

Live Webinar & Recording FAQs

We use two different platforms for our live webinars & recordings

Fuze and NetBriefings

You can verify which platform you are using by looking at the link address for the live webinar or recording. For example: <https://fuzemeeting.com/...> or <http://proclaim.netbriefings.com/...>

Tips for using Fuze

Downloads

- If the link does not launch the live webinar or recording automatically, you may need to download Fuze. You can do so at www.fuze.com/download.
- Fuze is updated frequently and a new version may be required if you have used Fuze before but it is not launching now.
- Fuze can be watched on many types of devices. Make sure you are selecting the correct download version for your device type.

Tips for using Fuze

Listen by phone option

- If you prefer to call into a live webinar rather than view, you can do so by dialing 201-479-4595 and provide the meeting number emailed to you by WIB one-day prior to the session

Tips for using Fuze

Preferred browsers, connections & other requirements:

- Chrome and Firefox work best with Fuze but Safari and Internet Explorer are also options
- For the latest software requirements, known compatibility issues and more, copy and past this link into your browser:

<https://support.fuze.com/hc/en-us/articles/203435036-Hardware-and-Software-Requirements-for-Fuze>

Tips for using Fuze

Contact Fuze for more help

- Call 1-800-890-1553 or 1-800-844-4118, or email techsupport@fuze.com

Tips for using NetBriefings

Downloads

- If the link does not launch the live webinar or recording automatically, or direct you to download option, you may need to download NetBriefings. You can do so by looking in your device's app store under the app name 'Proclaim'.
- NetBriefings is updated frequently and a new version may be required if you have used NetBriefings before but it is not launching now.
- NetBriefings can be watched on many types of devices. Make sure you are selecting the correct download version for your device type.

Tips for using NetBriefings

Preferred browsers, connections & other requirements:

- Internet Explorer, Chrome and Firefox work equally well with NetBriefings
- Hard-line internet connection works better than wireless
- Requires Adobe Flash Player 8 or higher

Tips for using NetBriefings

Contact NetBriefings for more help

- Email info@netbriefings.com or call 866-225-1532