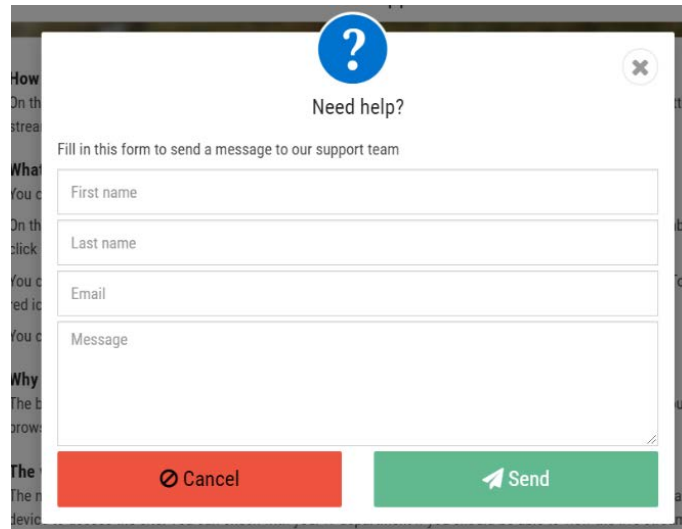


Forecast Online Platform User Tips

There is a form that can be filled out to reach our support team that is accessible from both the login page (“Need help?” hyperlink) as well as the “Tech Support” module once you are on the site.

A screenshot of a web-based support form titled "Need help?". The form has a blue question mark icon at the top center and a close button (X) in the top right corner. Below the title, it says "Fill in this form to send a message to our support team". The form contains four input fields: "First name", "Last name", "Email", and "Message". At the bottom, there are two buttons: a red "Cancel" button and a green "Send" button with a paper plane icon.

WATCH ON A FRESH COMPUTER

Before logging on, restart your computer or device and close any unused windows and programs. This will maximize your computer or device's memory and processing capability.

BE PATIENT, WAIT FOR THE PAGE TO LOAD

When logging in, switching pages, or loading a video, it sometimes takes a few moments for the page to load due to connection speed and page or video size. Give it a moment, then press the refresh button on your browser if the page or video doesn't appear properly.

USING WI-FI AT HOME

Connect via Wi-Fi to a high-speed router instead of 3G or 4G. For an optimal viewing experience, if possible, limit other household members from using the same router for videos, games or other high-bandwidth applications.

CLEAR YOUR BROWSER CACHE

If you are still having difficulty loading a video, this may be a result of your browser cache (memory) being full. Please clear your browser cache to repair this issue.

TECH SUPPORT:

If you are experiencing any issues logging in, you can contact support using a form that is accessible through the “Need Help?” link either on the log in page or the “Tech Support” module if you have logged into the site. You can also reset your password if needed. An issue can be escalated to a video or phone call by our support staff depending on the nature of the issue.

CHIME ATTENDEE TIPS AND TRICKS

- For the best possible user experience, please be sure to use the Chrome internet browser
- Ensure cookies are not being blocked
- The video will be displayed through the live stream button, which will appear in the top right corner when the live stream is running
- To increase the video size, click the maximize button on the top of the player or click and drag the bottom right-hand corner of the video window
- You can click and drag on the top bar of the video window to relocate it on the screen
- If you accidentally minimize or close the video window, click on the Live Stream button again
- If you experience buffering or freezing issues, you may press “F5” to refresh the video window
- If you are having issues accessing the site or the live stream, try disconnecting from your VPN if you are connected to one
- Streaming Video is best viewed with a minimum of 5Mbps download speed