



## Tips, Tricks & Troubleshooting

You should be able to view Education Day without installing any additional software or doing anything special. If you are experiencing any issues watching Education Day, here are some helpful tips. Email [nypcma@SMART-reg.com](mailto:nypcma@SMART-reg.com) if you need additional tech support.

### **DON'T SHARE YOUR LOGIN & PASSWORD**

Education Day can only be viewed by one login at the same time. If two or more people try to watch Education Day using the same login, only one will work and the others will get an error message.

### **ON MOBILE**

Connect via Wi-Fi instead of 3G or 4G if viewing on a phone or tablet.

Close any open apps that you are not using while at Education Day. For optimal viewing, please delete any unused apps.

### **CLEAR YOUR BROWSER CACHE**

If you are seeing a blank screen or are having difficulty loading a video, this may be a result of your browser cache (memory) being full. Please clear your browser cache to repair this issue. Please visit <https://www.refreshyourcache.com> for guidance on your browser.

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## **UPDATE YOUR WEB BROWSER**

For the best laptop /desktop experience, please view Education Day on an up-to-date version your browser. Visit this website to check your browser version: <https://updatemybrowser.org/>

### **Supported browsers**

Windows: Edge 12+, Firefox 27+, Chrome 30+

Mac: Safari 7+, Firefox 27+, Chrome 30+

Linux: Firefox 27+, Chrome 30+

## **HOW DO I LOGIN?**

- [Click here](#) to access the Education Day Virtual Platform.
- Click 'REGISTER' on the top right-hand corner and enter the email you used to register. You will be prompted to create a password.
- You will receive an email from My Virtual Events ([e-mail-bot@smart-reg.com](mailto:e-mail-bot@smart-reg.com)) to verify your email address.

## **HOW DO I CREATE MY PROFILE?**

- Click the gear icon on the top right-hand corner to create a profile.

## **IT'S STILL NOT WORKING!**

Have them email tech support - [nypcma@SMART-reg.com](mailto:nypcma@SMART-reg.com)

## **HOW DO I ACCESS ON DEMAND VIDEOS?**

Recordings will be available for you to access on demand. You can find them on the [NYPCMA Education Day Virtual Platform](#) by the end of the week.

## **HOW DO I NETWORK?**

[CLICK HERE](#)