



BNY Mellon Wealth Management Webcast Series

Frequently Asked Questions & Technology Troubleshooting

Please see below for answers to frequently asked questions to help inform you about the new webcast series.

General Questions

How do I register for a webcast?

All first time users of the BNY Mellon Wealth Management webcast series platform will be required to create a login and password to participate in a live webcast or view a recorded webcast. Participants will be required to provide their first name, last name, email address and create an account password.

Once registered, registrants will receive an account confirmation email from BrightTALK and a registration confirmation email from BNY Mellon Wealth Management with a calendar invitation for the upcoming live webcast. The calendar invitation will include a webcast link to access the webcast at the scheduled time of the live event. Registrants of a recorded webcast replay will be able to watch the presentation immediately

Will a replay be available?

Yes, a replay will be available 24 hours after the live webcast. The webcast series homepage will be automatically updated with the replay and the presentation slides will be available for download. Webcast replays can be accessed in the “Recorded” tab on the webcast series homepage.

Will the presentation be made available?

Yes, the presentation slides will be available at the start of the live webcast and will be available for download at any time during or after the webcast. There is an “Attachments” tab located directly under the webcast player.

How can questions be submitted for the webcast?

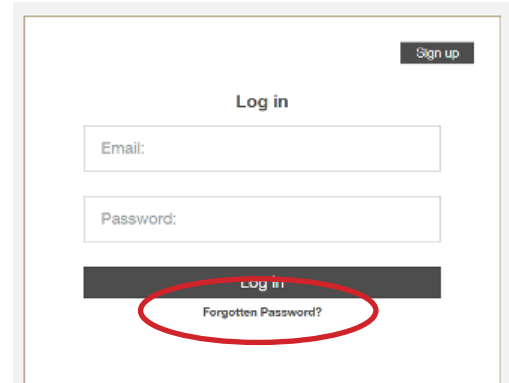
During the webcast, participants can submit questions using the “Ask a Question” tab located directly under the webcast player. The host will moderate Q&A at the end of the presentation with the submitted questions.

Technology Troubleshooting

If you experience a technology issue while using the BrightTALK platform, please see the below recommendations for troubleshooting.

What if I forget my BrightTALK password?

If you forget your BrightTALK password, you can request a password reset by clicking the “Forgotten Password?” link on the log in screen. You will be emailed instructions to reset your [password](#).



What if I request a password reset and I still have trouble logging in?

If you experience ongoing issues while logging in to your BrightTALK account, you can email support@brighttalk.com and request a password reset.

What if it says that my email is already in use?

This means that you had previously created a BrightTALK account using that email address. We recommend you try resetting your password for this account by following the password reset step listed above. If you are still experiencing issues with your account or if you have questions about setting up an account using a different email, you can email support@brighttalk.com for further assistance.

What if I cannot hear the audio during the webcast?

Best practice is to join the webcast five minutes prior to the start time and follow the audio system prompts at the beginning of the program.

If you are experiencing an audio issue once the program starts, we recommend closing all other open browser applications while streaming the webcast.

If you still cannot hear the audio, or are experiencing an echo, we recommend you close your browser and launch the webcast again.

If you want to test your audio system, you can click on the webcast player’s “Click here for help” link. This link will instruct you on how to test your computer’s audio system.

If you experience ongoing issues while viewing a BrightTALK program, you can email support@brighttalk.com

Rate this

Rate the presenter and their content by selecting a star below and press the send button



Please add comments or suggestions here...

Not hearing audio? [Click here for help](#)



Test Your System

BrightTALK
Sep 13 2017 | 3 mins

Test your system to confirm that you can view BrightTALK webinars and videos.

Please allow 30 seconds for the video to start playing. If it does not play follow the support links in the "Attachments" tab above.

Is there a dial-in?

The webcast audio will be played through your computer's speakers only, there is no separate telephone information. If you do not have access to a computer at the time of the live presentation, you can follow up when the replay becomes available.

Can I play the webcast on my mobile device such as iPad?

Yes, you can play the webcast using a web browser on your mobile device. Open the webcast link in a web browser (usually Safari on an iPhone/iPad and Chrome on Android devices) and the audio will play through your phone's speakers or headphones.

If you need assistance with your BrightTALK account you can email support@brighttalk.com. BrightTALK support responds within 24 hours, with most requests being addressed and resolved within two to three hours. If you need immediate assistance prior to the start of a webcast, please reach out to your BNY Mellon Wealth Management relationship manager.