2015 Webinar – Frequently Asked Questions

I am trying to view the live ISACA Webinar, and I cannot hear the audio.
The audio for our webinar program is streamed live over your computer, which is the most likely cause of any audio issues that viewers may experience. This is not typical for all viewers, and I can confirm that there are no widespread issues with the audio for today's event. In most cases, these issues happen most often with those viewing the event from a work computer.

You can test your system here: https://www.brighttalk.com/pages/customer-support/test-your-system

If you did not receive any errors with the system test but are still experiencing difficulties with the stream? We recommend that you contact your network providers IT support for further investigation or contact support@brighttalk.com

I am unable to view an archived ISACA Webinar.
Try to refresh your browser window and attempt access again. Please note the technical requirements for viewing ISACA Webinars (please refer to the question below, "What are the system requirements for viewing content in BrightTALK™ Channels"), and make sure you are using a compatible browser. If your issues continue, you may want to check with your IT team to see if there are any network or computer issues that prohibit you from viewing. Recorded versions of live webinars are available for viewing within a few minutes of the live webinar's completion.

What are the system requirements for viewing content in BrightTALK™ Channels?
At the moment, all live BrightTALK content requires the Flash Player plugin version 10.3 or higher. Browsers and devices without Flash are now able to view most recorded content using the HTML5 fallback player. This would apply to Windows 8 Metro, iPad, iPhone, Android devices without Flash, and all other platforms without Flash.

The Internet connection used to stream our content should meet the following requirements:

- Audio+slides webcasts only require a 128Kbps connection to the Internet.
- Recorded videos in SD require around 800Kbps.
- Recorded videos in HD require around 2Mbps. Unfortunately, our player cannot currently switch between HD and SD for slower connections.
- Live video webcasts (such as screen demos) require at least 2Mbps.

I forgot my password, how can I reset it?
Go to https://www.brighttalk.com/mybrighttalk/forgotpassword and fill in the form. If you have an account, this will email you a link that will allow you to change your password. If you do not receive an email, check your Spam folder. If you didn’t receive any reset email at all, then chances are you aren’t registered for an account.

What if I have a technical support problem?
If you still have problems viewing any of these videos, or indeed any content on BrightTALK, visit our Answers portal at https://support.brighttalk.com/home

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How can I view webcasts in Internet Explorer 11?
Due to non-standard "optimizations" introduced by Microsoft in IE11, you have to add *.brighttalk.com to the Compatibility View list in order to view our content.


How can I view webinars on my iPhone?
The new MyBrightTALK app for iPhone and iPad gives you on-the-go access to your subscribed BrightTALK Channels. You can download webinars to your iPhone or iPad over a 3G or WiFi connection, then view them when it’s most convenient—whether you have an Internet connection or not.

Visit the following link for more details: [https://support.brighttalk.com/entries/22116576-How-can-I-view-webinars-on-my-iPhone-](https://support.brighttalk.com/entries/22116576-How-can-I-view-webinars-on-my-iPhone-)

Can I listen to the webinars using any browser?
Yes, we test the streaming service on Google Chrome, Mozilla Firefox, Internet Explorer and Safari. In all cases, you must be running Flash player 10 or higher. For more information, visit the test your system page here: [http://www.brighttalk.com/pages/customer-support/test-your-system](http://www.brighttalk.com/pages/customer-support/test-your-system)

Can I view ISACA Webinars on my tablet or mobile device?
There is a BrightTALK app that will allow you to view all ISACA’s live and archived webinars on your iPhone, iPad, or iPod Touch. You can download app from Apple’s App Store, by searching for “BrightTALK.” There is also a link to the App Store on the ISACA Webinar page ([www.isaca.org/webinars](http://www.isaca.org/webinars)).

Please note that this app is only available for iOS / Apple products at this time. BrightTALK has not yet released an app for Android devices. We will post updated information on the ISACA Webinar when it becomes available!

How do I earn CPE for attending the Webinar?
ISACA members can earn one (1) CPE credit for attending this 60-minute event. The quiz can be accessed through the event home page in which you will need to log in using your ISACA credentials. You will need to answer two of the three questions correctly in order to receive your certificate.

You are responsible for entering any CPE credits earned from a Virtual Conference into your ISACA profile. CPE certificates need to be kept as proof of credits earned in the event that you are audited at a later date, because ISACA does not track this information for you. More information on “How to Report your CPE’s” can be found by clicking [here](http://www.isaca.org/webinars).

I would like to take the CPE Quiz for the ISACA Webinar I just viewed, but it keeps redirecting me to a membership web page. OR Do you have to be an ISACA Member to take the Webinar CPE Quiz?
Earning CPEs for the webinars are considered a member benefit, so you must be an ISACA member in order to access the quiz. Please contact membership@isaca.org to confirm the status of your ISACA membership or become a member in order to take advantage of this program.

What if I couldn’t find the answer to my question about how to use BrightTALK here?
BrightTALK offers a support portal ([https://support.brighttalk.com/categories/20032942-viewers](https://support.brighttalk.com/categories/20032942-viewers)) that has a lot of information for attendees. Articles on this website contain screen shots and detailed information to help audience members if they need additional answers to commonly asked questions.

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