

May 27, 2020



Webinar Recording FAQ and Troubleshooting

Webinar Access/Viewing/Playback Problems?

In general there are a few things to always try when problems occur:

Follow these steps.

- 1) Power cycle (turn off and on) your device.
- 2) Ensure that your device is connected to the internet.
- 3) Disable any background applications and clear your browser's cache.
- 4) Ensure that you are at the correct page for the webinar recording.
- 5) Check to see if you have the right password and **TYPE** it in.

Find the Information

- You will have been sent an e-mail from Dogs of Course (DOC) with directions on how to access the DOC webpage and the unique password for each webinar. There may be different pages for different webinars.
 - Can't find it? Check your SPAM/junk mail and your trash bucket
 - Check all your different e-mail addresses
- When you find your e-mail – PRINT it out/save it in a safe place
 - NOTICE the deadline for viewing and mark on calendar

Go to the Proper Webpage

- Use the link in the e-mail to get to the DOC webpage with the videos on it. If you cannot click on the link or copy and paste, TYPE the whole address in. The webinar landing page will display the name of the webinar/ webinar series and indicate that you have reached the correct page containing the recording.
 - If you don't see the expected page with the places for the videos – check the webpage address again, and go to the right webpage.
- Once you are on the webpage that holds the videos, you will see the name of the video above the black boxes asking for the password.
 - If you don't see the password prompt, only a black box, refresh the webpage.

An Example of the Dogs of Course Webinar Landing Page:



DOGS OF COURSE



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Seminar Information

Webinar Search Area Evaluations: The Recordings

Speaker(s):
Dana Zinn, CNWI, CPDT-KA

June 27, 2020

Viewing is available until Saturday, June 27, 2020.

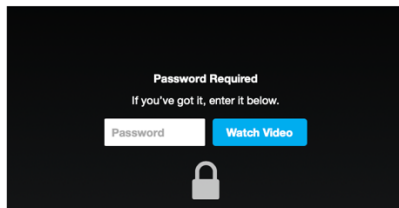
We hope that you enjoy the recordings of Dana Zinn's Search Area Evaluations live presentations.

On the date noted below each video title, you will receive an e-mail(s) with the passwords for the presentations you purchased.

How to view:

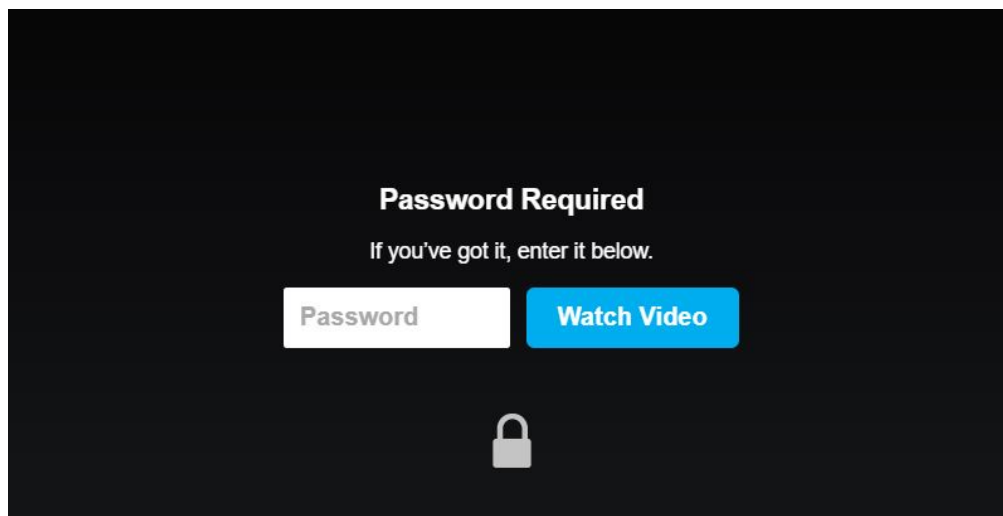
- Look for the name of the video above the black boxes asking for the password.
- Add the password for the video you want to watch.
- The screen should change and then you will need to add your e-mail address to verify it is you.
- This should get you into the video where you can expand it to full viewing etc...
- **These videos are yours to view until June 27th.** The videos cannot be downloaded, but you are free to watch them as many times as you wish between now and June 27th.

Search Area Evaluations: Vehicles
Available May 13th PM

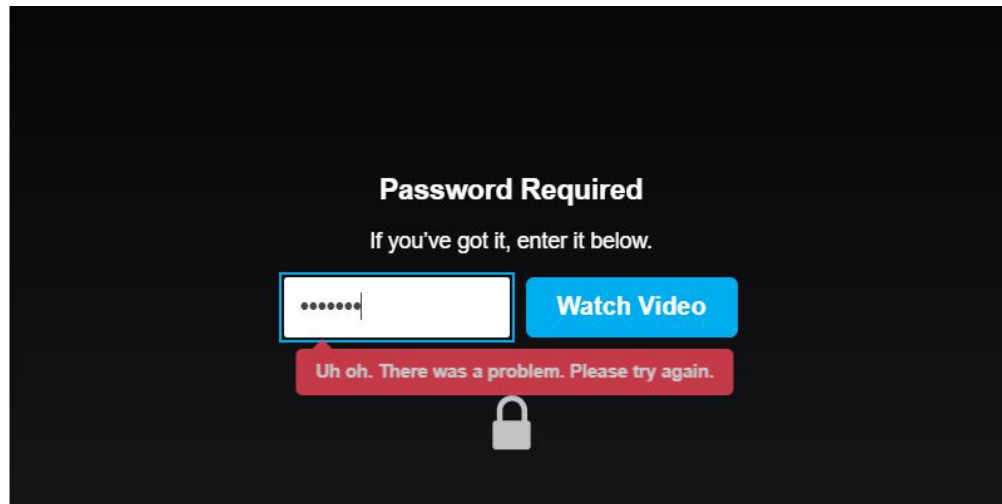


Enter your Password

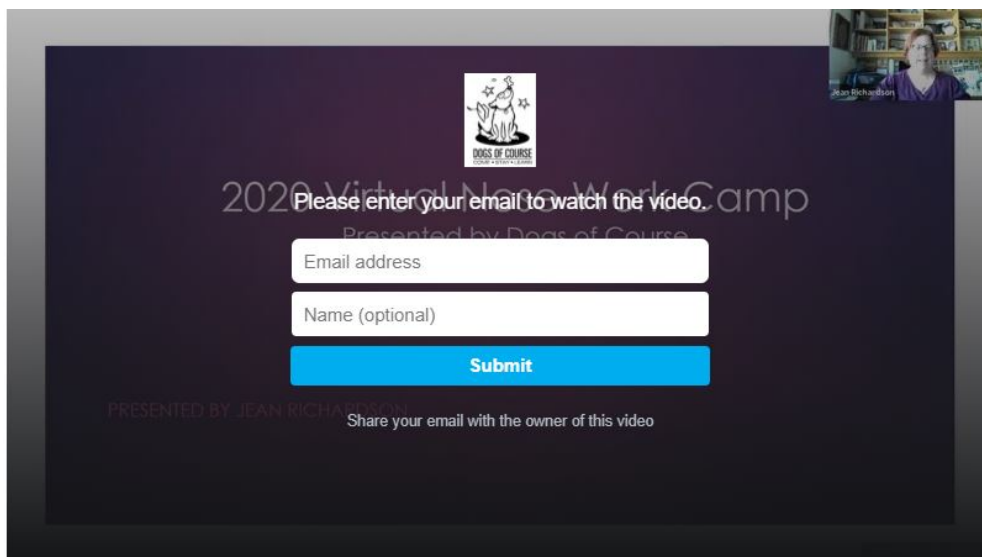
- **TYPE** the password provided in your email for the video you want to watch.
 - Passwords are unique to each webinar you view and should *not* be saved to your password list.
 - This password looks something like: **abc10226**. If you choose to copy and paste the password from your email, be sure that you don't include a space before or after the password when copying. This will give you an error. Type it in.



If you enter your password incorrectly, you will see the following:



If your password is correct, you will be asked to provide your email address:



Type in your E-mail

- This should get you into the video where you can expand it to full viewing etc...
- Once your email address is accepted, it will say "Thank you. Your e-mail was successfully submitted" and the screen will change to the video thumbnail with the player controls at the bottom.
- If you do not see the player controls, move your cursor over the frame and they will pop up.

