



CSHP BC Events - Live Stream FAQs and Troubleshoots

If a group of us get together to watch the live stream, how many registration fees should we pay?

Anyone can view the program, but only those who register via Eventbrite will receive a Record of Attendance to claim accredited CEUs. Unregistered pharmacists who view the Live stream, will only be able to claim non-accredited CEUs.

I am Live streaming from Eastern Canada. Is there a way I can get access to the presentations at a later date? The time difference makes it difficult to attend the whole event.

All videos of the event will be posted on the CSHP website approximately 10-14 days after the event. A notice will be sent to all attendees when videos are available. For non-members, access will be available only for 2 weeks after posting. For CSHP members, access will be available ongoing by logging into the members only site.

Why are ticket prices the same for Live streaming as attending in person?

Whether you're able to attend in person or remotely, we want to ensure you have the best experience possible. This means offering a high-quality streaming experience. In order for us to cover the associated costs, we have chosen to keep the ticket prices equal.

How do I get access to the Live stream?

The live stream will be hosted on YouTube. A couple days prior to the event, you will be sent the link to access the live stream. The link can be accessed via mobile phone or PC. For best experience use Google Chrome to view on PC.

How will you know if I was in attendance?

On the day of the event, please log in to the chat and acknowledge your presence by saying "Hello" so we can track attendance. If you are unable to log in to the chat, please take a screenshot and send to registrar@cshp-bc.com

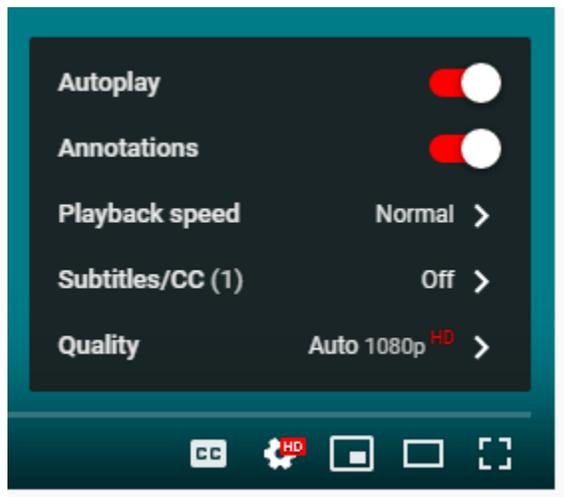
What do I do if I have issues with the Live stream during the event?

We will provide contact information for a designated moderator prior to the event. He/she will be available during the stream to assist with technical issues. You can text or email the moderator, or post your issue directly in the live stream chat.



What do I do if the Live stream seems to be blurry?

Generally if left on “auto” it should self-adjust after a few seconds to the highest optimal resolution. You can manually increase your YouTube quality to 720p or 1080p by clicking the gear button in the bottom right.



What do I do if the Live stream is freezing or cutting out?

Please ensure your internet is capable of viewing YouTube at 720p at minimum (at least 5 mbps download rate)

Try to reload the stream by closing and re-opening your browser and navigating back to the YouTube link. If it continues to cut out, try to lower the resolution on screen and follow along using the PDF copies of the slides.

What do I do if there is no audio or there is a significant amount of echo/feedback?

Ensure that your computer audio and YouTube audio is not muted. Post your issue in the stream chat or reach out to the moderator directly to let us know. Please note that while we do our best to start the sessions on time, sometimes there are situations out of our control. The audio will not be broadcast until the presentations begin.

What is the refund policy if I am unable to attend the Live stream due to technical difficulties?

A full refund will be provided if there is a technical difficulty on our end that prevents the audience from viewing or listening to the presentations.