

Delegate Joining Guide



The best way to access the WorkCast platform

We recommend accessing the event platform via Google Chrome or Microsoft Edge. Safari and Firefox can still be used but you may see a slight visual difference. 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 2023 event home page. From the home page you can see the sessions you have booked via My Agenda, View the full agenda via the Full Programme tab and find out more about our sponsors. If you would like to register for additional sessions or change any of your profile details, you can do this via Modify Profile. You can also access these pages, as well as your profile and helpdesk via the tabs on the navigation bar.



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 it is due to start. Please note these Join Session buttons will only be available near to the time of the event.
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).



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.

During the event there will be full technical support available from the WorkCast team. If you have logged in to the event platform or are in a session please click on the EVENT HELP button in the top right of the navigation bar at the top of the page and follow the instructions as below:

