▶ Before we start, make sure your computer is set up for the optimal experience:

▶ Ensure you have a good internet connection.

▶ Close all other programs and applications on your computer.

▶ If you lose video or audio, please refresh your browser.

▶ For optimal viewing experience we suggest you use Chrome

▶ If you are using Internet Explorer, please turn off Compatibility View. [Click here](#) for steps.

▶ Please view the [FAQ](#) guide or our [Computer Tips](#) for more viewing information.

▶ Feel free to submit a question in the Q&A window if these tips do not help.