



# Online platform guide: BigMarker

A guide to help you prepare for our online events using BigMarker, ensuring you have the best experience possible.

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## Booking confirmation

Once you have completed your booking on the CIEH website you will receive a confirmation email. Prior to the event you will receive joining instructions and up to two reminder emails sent from the BigMarker platform (sent from [webinar.host@bigmarker.com](mailto:webinar.host@bigmarker.com)). These emails will include:

- A link to join the event – this is unique to you and should not be shared with others
- Instructions on completing a system check. It is essential that you perform the system check before the event begins to avoid any connection issues.

If you have not received an email, please check your junk mail folder. If it is not there and you are using a company email address, it may have been blocked by your IT system. If this is the case, please contact the Events team at [events@cieh.org](mailto:events@cieh.org) as soon as possible prior to the event day.

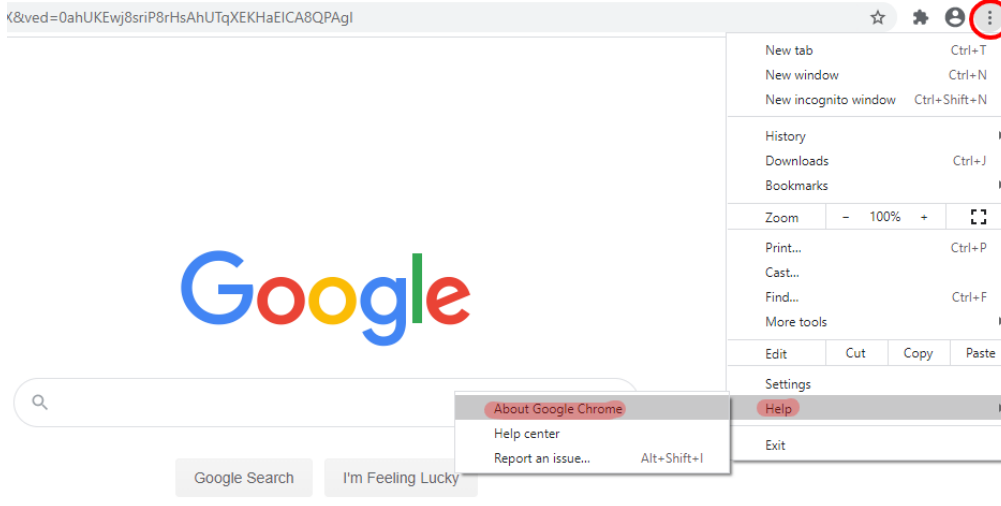
## What do I need to do before event day?

Prior to event day please ensure that:

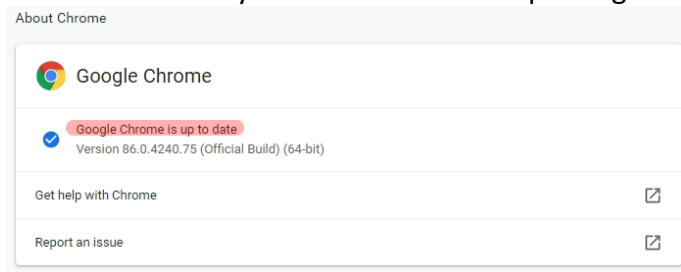
- You have a strong internet connection. The minimum download and upload speed to join an event as an attendee without interruption is 2Mbps. If you fail to meet the minimum requirements, please [follow the BigMarker advice on how to increase your internet speed](#) otherwise you may experience technical difficulties in the room including losing connection and poor audio and video
- You are using the latest version of [Chrome](#) or [Firefox](#). BigMarker is a browser-based platform and works best in these. To check or update to the latest versions please follow these steps:

## Chrome

Click on Settings > Help > About Google Chrome:

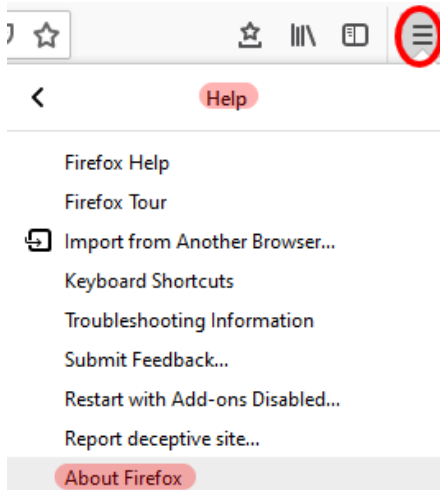


This will then tell you if Chrome needs updating or is up to date:

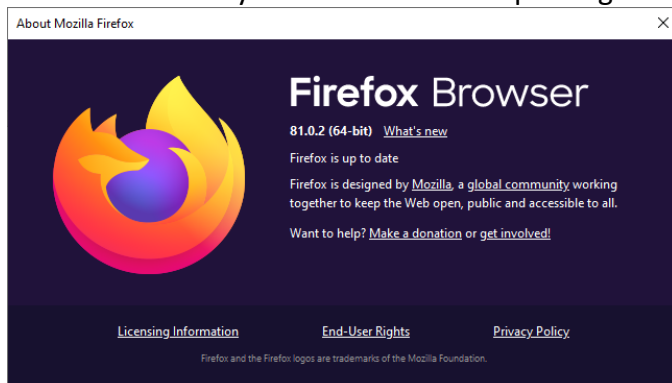


## Firefox

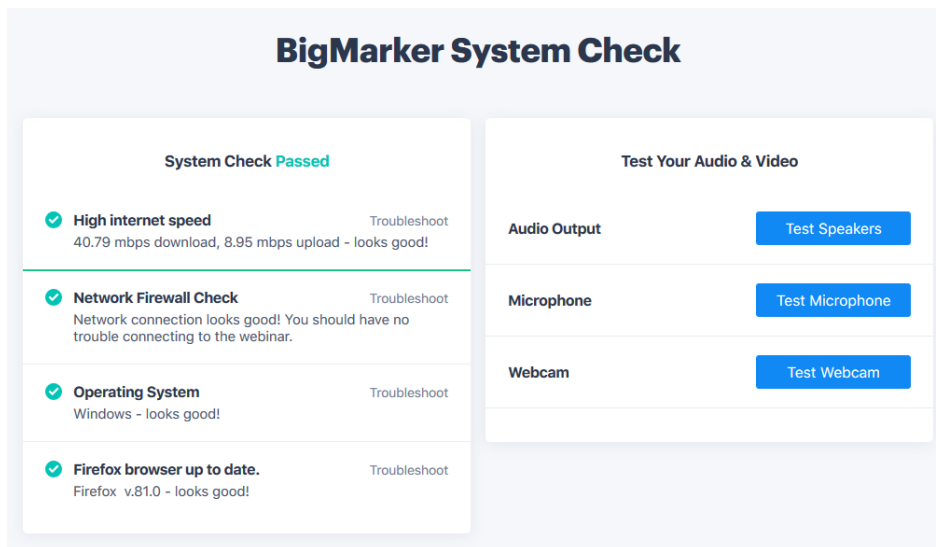
Click on Menu > Help > About Firefox:



This will then tell you if Firefox needs updating or is up to date:



- You have completed a BigMarker system check. This will check your internet speed, network firewall, operating system and browser. You can also test your audio and video (audio output will be required for all events; microphone and webcam use will vary depending on the event). **It is essential that you perform this check before the event begins to avoid any connection issues.** Visit [www.bigmarker.com/system\\_check](http://www.bigmarker.com/system_check).



## On the day

Here are some handy tips to help you engage in the event:

### Chat function

All our events feature a chat panel with a chat tab where everyone can join in the conversation. Simply type in your text and click send to chat with the host, presenters and all attendees.

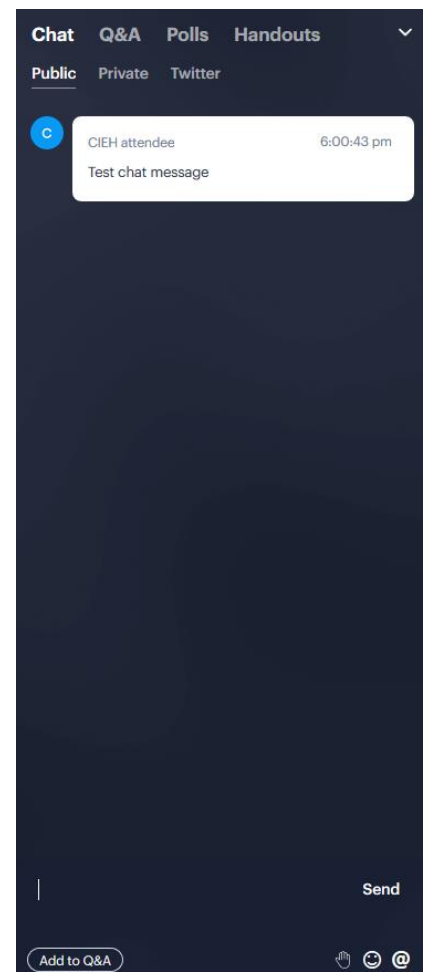
### Questions

On most of our events we allow attendees to ask questions. You can do this by typing it into the Q&A tab in the chat panel. We will then read them out for you and the host/presenter(s) will answer. If you see that your question has already been asked by another attendee or there's a question you would like to see answered, you can 'upvote' it by clicking on the 'votes' text below the question. The more votes a question has, the higher up the list it goes and the more likely it will be answered.

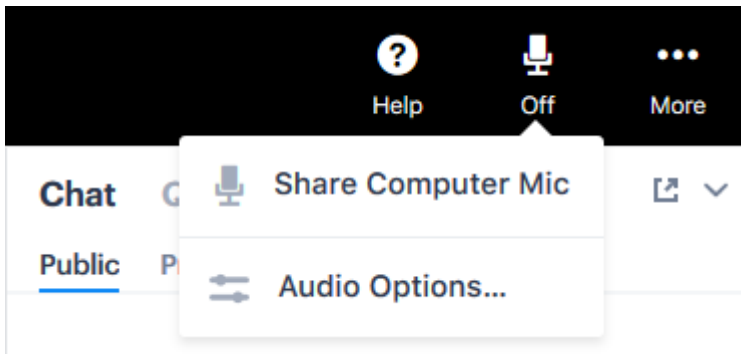
On some events we also allow attendees to ask a question verbally. In these events you will need to use the 'raise your hand' icon in the bottom right hand corner of the chat panel and we can then turn your microphone on to enable you to ask a question.

### Microphone

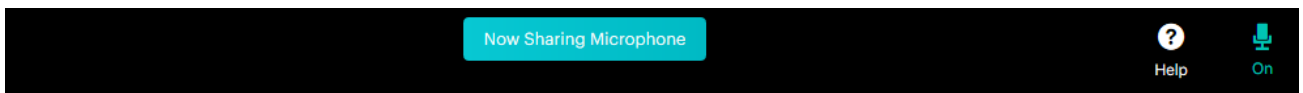
All attendee microphones and webcams are switched off by default to ensure minimum feedback and disruption during events.



However, microphones can be turned on for Q&A. If you have raised your hand and we select you to ask a question we will enable your microphone, but you will need to turn it on. Once we have enabled your microphone your screen may refresh and a microphone icon will appear at the top of your screen. Click the icon and select 'Share Computer Mic'.



