Online Participation

Questions & Answers

If you participate in one of our online courses, or if you participate online in one of our hybrid courses, please find some useful information here:

What do I need in order to join the course online?

- ✓ **Speakers** (Audio Playback Device), eg headphones or headset.
- ✓ **A wired connection is strongly recommended**.
- ✓ If your internet connection doesn´t work, you can join the course by telephone, using a dial-in number. In this case there might be additional telephone costs.

How do I join the course online?

- ✓ Choose the computer from which you would like to follow the course.
- ✓ Please check your device compatibility via www.bigmarker.com/system_check
- ✓ As soon as you get the invitation link: Please register for the course by clicking the invitation link.
- ✓ 15 minutes before the start: Bring your headphones, click the invitation link, enter and enjoy the course!

Minimum system requirements are as follows:

- ✓ **Operating System**: Windows 7 or later; Mac OS X 10.12 or later; Linux.
- ✓ **Browser**: The most recently-published versions of Chrome, Firefox, Microsoft Edge, Safari or Opera.
- ✓ **High-speed internet**: A consistent, high-speed connection is required. Mobile tethering, hotspots, slow or inconsistent public Wi-Fi networks may create latency when using video conferencing.

Q: **Why do I need to register before the course starts?**
A: Thank you for registering! This not only helps us to communicate with you in regard to technical issues but it helps you to network with your fellow course participants.

Q: **Why can't I see the presenter?**
A: Please check your bandwith. We highly recommend a strong bandwith of 10 Mbps.

Q: **Will the course be recorded?**
A: Please ask the responsible event manager.

Q: **Do I need a microphone?**
A: No, you do not.

Q: **Do I need to install anything?**
A: No. We expect you to have a browser, of course.

Q: **Can I ask questions during the course?**
A: Yes, there will be a chat option available. You can contact with the speakers directly to ask any question you may have.

Q: **When can I enter the course I'm attending?**
A: Please enter 15 minutes before the start, so that you have time for all technical checks. You can only enter if you have passed the system check.

Q: **May I leave the course and come back later?**
A: Yes, just log in at a later time during the course.

Q: **May I access via Phone?**
A: Yes, you can. Participating via phone means you can listen only. Please keep in mind that you will be dialling a US number which would result in higher telephone costs.

Q: **Can't find invitation?**
A: Please check your spam-folder. You should also ask your colleague from the IT department to 'whitelist' us. For more details please ask the corresponding event manager, who will be happy to help you.

Q: **I failed the Firewall System Check – what can I do?**
A: Please contact your IT department and have them open the necessary Ports, which can be found here: https://bigmarker.zendesk.com/hc/en-us/articles/360000532986-I-Failed-the-Network-System-Check-

Q: **What are the detailed System requirements?**
A: All requirements can be found here: www.bigmarker.zendesk.com/hc/en-us/categories200248279-System-requirements

Q: **I failed the Audio Output System Test – what can I do?**
A: If you are using headphones or external speakers, try unplugging them. Please unmute your device. Test your speakers here to find out if they work: www.onlinemictest.com/sound-test/

Q: **I would like to participate but I'm waiting for an approval. Can I order a ticket on the day of the course?**
A: Sure. Please message events@lexxion.eu.

Q: **My email address has changed - can I still participate?**
A: Sure. Please provide us with your updated e-mail address. You will then receive a new invitation.

Q: **How do I contact the host of the course?**
A: events@lexxion.eu is happy to help you.

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