access these pages, as well as your profile and helpdesk via the tabs on the navigation bar.

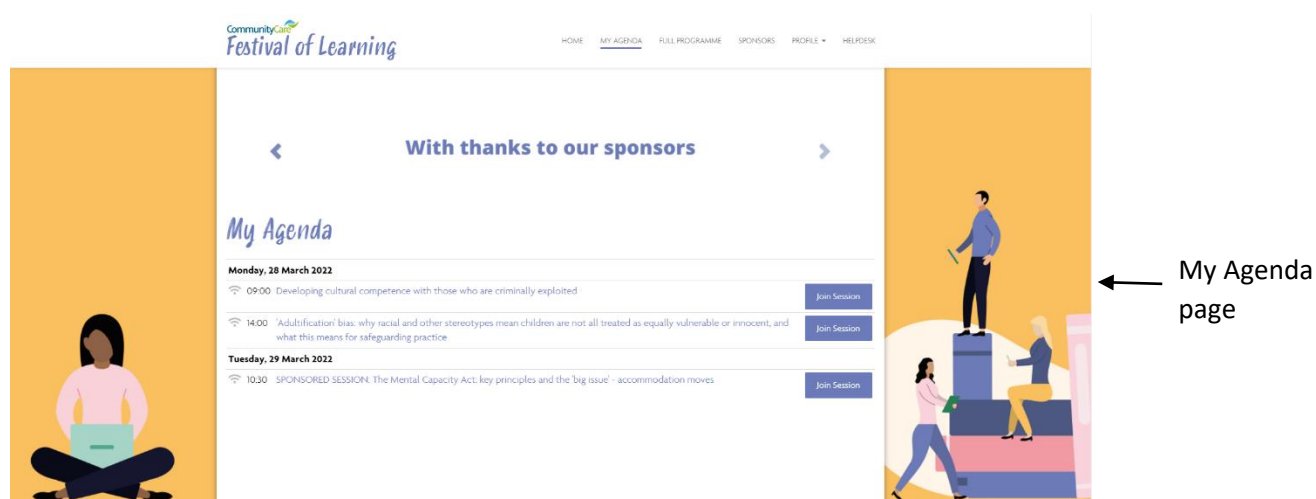


← Event home page

## Watching sessions

1. Click on the My Agenda icon on the home page or on the My Agenda tab in the navigation bar.
2. Click on the Join Session button next to your booked session(s) before its due to start.
3. You will be directed to the auditorium where the session will take place. There may be a short delay while the sessions start to stream – this is perfectly normal.
4. All sessions are streamed live meaning that if you join a session late, you will not be able to watch from the start.
5. Sessions will not be available on demand, so please ensure you do not miss your booked session(s).

In the event of any technical issues, read the Troubleshooting section at the end of the Handbook.



## Troubleshooting

It is possible that your company's firewall may block access to the platform and/prevent you from watching the sessions. If you are joining from a work device and are experiencing issues, please try an alternative device not connected to your company's firewall. If you encounter any technical issues with the platform during the event, please access the Helpdesk tab on the navigation bar or consult WorkCast FAQs. Alternatively, you can contact [support@workcast.com](mailto:support@workcast.com). Or, if you are in a webinar session, you can Ask a Question which will be responded to by WorkCast's technical event manager.