



## Toastmasters on Demand Frequently Asked Questions

Site address: <https://www.onlineevent.com/toastmasters>

### Q: Can I use my Toastmasters.org account here?

A: No. This site requires a unique account; but an account is only necessary if you wish to purchase a video product. An account will be created as part of checkout process.

**Returning Customers: If you have purchased content from Toastmasters On Demand at any time, you will need to reset your password. Please click [HERE](#), and enter the email address you used for past purchases. You'll then be guided via email to update your password.**

### Q: How do I get help?

A: Please send an email to [support@onlineevent.com](mailto:support@onlineevent.com)

#### Standard Support Hours

Monday-Friday, 8AM-5PM (CT)

#### 2018 Convention Support Hours

Wednesday, August 22 – 8:00AM-9:00PM (CT)

Thursday, August 23 – 8:00AM-10:00PM (CT)

Friday, August 24 – 9:00AM-11:00PM (CT)

Saturday, August 25 - 7:00AM-8:00PM (CT) \*\* We will be answering support emails this day but please expect longer than average response times.

Support issues are handled during the above hours only. If you contact support after hours, you can expect a response the following business day. If you contact Support during business hours, the average response time is under 1 hour.

### Q: How do I log in?

A: Go to <https://www.onlineevent.com/toastmasters>.

On the upper right side you will see a sign in space for your email and password.



### Sign In

Required fields are marked with an asterisk (\*).

**Email \***

**Password \***

[Sign in](#)

[Don't have an account? Sign Up](#)  
[Forgot password?](#)

## Q: How do I reset my password?

A: Go to <https://onlineevent.com/toastmasters/passwords/new>

Enter the email associated with your account and instructions to reset your password will be mailed to you. If you no longer have access to this email address please contact support at [support@onlineevent.com](mailto:support@onlineevent.com).

### Reset your password

To be emailed a link to reset your password, please enter your email address.

**Email \***

[Reset your password](#)

## Q. What does my purchase include?

A: If purchasing before or during the conference, make sure to buy a Product Bundle. Then to access the streams, click Events in the top menu and then select either Live or On-Demand. When you purchase a Bundle you get access to both the LIVE and On-Demand streams. You can purchase the entire package for \$124.99 by buying the Virtual Ticket Bundle, or you can purchase on an a la carte basis with pricing ranging from \$14.99 to \$34.99 per event. Again, make sure to buy the Bundle if purchasing before or during the event.



To start watching a live event, you must first 'RSVP' for each session you want to attend by

clicking the  button. At thirty minutes before the event starts you will see the  button and you can click that to start the session. Once the session is over, you will then be able to view the presentation at any time you have internet access.

## Q: What do I do when the video doesn't start, and is showing a spinner or black screen, or an error message?

A: Try the following steps:

1. Refresh your browser
2. Upgrade your browser (Older browsers might not be offering you the premium in speed and security to view this content).
3. If you would like the best viewing experience, we recommend that you upgrade to the most recent version of your browser. You can select from the following supported browsers:
  - o [Firefox](#)
  - o [Google Chrome](#)
  - o [Safari](#)

## Q: The video stops playing completely.

A: Try the following steps:

1. Refresh your browser.
2. Clear your browser's cache and cookies. If the browser you're using or a page you're viewing is displaying problems, try to clear the browser's cache. If that doesn't fix the problem, try to clear the browser's cookies.

### Requirements & Supported Browsers

To watch the event live, please ensure you have the following:

- **System Requirements:** Windows 7 or higher, Mac OS X 10.6 or higher
- **Supported desktop browsers:** Google Chrome or Mozilla Firefox, Safari 8 or higher, \*\*Internet Explorer 11, Microsoft Edge
- **Java:** <http://www.java.com/en/download/>
- **Internet Connection:** 5-10mbps download speed is recommended. Check your connection at [www.speedtest.net](http://www.speedtest.net).

## Q: How can I watch videos on my smart phone or tablet?

A: All streaming video players on this site are mobile-friendly. That is, when you touch the video player in your mobile browser, the video will automatically load in your device's native video player. There is no app needed. If you notice the streaming video player is larger than your screen, simply touch the player to launch your device's native video player. Some older blackberry devices may not be compatible.