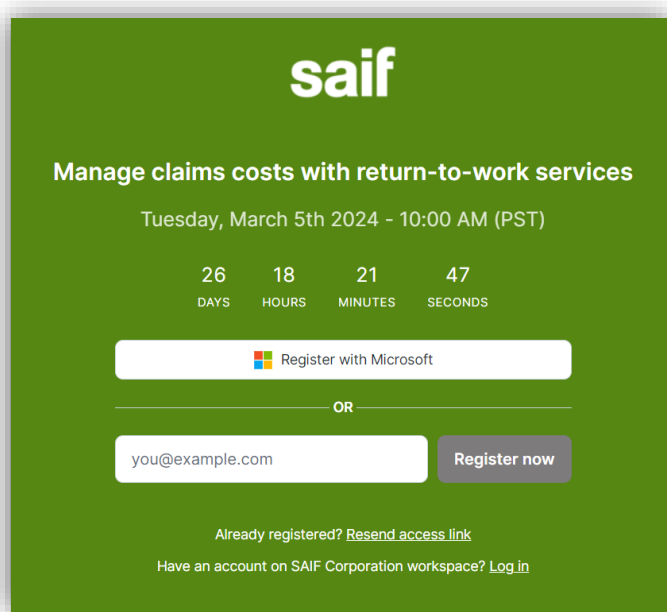# saif

Livestorm attendee guide

[Registering](#) – [Joining event](#) – [Troubleshooting](#)

Registering for an event

- Click on the registration link you received or saw on [saif.com](#)
- Register with your email address.

- **Complete the registration form.** There will be some mandatory and some optional fields.

Complete your registration ✕

Email*

abc@saif.com

First name*

First name

Last name*

Last name

Policy number

Policy number

Producer number

Producer number

Company

Company

☐ I agree to Livestorm's Terms of Service and the use of personal data as explained in Livestorm's Privacy Policy. * ⓘ

Receive access link

Voilà. You are now registered! ✕

✓ Thank you for registering. You will get an email that contains your unique connection link to access the event.

ⓘ If the email is not in your inbox, don't forget to check your junk mail or spam folders.

- Once registered, you will receive your unique link and an email confirmation.
- **IMPORTANT:** Save this for your records as you will need it to join on event day.
- You cannot share this link; if someone joins the event using your link the system will kick you out.

saif

Manage claims costs with return-to-work services

TUESDAY, MARCH 5 AT 10:00AM (PST)

Thank you for registering for our event. You'll be able to connect using the button below. When the event begins, we'll send the link as a reminder.

Access event

Don't forward this email or share this link, it contains your personal access key to the event.
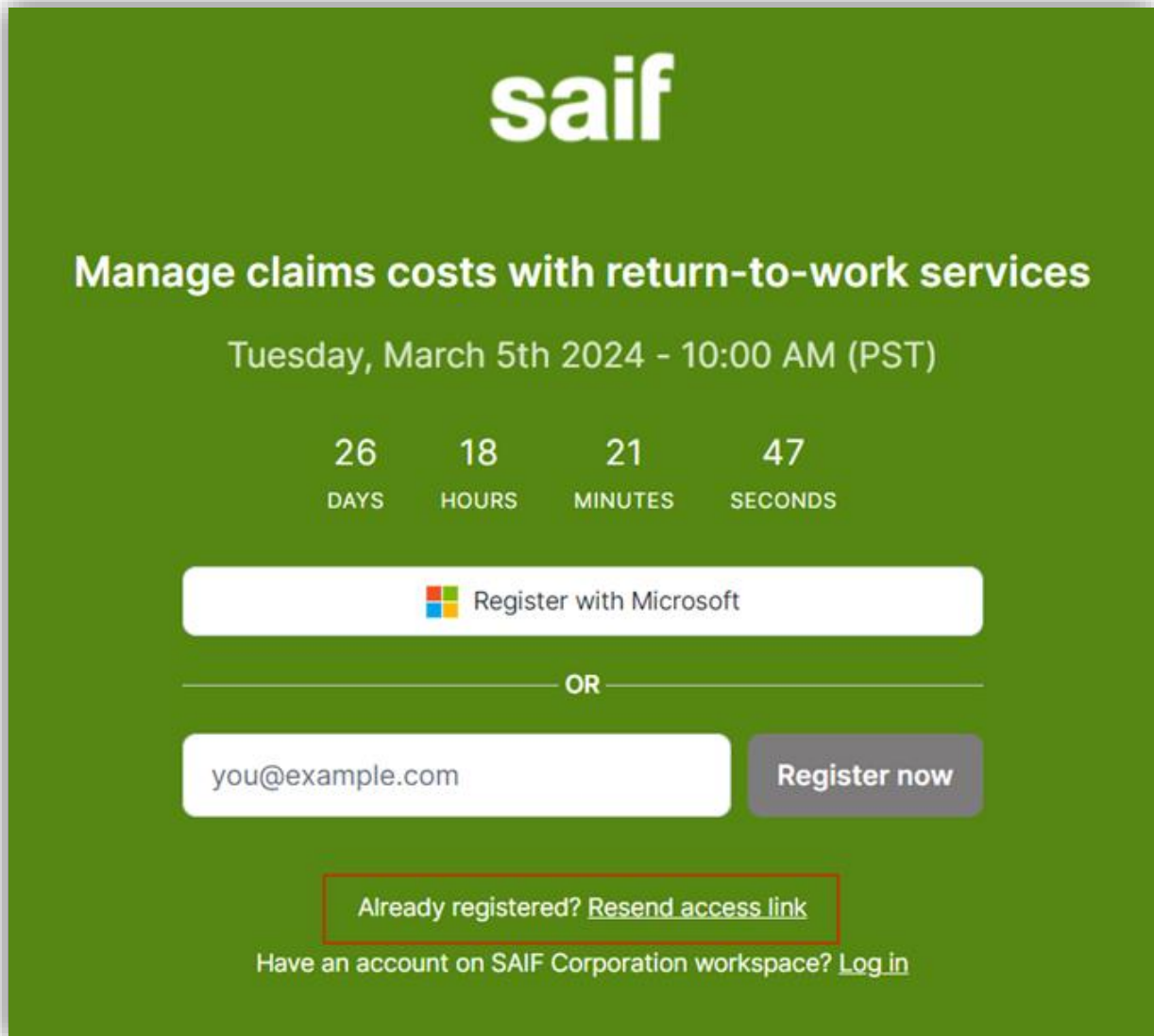
ADD THE EVENT TO YOUR CALENDAR

