



## **ARC Webinar Series: Behavioural Aspects of Institutional Investment Decision-Making**

### **Joining Instructions**

**Thursday 4 October 2018 : 09.00 & 17.00 (BST)**

Dear Delegate

Thank you for booking to take part in the ARC webinar event on Thursday 4 October 2018.

The views and opinions expressed by the panel during this webinar are their own and do not necessarily reflect the opinion or view of, or imply any endorsement by, the IFoA and/or its members.

Note: if joining the webinar from overseas you might like to check the times here:

<http://www.timeanddate.com/worldclock/converter.html>

As examples here are a few converted times of the two webinars:

- Beijing (China - Beijing Municipality) Thursday 4 October 2018 16:00 & 00:00 CST
- Delhi (India - Delhi) Thursday 4 October 2018, 13:30 & 21:30 IST
- Singapore (Singapore) Thursday 4 October 2018, 16:00 & 00:00 SGT
- South Africa (Johannesburg) Thursday 4 October 2018, 10:00 & 18:00 SAST
- Switzerland (Zurich) Thursday 4 October 2018, 10:00 & 18:00 CEST

Please see below for the information you will need to take part:

## **BEFORE THE DAY OF THE EVENT**

### **STEP ONE: Making sure you have the right network connection**

Visit: <http://actuaries.multichanneltv.com/live/test.php>

**Please do this on the device and the network connection you intend to view the live video stream of the webinar.** We strongly recommend you complete the tests in advance of 4 October as **there won't be any technical support available on broadcast day itself.** Any issues will need to be resolved beforehand.

**We don't recommend viewing the live video over a VPN/Thin Client (e.g. Citrix) network. Use a direct network connection instead if at all possible.**

You should see a blue IFoA branded title slide and then the broadcast should change to a playing video or a vertical colour test bar. If you are on a mobile device you will just see the title slide and will have to click on the video play button. This is because videos don't start automatically on mobile devices.

If the above appears correctly then you have the right network and firewall settings to watch the live broadcast. Move onto STEP TWO to test your network connection to see if you have enough bandwidth to view it without buffering.

If you don't see the video or get an error message (e.g. 'playlist.m3u8 not found'), move into the FAQs at the end of this document to help diagnose what the problem may be. It is most likely a firewall issue. Resolve them and then retake STEP 1.

### **STEP TWO – Make sure you have enough bandwidth and correct browser/device**

Visit: <https://www.multichanneltv.com/client-checks/>

Have a look at the results. You should have at least 512Kbps (0.5 mbps) per second for a reliable live broadcast without buffering. If the check has shown lower than this, you will experience buffering issues and you should consider an alternative connection.

For instance, if you do experience slow playback and buffering when playing videos at work, you may like to view the live broadcast from a home PC or a mobile 4G connection, as these often deliver more network bandwidth than corporate networks.

**PLEASE NOTE THAT JUST BECAUSE YOU PASSED TEST 2, THIS IS NOT A GUARANTEE OF VIEWING A LIVE STREAM. PLEASE ENSURE YOU PASS TEST 1 SUCCESSFULLY**

To check you are able to participate in the questions/ comments/ polls you can try a test post at: <https://app.sli.do/event/0tr4akiz>

## FAQS/HELPING YOU TO DIAGNOSE ISSUES

### **Will my network firewall/IT department allow me to see the live broadcast?**

It should do yes, we are broadcasting in the same way that you would view a webpage, port 80. This is what STEP ONE tests.

If you can't see or hear the video/testcard, then please contact your IT support department and they can liaise with our tech support team by email at [support@multichanneltv.com](mailto:support@multichanneltv.com). Please pass them the information below: -

*The live video broadcast is delivered using a couple of techniques, both over http and port 80:-*

*HLS - [https://en.wikipedia.org/wiki/HTTP\\_Live\\_Streaming](https://en.wikipedia.org/wiki/HTTP_Live_Streaming) and RMTPT*

*[https://en.wikipedia.org/wiki/Real\\_Time\\_Messaging\\_Protocol](https://en.wikipedia.org/wiki/Real_Time_Messaging_Protocol) .*

*Different browsers/devices will have a preference of which they try first before falling back to the other.*

*Please enable all traffic from the domain 'actuaries.multichanneltv.com'. The IP address of the test server will differ from that of the live server, so please don't make any firewall access IP specific*

### **Do I need Adobe Flash or any special software to see the live broadcast?**

There is **no** special software or plugins required, just a modern browser. Flash is one of the streams we are providing, but not essential since we are broadcasting in other formats too. Virtually all modern browsers support html5 video without the need for the Flash plugin.

### **Will I need speakers or headphone on my device?**

Yes, you will in the normal way. **If you see a video or test colour bars but don't hear anything contact your IT support department, since this will either be a device or a proxy/citrix issue.**

### **Can I watch it on mobile tablet and phone devices?**

Yes you can. Just make sure you have the correct browser (see below)

#### **What browser do I need?**

- FireFox 37 and above
- Internet Explorer 10 and above – Flash enabled
- Chrome 42 and above
- Safari 7.1 and above
- Safari for iPad/iPhone (iOS) 7.1 and above
- Opera 29 and above
- Chrome for Android tablets and phones - 42 and above

Please note that the native Android browser is not supported - use Chrome 42 and above for Android phones and tablets.

### **Can I view the live broadcast full screen?**

Yes, you can. You'll be able to click the full screen icon in the bottom right of the player controls. This is useful if more than one of you are sharing the screen. Ensure you have a good network connection for good quality full screen streaming. Please be aware though, that if you are watching the video full screen, you'll have to exit full screen mode to post a question or participate in/or see poll results.

### **Will I be able to see an on-demand version afterwards if I miss the webinar?**

Yes you will. An on-demand version of the event will be available on the website within a couple of days. A weblink to this will be emailed to everyone that registered for the webinar.

## ON THE DAY OF THE EVENT

To watch the webinar on the day, go to:-

<http://actuaries.multichanneltv.com/live/behavioural-aspects-institutional-investment-decision-making/>

The live broadcasts will start shortly before 09.00 & 17.00 BST. Please provide your email address when prompted so we can see who has watched and for follow up/feedback after the event.

### **Participating in the webinar – Questions for the Panel**

You can ask a question of the panel or make a comment at any time during the event. Below the live video you will see a part of the web interface where you can submit your questions/comments. It would be good if you can add your name when you do it, however it's not compulsory. You can post anonymously too.

Please ensure you aren't watching the video in 'Full Screen' mode, otherwise you won't be able to see this!

You will see other peoples' questions in the interface as well as your own. We can't guarantee (due to time constraints) that the panel will be able to answer your question within the 1 hour session, but we will be collating all questions to identify themes and post any feedback online after the event.

### **Participating in the webinar – Viewer Polls**

During the webinar there may be several viewer polls/votes. The panel will let you know when each is live and you can vote! Polls appear in the tab next to the questions in the user interface. For each poll the set of results will be displayed in the interface once the poll has closed.

Voting in the polls isn't compulsory, but we do encourage viewers to do it, so as to provide feedback to the panel, plus it's fun! As with questions, make sure you aren't watching in full screen mode if you want to participate.

There may be a short difference in time before the panel letting you know the poll is open or closed and the poll options/results appearing. This is due to the time it takes to encode and transmit the streamed video, so please just be aware of this.

**If you have any queries please do not hesitate to contact us:**

**Juliette Nalty, Event Coordinator**

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