

We are glad you have joined us for this year’s ProSight Annual Risk, Compliance & Fraud Virtual Conference. You can use this attendee guide to help make the most of your experience. It will show you the features of the Virtual Platform and go through technical FAQs. If you have questions at any time during the live events, visit the Help Desk icon located under “Help” or “More” at the top of your screen.

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How to Navigate the Virtual Platform



Home: You will notice you can navigate to multiple locations from the home screen.

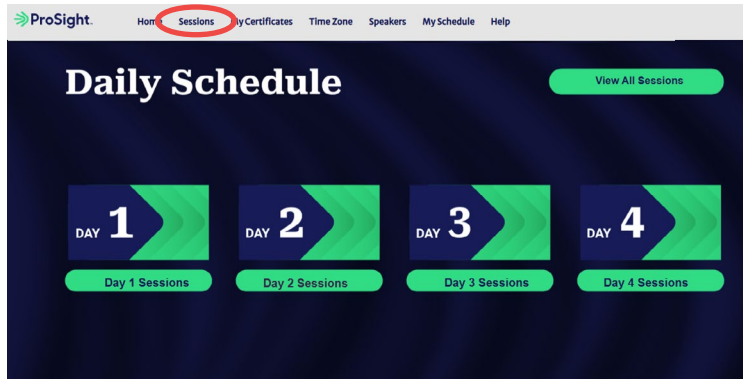


Sponsor Showcase: Connect with our sponsors during the live event dates and learn how they can help solve your everyday concerns.

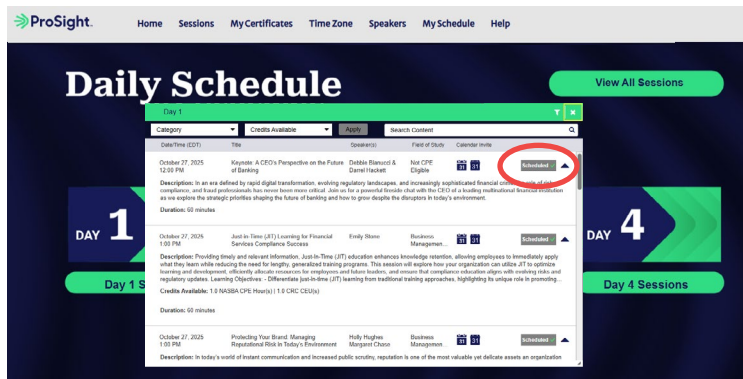


Help Desk: If you need assistance while on the virtual platform (during the live days only), feel free to reach out to a ProSight staff member by clicking on the Help Desk icon located under "Help" or "More" at the top of your screen.

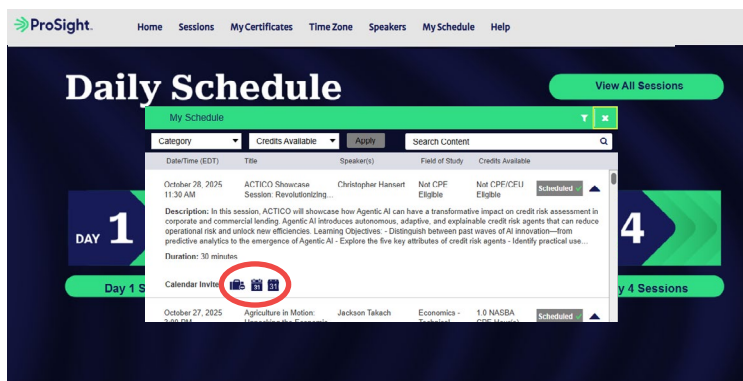
How to Navigate the Virtual Platform



Building Your Agenda: We hope you will take the chance to build your agenda ahead of the live conference dates. To do so, simply click on the "Sessions" icon at the top of your screen. Here you will notice our sessions are separated by day.

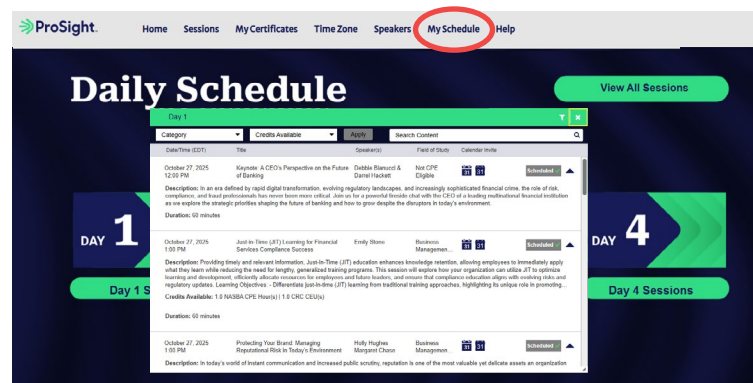


To add these sessions to your "My Schedule" click on the blue button to the righthand side that says "Schedule".



