



FREQUENTLY ASKED QUESTIONS

How do I access sessions?

From the top toolbar, click on the Theater tab. The Theater will be your hub to access OnDemand sessions. Click the Watch OnDemand button to launch the session you would like to watch.

Where can I download presentations and resources from?

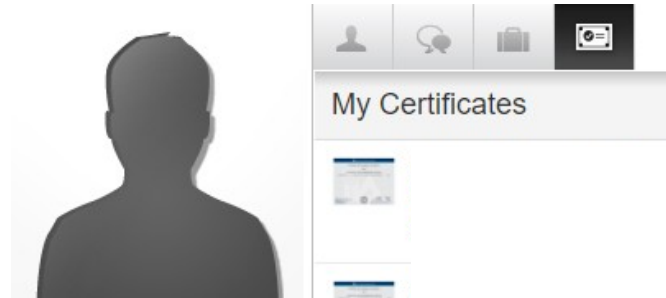
Click on the Resources tab, located in the event toolbar. Here you will be able to download session presentations and additional resources.

How do I earn CPE credit?

To earn CPE credit for sessions watched OnDemand, you must watch the full recording of the session.

Where can I download my CPE certificate for OnDemand sessions?

Your CPE certificate will appear under your profile. Click on the Profile tab from the main toolbar. Your certificates will be located on the last tab in your profile to view and download.



Can I download OnDemand sessions?

No, sessions cannot be downloaded or saved to your computer or device.

How long will I have access to OnDemand content?

You will have access to the OnDemand platform until February 28th 2022.

Can I watch the OnDemand sessions through a VPN connection?

VPN can cause unreliable internet speeds and can cause issues displaying videos. Please disconnect from your VPN for the best viewing experience.



What are the system requirements for watching the OnDemand content?

Run a system check to make sure your device is compatible to watch OnDemand Content.

System Check

What if I have connectivity issues?

If you are experiencing problems connecting to the OnDemand content, it may be due to the configuration of your company's network. Certain firewall configurations can prevent the communication features from functioning properly. [Click here for details.](#)

What Browsers are supported to watch OnDemand content?

[Click Here](#) to view the list of all supported browsers to watch OnDemand Content.

Do I need to download anything to view the event on my mobile device?

You will not need to download an application to view the event on your mobile device.

Will I be able to participate from my computer and mobile device?

A user may watch via their mobile device or on a PC/Mac browser. The choice is theirs, however a user cannot do both simultaneously as the "Already Logged In" message will display.

Need additional Help?

For additional technical assistance, please contact conferences@theiia.org. In your subject line, please include "The IIA's 2021 International Conference OnDemand: Technical Assistance Needed" and your IIA Global Account Number.