



Participant LOGIN Troubleshooting Guide:


- Please be sure to log in with the email address you used to register for the event. If you receive an invalid login message, you should close other programs that may be running in the background.
- If the login isn't working on your default browser (i.e. Explorer), use a different browser, such as Chrome or Firefox (preferred).
- Restart your computer and try the login link again.
- Ensure your Wi-Fi is connected and running at high speed (at least 2 bars).
- Cut and paste the link into the browser instead of clicking on it to get into the login page.
- Clear your cache and browser history (details on how to do so below).
- If your Ad Blocker program pops up with a message, click 'allow' to get into the login page.
- If issues persist, please contact globeevents@globeandmail.com with a screen capture/description of the issue and someone will be in touch to help.

Participant WEBINAR Troubleshooting Guide:


- Ensure your Wi-Fi is connected and running at high speed (at least 2 bars).
- If you are having trouble connecting to your WiFi, move closer to the router. Or, if possible, plug your hardwire directly into the internet connection.
- Close other programs that may be running in the background.
- If there is no sound, please ensure your speakers are on and that the sound is turned up.
- If your video isn't coming through, refresh the page.
- If your Ad Blocker program pops up with a message, click 'allow' to get into the webinar.
- Clear your cache and browser history (details on how to do this below).
- If issues persist, please contact globeevents@globeandmail.com with a screen capture/description of the issue and someone will be in touch to help.

How to clear your cache and browsing history...

In Chrome:

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools > Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

In Firefox:

1. Click the menu button  and select **Options**.
2. Select the Privacy & Security panel.
3. In the **Cookies and Site Data** section, click **Clear Data....**
4. Remove the check mark in front of *Cookies and Site Data*.
5. With *Cached Web Content* check marked, click the **Clear** button.
6. Close the *about: preferences* page. Any changes you've made will automatically be saved.

Tip: Here's another way to clear the Firefox cache:

Click the Library button , click History and click Clear Recent History.

Next to **Time range to clear**, choose **Everything** from the drop-down menu, select **Cache** in the items list, make sure other items you want to keep are not selected and then click the **Clear Now** button.

In Explorer:

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer browser, then click Tools > Internet Options.
(If you don't see this, press the Alt key to show the menu bar.)
3. In the General tab, under Browsing History section, click Delete.
4. In the Delete Browsing History window, select the check boxes for Temporary Internet Files and website files and Cookies and website data. If you have saved any Pearson sites as Favorites, clear the check box for Preserve Favorites website data.
5. Click Delete.

Note: It may take a few minutes to process. Please wait for the files to delete before continuing.)