



Frequently Asked Questions

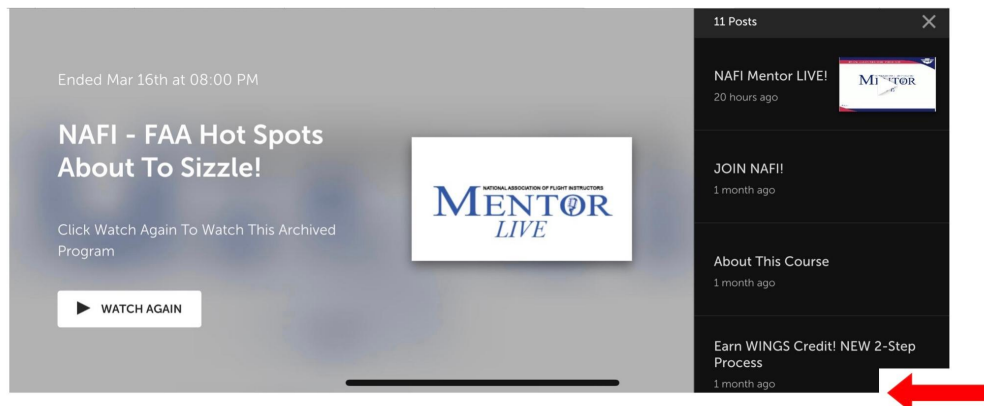
1. Why won't my browser allow me to register and/or view the program?

The following list contains typical reasons that you may have trouble interfacing with live-streamed content:

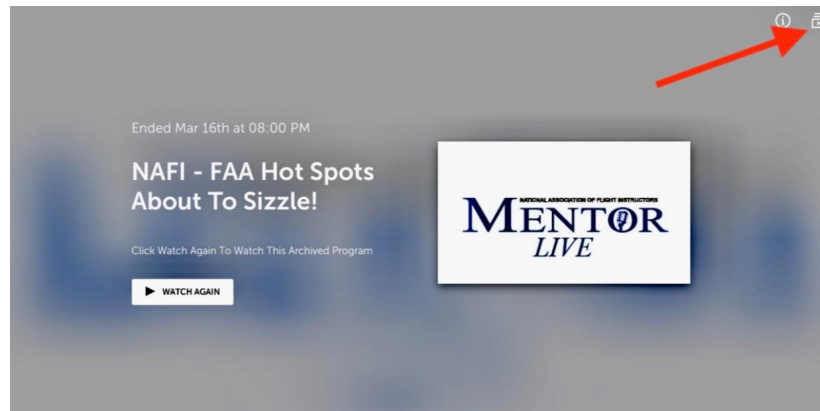
- Ensure that you have the most current version of your browser
- Disable ad-blocking services (NAFI will never serve you with ads during the broadcast, but such programs and apps can impact streaming)
- Refresh the broadcast webpage
- Use an alternative browser
- Clear your browser's cookies
- Check your download speed on your network or WiFi (we broadcast simultaneously in 240, 480, 720, and 1080 resolutions, and the video viewer on the webpage automatically adjusts resolution to match the bandwidth you have available)

2. How do I earn WINGS credit?

Earning WINGS credit is an easy, two-step process! Simply click the post that says "Earn Wings Credit" on the right side of the broadcast page. If you can't see it during the broadcast due to screen size, simply visit the broadcast page immediately after the live broadcast concludes and you'll see it.

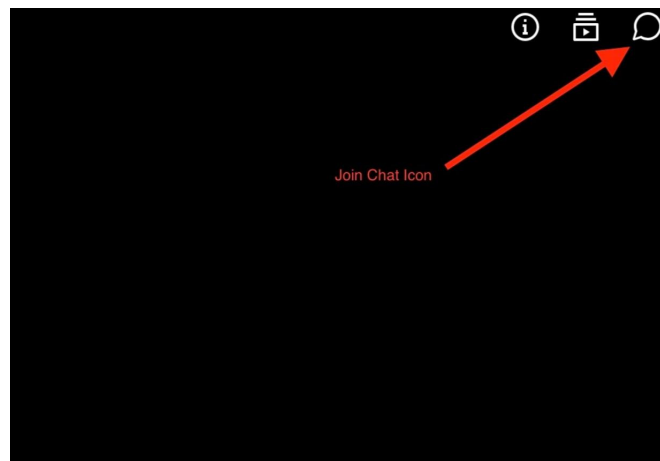


Note: If the posts don't show on the right side of your screen, you can click the small "files" icon in the upper right corner and they'll appear.



3. How do I access the chat function to ask a question during the broadcast?

On the upper-right corner of the broadcast page (only available during the live broadcast), you'll see a bubble-shaped chat icon. Click that icon. You'll be prompted to enter your name, and then the chat room pane will load and you'll be able to interact with other viewers and ask questions for our presenters.



4. Is there a guarantee my question will be answered?

We always strive to deliver a program that respects the time of our viewers as well as presenters, and that means we will sign off as closely as possible to the one-hour mark. We work hard behind the scenes to get as many pertinent questions in front of our presenters as possible, but we can't guarantee that every question will be addressed on-air.