

## Frequently Asked Questions

Thank you for your interest in the GFOA's 15<sup>th</sup> *Annual Governmental GAAP Update*. The program will once again be offered as a live-streaming event for participants to view from their desktops. In order to best assist you with the registration process and all technical concerns, please review the following list of *Frequently Asked Questions*.

### Membership/Registration

*How much does it cost to sign up as an individual for the GAAP Update?*

- \$180 Active Government Member
- \$195 Nonmember Government
- \$215 Member Private Sector
- \$245 Nonmember Private Sector

*How much does it cost to sign up with a group for the GAAP Update?*

#### **3-10 people**

\$170 Active Government Member  
\$185 Nonmember Government  
\$205 Member Private Sector  
\$235 Nonmember Private Sector

#### **11-25 people**

\$160 Active Government Member  
\$175 Nonmember Government  
\$195 Member Private Sector  
\$225 Nonmember Private Sector

#### **26-50 people**

\$155 Active Government Member  
\$170 Nonmember Government  
\$190 Member Private Sector  
\$220 Nonmember Private Sector

#### **51-75 people**

\$145 Active Government Member  
\$160 Nonmember Government  
\$180 Member Private Sector  
\$210 Nonmember Private Sector

*I am a member of my state GFOA. Does this entitle me to the GFOA member discount rates?*

In order to receive the member rate, you need to be a member of the national GFOA. To obtain membership rates and information, please send an e-mail to [membership@gfoa.org](mailto:membership@gfoa.org).

*When I register online, is my GFOA membership number my password?*

Each member who has used the GFOA e-store will have a unique login and password that he/she has created. If you have misplaced your login and/or password information, please send an e-mail to [logins@gfoa.org](mailto:logins@gfoa.org).

*I am the administrative assistant for my department and need to register multiple people from my office. Can I create an account online and register everyone under that account?*

Each member has a unique account. Active members registering for the *GAAP Update* online will need to login under their own record. For login and/or password information, please e-mail [logins@gfoa.org](mailto:logins@gfoa.org) with all participant names.

*Can I receive the group discount if I register on the e-store?*

In order to qualify for the group discount, the group of registrations must be submitted together with payment via fax, mail, or scanned and e-mailed to [training@gfoa.org](mailto:training@gfoa.org).

*Can I register for the GAAP Update over the telephone?*

The GFOA requires all registrations to be completed online or submitted by fax, mail, or scanned and e-mailed to [training@gfoa.org](mailto:training@gfoa.org).

*Once I submit my registration, will a fax or e-mail confirmation be sent to me?*

Due to the high volume of registrations being processed, we are unable to confirm by fax or e-mail. Confirmations are mailed directly to each individual participant.

*How many continuing education credits (CPE) can one earn from watching the GAAP Update?*

Each registered participant will receive 4 CPE credits in the field of Governmental Accounting and Auditing.

## **What can I expect once I'm registered?**

*What time will the program begin on November 4, 2010?*

The live stream will begin at 1:00 p.m. (Eastern Time). Please adjust the start of the program to your individual time zone. Participants will be able to begin connecting to the stream 15 minutes before the start of the program.

*Are there breaks built into the program?*

Yes, there are two fifteen-minute breaks included in the program. See the agenda posted on GFOA's Web site.

*Will I be able to interact with the program?*

The *GAAP Update* will feature a live-chat function in which participants can e-mail questions and receive answers from the GFOA technical services staff.

*Will there be any tests I need to perform on my computer to make sure the program will run smoothly on the day of the event?*

**Yes, before the program we ask that you please perform the following two steps:**

### **Step 1**

Test the actual computer that you will be sitting at to view the program to make sure it meets the minimum technical requirements to view and/or listen to the program. Test by [clicking here](#).

Your operating system, browser, cookies, java, and bandwidth will be tested. A recommended streaming media test, if successful, will display the message, "Testing 1, 2, 3" along with background music. If any step is unsuccessful, the program will give instructions to correct the issue.

### **Step 2**

Participate in an additional test to make sure your computer is capable of receiving a Web-stream. **For your convenience, the test is being offered on two separate days and at two different times (see below). You only have to participate during one of these times.**

- Wednesday, October 27, at 11:00 a.m. (ET)
- Wednesday, October 27, at 4:00 p.m. (ET)
- Monday, November 1, at 11:00 a.m. (ET)
- Monday, November 1, at 4:00 p.m. (ET)

The reason for this test is that oftentimes organizations disable pop-ups, input blocks and other restrictions on your internal operating system that you may not even know exist. As a result, the streaming will not come through and it will not work on your computer

regardless if you have the minimum requirements in Step #1 in place.