| iCalendar | Google | Outlook | Yahoo |

Joining an event

- **Click on the Access event button** you've received in your email inbox when you registered
- You should have received **one confirmation email** as soon as you registered for the event.
- You might receive two notification emails: **24 hours** and **1 hour before** the start of the event.
- All three of these emails include your **access link** to enter the event room.
  - **If the event has started:** when you click on your access link, you'll be directed straight into the event room.
  - **If the event hasn't started yet:** you'll be directed to a waiting page with a countdown until the event starts.

- You can also **resend your access link** from the event registration page in case you don't receive the emails. Visit the event's registration page.

- Click on **Resend access link**.

- Type in the email address you registered with and click on **Resend me my access link**.

Access link lost

Email*

danielsmith.livestorm@gmail.com|

Resend me my access link

- **Check your email** to retrieve your access link.
- If you still don't receive the email, it may be blocked by your domain's firewall or spam filter. In this case, please contact the event hosts so they can resend the link to you!

Troubleshooting

You didn't receive your confirmation email

- Please contact the hosts of your event and ask them to resend your access link.

- Or contact learning@saif.com and we can help you find it.

- Did you unsubscribe from Livestorm emails? Just click on **Manage my email preferences** from the footer of a previous email to opt back in.

The event room is not loading

If you've clicked on your access link but see an infinitely loading circle, this means that you are on a protected network or firewall. To fix this problem, you will need to:

- Turn off the firewall or use a different network, or

- Use your mobile's 4G network or connect via mobile.

Tips for accessing an event (audio and video)

- If possible, use a [modern browser](#), otherwise, you will fall back to [compatibility mode](#).

- Have a [minimum bandwidth of 5MBs download](#).

- Have a proper screen size to have a legible video (above 1280 pixels wide). Livestorm is responsive on mobile devices but the experience is always better on a regular screen.

- If possible, do not watch an event on a protected network. If your network is protected by a restrictive firewall, you will fall back to [compatibility mode](#). [Use this platform to test your network](#). If "Media Server" is in red then you are in a secure network behind a firewall. You can also send us the results (help@livestorm.co).

- To fix this problem: change network, turn off the firewall, or share your 4G network.

Troubleshooting checklist

- Refresh your browser.

- Use Chrome.

- Make sure there is no other tab, window, or device connected to the same profile.

- Check your network (firewall), if you see the loading circle but the room doesn't load

- Turn off the firewall, configure your [firewall settings here](#) or use a different network

- Use your mobile's 4G network or connect via mobile

- When in the event room, click "Help"

  - Activate [Compatibility mode](#) or

  - Use the [Dial-in](#) to join and listen to the event from your phone

  - Check your bandwidth (speed, stability, etc.)

- Check your hardware (mic, webcam, etc.)