

Pre-Event Tech Test *Important !*

Before starting to access your virtual events, please take below actions first to ensure you are ready to go.

- Check *Technical Requirements* section
 - Test your browser
 - Test network speed
- Enable your browser pop up (in *Troubleshooting* section)

Access My Virtual Events

Sign in to Solution Tree site with the account registered with the event.

<https://www.solutiontree.com/customer/account/login/>

I have an account

If you have an account with us, please sign in.

Email

adam.chang@solutiontree.com

Password

.....

Sign In

Forgot Your Password?

After signed in it will redirect automatically to **Digital Product Access** page. Or you can use the link below to access the page. <https://www.solutiontree.com/digitalproduct/digitalproduct/index/>

Digital Product Access

My Digital Products	Virtual Events Register and attend virtual events 1 active product(s)	AllThingsPLC Magazine Read the latest issues 0 active product(s)	DVD Digital Access Browse and watch the dvds 1 active product(s)
Digital Product Access			
Virtual Events			
AllThingsPLC Magazine	Exclusive Content Redeem and view additional content from other products 0 active product(s)	Global PD Library Browse and watch the video library 0 active product(s)	GPD Mini-Courses Browse and watch the courses 0 active product(s)
DVD Digital Access			
Exclusive Content			
Online PD			
Global PD Library			

You can click “Virtual Events” to access all your virtual events. Or you can use the link below.

<https://www.solutiontree.com/portableevents/index/listing/>

The Virtual Events page displays all your registered products. Click "Go to Event" button to access your event.

Virtual Events

My Digital Products

- Digital Product Access
- Virtual Events**
- AllThingsPLC Magazine
- DVD Digital Access
- Exclusive Content

Event Name	Start Date	Sku	Accesscode
Professional Learning Communities at Work® Portable Event Package You are registered!	09/14/20	PEP101	PEP101

[Go to Event](#)

The Event page will be opened on a new tab. It should be URL starts with <https://learning.travelfreepd.com/>



Solution Tree

Professional Learning Communities at Work® Portable Event Package

[Manage Product](#) ✓ You are registered!

Overview Program Guide Breakout Session Handouts **Content (41)** Complementary Resources Toolbox

Key: ✓ Complete ➔ Next ✗ Failed ★ Available 🔒 Locked

- ✓ **Acknowledgement**
Agree to terms to continue.
- ▼ **Introduction**
 - ✓ **Introduction**
Begin self-paced component package.
- ▼ **Keynotes**
 - ✓ **Keynote: Tim Brown- Setting the Stage: Understanding the Big Ideas and Foundational ...**
Begin self-paced component package.
 - ➔ **Certificate: Tim Brown- Setting the Stage: Understanding the Big Ideas and Foundational Blocks of the PLC at Work Process**
1.50 Continuing Education Units credits | Certificate available
Tim Brown- Setting the Stage: Understanding the Big Ideas and Foundational Blocks of the PLC at Work Process
You have earned 1.50 Continuing Education Units credits.
[View/Print Your Certificate](#)

Technical Requirements

Browser Test:

All Virtual Event users/viewers must access the content with an HTML 5 supported web browser. To confirm if you are ready to participate a Virtual Event, please take the browser test from this [link](#).

Speed Test

You will need at least 2Mbps download speed to sustain the stream. If your max speed is very close to that, that could also be causing the buffering issue. Also we do not recommend streaming from a VPN. That can cause connectivity issues. Please use this [link](#) for the speed testing.

Minimum Device System Requirements:

- 2.0Ghz Processor or faster
- 2 GB RAM (Greater than 2 GB recommended)

Minimum Browser Requirements:

Browser must support HTML-5. To detect your browser version, run <https://whichbrowser.net/>

- Windows 7 or later
- Mac OS X 10.9 or later
- Chrome 60 or greater
- Firefox 52 or greater
- Edge 14 or greater
- Safari 10 or greater
- iOS 10 or greater
- Internet Explorer 11

IP Addresses and Ports to Allow for HTML5:

- 72.32.161.112 port 80, 443 (web and audio)
- 72.32.200.104 port 80, 443 (web and audio)
- 72.32.221.65 ports 80, 443 (web and audio)
- 72.32.221.66 ports 80, 443 (web and audio)
- 67.203.7.114 ports 80, 443 (web and audio)

Troubleshooting: Why aren't my videos playing?

Pop-ups

Our digital platforms require pop-ups to be enabled in order for content to play.

To enable pop-ups, please complete the following steps in your browser:

- Under "Privacy and Security," click the "Site Settings" button.
- Select "Pop-ups and Redirects."
- To disable the pop-up blocker uncheck the "Blocked (recommended)" box.
- To enable pop-ups on specific sites, check "Blocked (recommended)" and click "Add Next" to allow and enter the URL(s).

For more information on disabling pop-up blockers, with specific steps for each browser, click [here](#).

Browser Cache

We always recommend using a clean session to start the virtual events. If you run into issues to watch live stream or videos, please clear the browser cache first and sign out and sign back in again. Also you can consider using incognito mode for Chrome or private browsing for Firefox, which will not have browser cache. If this approach does not work, try a different browser. We recommend Chrome, Firefox and Safari. For more information on cleaning browser cache with specific steps for each browser, click [here](#).

Buffering

Typically this is related to the network speed issue or the browser cache issue. You can refer to Speed Test or Browse Cache section for troubleshooting.

Acknowledgement

To start a virtual event, the first step is to read and accept the Acknowledgement. You will need to agree to acknowledgment before gaining access to the content.