4-H Volunteers: Lighting the Way
a Virtual Conference Guide

This is your handy guide to help with the virtual & technology aspects of the conference. Thanks, RegFox, for the help with this guide.

Can my computer or mobile device handle the virtual event?

We strongly recommend viewing the event on desktop, laptop, or tablet. (More information below).

How Can I Prepare To Attend Your Virtual Event?

You will need three things to attend the conference:

1. An internet connection,
2. A registration to access the event, and
3. A device to view the event.

What do I need to do on the days of the conference?

- You will need your Email Confirmation as it has your **Access Code** to access the event. Can't find your Email Confirmation? Please check your SPAM folder.

Your Registration Details Are Below

  You are looking for an email with this information and can click directly into the event from here.

Virtual Event Test Digital Pass for Neve Oliver

ACCESS ONLINE EVENT

Attendee Information

- You may also enter from the button at www.4hvcoss.com. You will select **Already Registered** at the top of the page to access the event with your access code.

- Once inside you will connect to the session. Most sessions are held with Zoom and some prerecorded content is on YouTube. Here are the requirements for the main streaming platforms to help you with the conference:
  - [YouTube](#)
  - [Zoom](#)

What are the Technical Requirements Needed to Participate?

- For the best viewing experience, we recommend that you join the virtual experience using a supported internet browser, which includes Google Chrome or Firefox.
- Internet Explorer is **not** recommended as some functions, such as chat, are not fully supported.
- We'll be streaming in the highest quality as we can, but some computers and internet connections may not quickly auto-adjust to a lower resolution stream.
- If you experience buffering (pauses in your stream) or issues with viewing the video stream, you may have a better viewing experience by reducing the quality to SD manually.
- Our general sessions each evening are held in Zoom Webinar and most cameras and mics are muted. Our workshop sessions are in Zoom Rooms with the opportunity for both to be turned on. If you are experiencing technical difficulties, try turning off your camera.

Still have questions? Feel free to reach out to our team at 4hvcoss@gmail.com or visit the website www.4hvcoss.com

Troubleshooting

Trouble Accessing the Event?

I'm getting an access code error

1. Please confirm that the access code is correct by checking your Email Confirmation,
2. If it is, please email us here at 4hvcoss@gmail.com and we can reset your Code.
3. **If you are having trouble during conference livestreaming events, we have a helpdesk button on our website, www.4hvcoss.com**

I'm Having Issues Seeing/Hearing the Video.

The quality of your playback experience is largely dependent on how your internet service provider connects to the streamers playback servers. Please keep in mind that your internet speed can vary depending on many factors, including but not limited to: time of day, WiFi performance, other devices/ users utilizing your connection, and the strength of the signal provided by your ISP.

- First, check that your internet connection is active. If it's not, please restart your router.
- You can also test out your Internet Speed: https://www.speedtest.net/
- Here's a nifty guide that shows what internet speed (or bandwidth) you need to view the quality of stream:

Quality	Required Minimum Bandwidth
240p	500 kbps
360p	1 Mbps
720p	3 Mbps
1080p	7 Mbps
2K	12 Mbps
4K & up	22 Mbps

- And finally, please ensure that you aren't on Internet Explorer, as we've had a few issues with it in the past. Alternatively, you can download these are alternatives: [Google Chrome](#) or [Firefox](#).

More questions? here are the main streaming platforms FAQs and technical support Help Articles:

- [YouTube](#)
- [Zoom](#)