Search Area Evaluation
 Training your eye to pick up on key elements in an area that may affect odor and the decisions your dog makes during the search

Focus on Interiors

Presented by: Dana Zinn, CNWI, CPDT-KA
 Hosted by Dana Crevling and Dogs Of Course

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2020-05-21 15:06:22

Error Messages/Issues Before/During Playback:

- In all cases, **a reload or refresh of your browser often corrects the problem.**
- **Played the video once and now I can't watch again – Black Screen**
 - Refresh browser/page and password will come up again. Enter the information. If not, turn off and back on the device.
- **No Sound**
 - **Check your device.** Is your sound on and coming out of the device the way you want it to? It may be set-up to come out of headphones, not your speakers or the sound is muted or turned down.
- **Quality is Bad**

We have done our best to record the best quality available during the live webinar. If the speaker had internet trouble during the recording you may see video that may jitter or stop a bit or a brief moment of audio cutouts. BUT your video and sound quality is also dependent on your internet speed and your computer speed right NOW. There are ways to maximize your experience.

Pro-tips

- *Check your internet speed and if needed restart your router and see if it improves. <http://www.speedtest.net>*
- *Try a different time of day if you are in an area where the internet varies.*
- *Wired wifi connections are generally better than wireless or cellular connections.*
- *Close other unneeded applications/programs on your device.*

- *Avoid computer activities that will use your bandwidth behind the scenes right before or during your webinar playback like steaming, cloud back-ups, large down or uploads.*
- *Ask others in your home to stay off the internet.*
- *Switch to using Google Chrome as your browser. This may mean you have to open Google Chrome and cut and paste or type in the link to the Dogs of Course webpage.*
- *At the bottom of the video screen in the player section there is a “wheel” icon. Click on that and try adjusting the quality to “auto” first and if that is not working try other settings. You may find you need a lower quality video resolution if you don’t have the bandwidth to support higher resolution.*
- **Video Stops Playing/Won’t Play**
 - The video must download into your computer before you can watch it. If the downloading (spooling) is too slow either the video won’t start or will stop/ get hung up. Try starting the video and then pausing for a 5 – 15 minutes so the video can continue to download without you consuming the data. Then watch/continue watching. Read the info under “Quality is Bad” for more tips like restarting your router to get faster bandwidth etc.
- **Other errors that you might see are:**
 - **“Network error: A network hiccup interrupted playback. Please reload the player and try again.**
 - If you are seeing this error, your browser or computer has lost connection to our player. If reloading the player doesn’t immediately resolve the issue, check your network connection to make sure it’s up and running. If the error persists, try temporarily disabling any active browser extensions, firewalls, or proxies that may be preventing a successful connection to Vimeo.
 - **“Browser error: Your browser is having trouble with this video file.”**
 - This error can appear when your browser fails to fetch media for reasons that are usually unknown. Not to worry-- a quick refresh of the player (or web page containing the player) should immediately fix the problem.
 - **“Playback error: We’re having trouble playing this video.”**
 - If you are seeing this error, it’s likely that you are viewing your video in a browser tab or window that’s been left idle for an extended period of time. A quick refresh of the player or your browser should clear the error.

Can I create my own recording of the sessions, download, or share these on Facebook?

Please do not create unauthorized recordings or share the webinar links and passwords with others that have not paid for them. We are doing our best to offer education for our

Nose Work community during this difficult time at a fair price and trust that our community will respect all our instructors and Dogs of Course.

I Need CEUs:

If you indicated that you need CEUs when you registered, you don't need to do anything else.

- IAABC and KPA-CTP CEU certificates will be sent to you through email two – three weeks AFTER THE RECORDED version viewing period ends, so you can print them and/or save them.
- NACSW™ and CCPDT CEUs are entered online and there will be no certificates sent to you. Please check your membership account on the NACSW™ and/or CCPDT websites two – three weeks after the RECORDED version of the webinar **viewing period** ends.
 - **Note:** For CCPDT members, not all of the webinars are eligible for CEUs. Only the webinars presented by CPDT-KA/KSAs will be eligible.

Thank you to Kathy Austin for gathering and organizing much of this information.