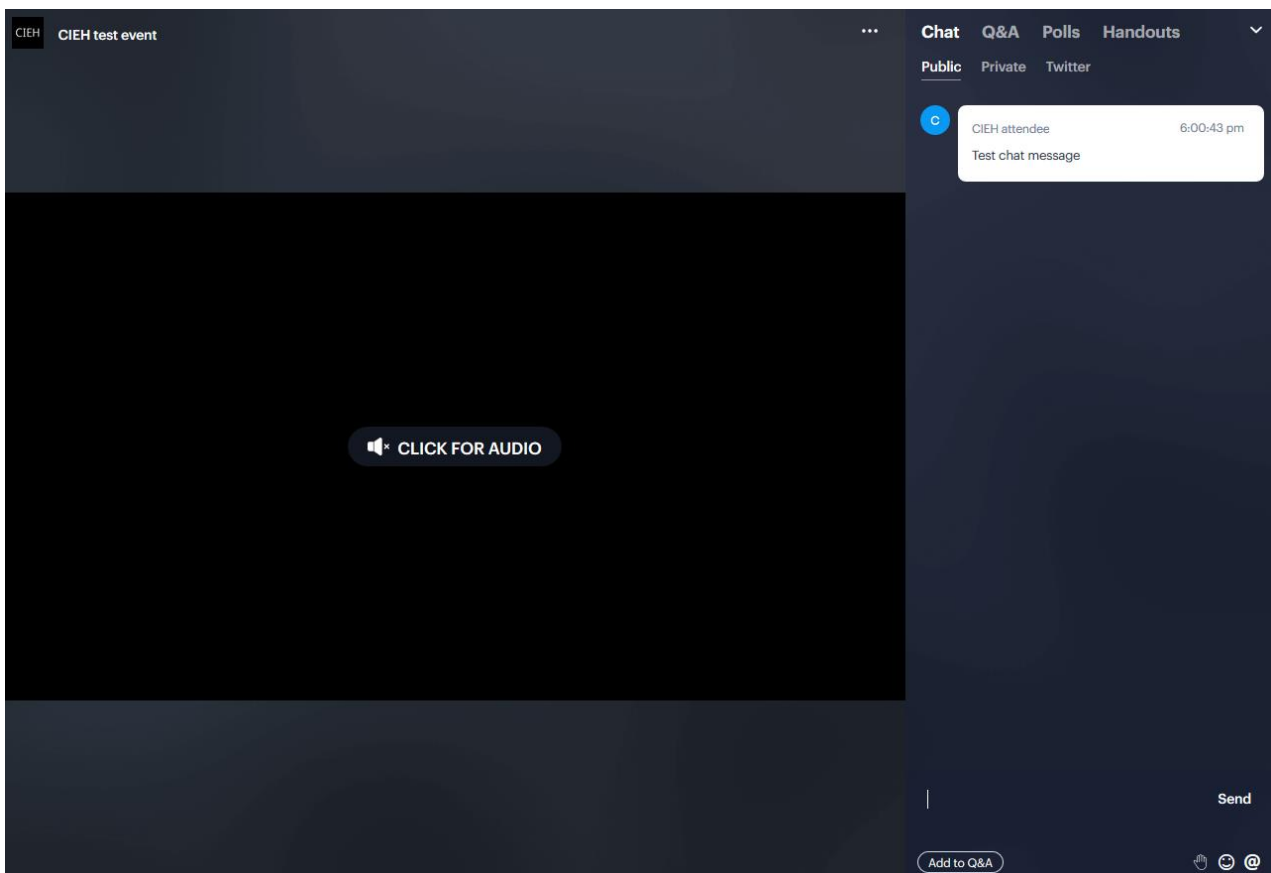
There may be a small delay but once you see the 'Now Sharing Microphone' alert and the microphone icon turns green you are live!



When you have finished asking your question, we will disable your microphone again and the microphone icon will disappear.

### Audio

We recommend using headphones for the best listening experience. When you first enter the event please ensure you press the 'click for audio' button to enable sound.



## Troubleshooting

Below are some useful links to assist you if you experience any issues during our BigMarker events:

### General

- [I failed the network system check](#)
- [Internet browser information](#)
- [Firewall or proxy issues](#)

### Camera/microphone issues

- [I have no sound and can't hear the presenters](#)
- [I can't see the presenter's video](#)
- [How to allow your browser to access your camera or microphone](#)

### Useful links

- [Sound test](#)
- [Microphone test](#)
- [Webcam test](#)