During this test a piece of recorded video will stream for 60 minutes at either time (the program content will be non GFOA specific). Keep a watch on your e-mail for more details to come including the actual test link.

We do not want there to be any interruptions on the day of the event. Therefore, we cannot *stress* enough the importance of working with your IT department immediately if there is a problem with the minimum requirements test or the streaming test.

*When will I receive the presentation slides to follow along with the program?*

You will be e-mailed the presentation slides the week before the event date.

*How will I connect on November 4?*

**You will receive an e-mail notification on November 1<sup>st</sup> in the afternoon with a link to the GAAP program.** (Note, we will continue to send this link out to new participants that register after November 1<sup>st</sup>. This link will take you to a registration page to collect your information and approve your acceptance into the program. You may register ahead of the November 4 program **on the computer that you will be viewing the program** and this information will be stored in a "cookie" on your computer.

*We have multiple participants sharing one computer, how can we ensure everyone will receive proper credit?*

At the conclusion of the event once you close down your console, a page will launch enabling you to enter multiple participant names. This information will be captured in a report to generate CPE credits. If there were multiple registered participants sharing one computer at your location, please list each individual's name in the box. **If you are watching the program alone on your computer, please do not write your name here. Your information has already been captured for CPE credit when you first logged onto the program.**

**Registration fee is per person and required regardless of the individual's need for CPE credit.**

*When will I receive my CPE certificate in the mail?*

A CPE certificate will be mailed to each registered individual approximately 3 – 4 weeks after the event. Any participant with an outstanding amount due will not receive a certificate until the balance has been settled.

*I am registered for the GAAP Update but now cannot attend. Can someone from my staff attend in my place?*

We allow a one-for-one substitution for government entities only. Please send a written request of the change to the GFOA at [training@gfoa.org](mailto:training@gfoa.org).

*I am unable to participate on the day of the GAAP Update. Will the program be available to watch at a different time?*

We will be recording the entire presentation and making the recording available for purchase in late November. Unfortunately, CPE credits cannot be rewarded for watching the recorded presentation.

### **Technical specifications**

*How does the GAAP Update work?*

Using simply a Web browser and a media player, such as Windows Media Player or Real Player, participants can view the event in real time.

*What are the minimum system configurations for the GAAP Update?*

### **Hardware and Operating System**

- 200 MHz or faster
- 64 MB RAM minimum/128 MB recommended
- 16 bit sound card
- 65,000 (16 bit) color video display card
- Windows XP/Windows Vista (or)
- Apple Mac OS X 10.4

If you are using older or unsupported versions of Windows, Unix, or Mac operating systems, you may experience difficulty in viewing and/or listening to the event.

### **Media Players**

In order to access the event, you must have one of the following streaming media players and versions installed on your computer:

- Microsoft Windows Player 10 or 11 (Internet Explorer only)
- RealPlayer 10.X (Firefox or Internet Explorer)

### **Internet Browsers**

In order to access the event, you must have either Microsoft Internet Explorer 6.0 or later, or Mozilla Firefox 1.5 or later for Windows operating systems. For

accessing events via Mac operating systems, you must have Mozilla Firefox 1.5 or later.

### **Internet Connectivity Requirements**

- Before you access the event, you should ensure that your browser is configured to stream media. You will need a minimum Internet connection of DSL or better.
- The end user's connection speed will affect the viewer's streaming video quality (buffering).
- Multiple participants from the same location are encouraged to view the presentation together to enhance streaming quality.

### **Cookies and Java Script**

In order to access the event, your computer must have cookies and JavaScript enabled. If your operating system currently does not have cookies or JavaScript enabled, contact your network administrator.

*If my system passes all tests, can I still experience interruptions in the GAAP program?*

Even if your system is properly configured, the end user's connection speed will affect the viewer's streaming-video quality. Network congestion manifests itself in different ways:

- The sound works continuously, but the video freezes.
- The program continually stops and rebuffers.
- The player automatically stops, requiring you to click play again to resume.

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

- If you are connecting to the Internet through a modem.
- You are trying to access an event during peak Internet traffic hours.
- If you are connecting to the Internet from outside Northern America.
- 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 amount of applications you are running while accessing the event

### **Additional FAQ technical questions are addressed through the following link:**

<http://event.on24.com/view/help/index.html#>

*Can I connect my computer to a LCD projector to view on a larger screen?*

You may project the presentation for multiple participants in the viewing area. The program will feature the live video of the presenter simultaneously with his PowerPoint slides. The video window size will be the standard 240 x 180. Any increases to the window size will result in a decrease of the picture quality.