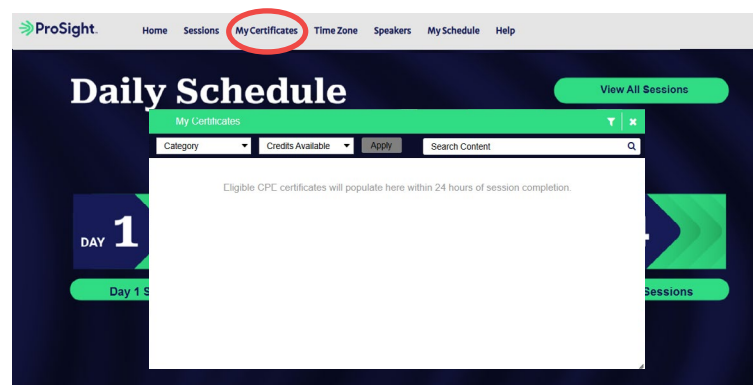
Calendar Invites: Individual session calendar invitations can be found next to each session when you are building out your agenda. Both ICS files and Google calendar invitations are available.

How to Navigate the Virtual Platform



My Schedule: Your personalized agenda of scheduled sessions can be found at any time using the button located at the top of your screen.

****IMPORTANT NOTE** – If you remove a scheduled session from your “My Schedule” at any time, you cannot pre-register for this session again. You will need to wait until the event goes live (15 minutes prior to the live start time) before you can join again.



My Certificates: Once NASBA requirements are completed for each session, your available CPE certificates will be available for download under the “My Certificates” icon on the top of your screen. Eligible CPE certificates will populate within 24 hours after each completed session.

Technical

Q: Whom do I contact if I have technical questions about the event platform?

A: Please e-mail audience.support@on24.com or reference the Technical FAQs below.

Q: I keep receiving a message stating "Login Failed" when entering my e-mail address trying to login.

A: Be sure that your e-mail address is entered exactly how you registered for the conference, as well as you have waited the required amount of time following your registration to be included in the registration list.

Login

Email

Login failed. Please reach out to registrar@rmahq.org

Submit

Q: Can I access a session from a different computer than the one I registered from?

A: You can access a session regardless of the computer you initially registered from by entering your e-mail address in the returning registrant portion of the event login page. However, your e-mail can only be used once.

Q: Pressing the "Launch Presentation" button does not do anything.

A: If you have pop-up blocking software installed and it is active, it may be blocking the presentation console from opening. You may need to temporarily disable the pop-up blocking software to participate in the conference.

Q: I received a message that the session is not currently available.

A: You may see this message due to one of the following reasons:

- Verify the time and date of the session to ensure the start time of the event.
- The event you are trying to access has concluded but the on-demand version is not yet available.
- The on-demand version of the session expired on December 12, 2025.

Q: I receive an "HTTP not found" error message.

A: 128-bit Encryption is required for your operating system and browser.

A: This is usually because of network congestion. Try closing out of all other programs on your device and refreshing your browser.

Network congestion can occur at any time due to the following problems:

Q: The sound works continuously, but the video freezes.

- If you are connecting to the internet through a slow connection, or over a congested WiFi or cellular (mobile) network.
- If you are connecting to the Internet from a mobile device.
- There is heavy traffic on your company network.
- To alleviate network congestion, you may want to consider the following:
 - Upgrading to a faster connection
 - Minimize the number of applications you are running while accessing the conference

Q: The media player automatically stops, or it continually stops and buffers.

A: You will want to refresh your browser and ensure that your internet connectivity is at least the minimum connection of 800 Kbps.

Q: I cannot hear anything (or the sound is very faint).

A: Please make sure you have an up to date modern browser, that your speakers are connected, and the volume is turned on by clicking over to an alternate website (like YouTube).

Verify that your speakers are plugged into the power outlet, turned on and up, and connected to the audio port of the computer. Your speakers or headphones must be plugged into the sound card, not into the sound out jack of the CD-ROM drive. If you still cannot hear any audio, check your system volume settings and the volume on the media player. If your system is properly set-up, then try adjusting the system volume settings:

1. Click Start, Settings, and then Control Panel.
2. Double-click on the Multimedia Icon.
3. On the audio tab, turn up the volume.
4. If it is grayed out, this is an indication that the system is not configured for sound.

Q: My computer crashes when I try to access a session

A: Verify that your settings meet the minimum event requirements. ON24 is a 100% web-based platform. Google Chrome is the recommended browser for this platform, however since firewall settings and individual systems can vary, the preferred alternative browser is Firefox. A minimum Internet connection of 800 Kbps is recommended for an optimal experience. Try clearing your browser's cache and restart the session.

Frequently Asked Questions

NASBA CPE Hours/CRC Credit

Q: Can I earn NASBA CPE Hours/CRC credits attending this virtual conference?

A: Yes, you can earn up to 14 NASBA CPE Hours. NASBA CPE Hours are only available for those watching the Live Broadcast during the scheduled date and time of each session from October 27-30, 2025, per NASBA guidelines.