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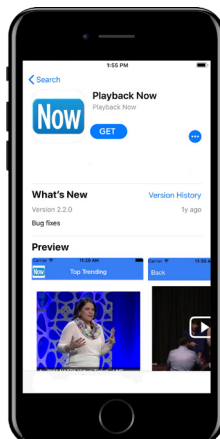
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## FAQ

### How soon will I have access to my presentations?

After you place your order, you will receive an e-mail from PlaybackNDSC which includes your login information to access your account. Once you login, you will have access to stream your recordings as soon as they are available. Most sessions will be available 24-48 hours after they occur. To access your online recordings, you must always log into your account.

If you are a conference registrant, the access instructions for your complimentary 6 month streaming access will be sent to the e-mail you registered with after the meeting ends.

### What is the fastest way to access my presentations?

The Playback Now App is the way to keep you on track. Access your lectures anywhere and on any mobile device. The Playback Now App is available in the App Store and Google Play Store, now with the ability to download recordings for offline viewing on your device.

### Can I download the entire package?

You may download every presentation one at a time. The USB Package makes moving all the presentations easy with a single copy and paste.

### What is the difference between streaming and downloading?

Both streaming and downloading require Internet access. Streaming only requires constant Internet access to receive the presentations. Downloaded files are stored on your device for easy access anytime and anywhere. And you own the files!

### What are the other advantages to the USB Flash Drive?

The USB Flash Drive includes the Video MP4 files and available handouts for easy transfer. The Flash Drive is menu based so all you need to do is plug and play.

### Why can't I find a specific session recording?

Program schedules are always subject to last minute changes not reflected in this brochure. It's most likely the session you are looking for is not available because the presenter(s) requested not to be recorded. This is typical of General Sessions and Keynote presentations with professional speakers. Or the session is not available because it was canceled. In rare instances, sessions may not be available due to technical difficulty with the recording.

### How long do I have access to my content?

The 6 month streaming package gives you 6 months online access and the USB package gives you twelve months online access. Any downloads and the USB is yours indefinitely.

### When will I receive my USB package?

You will receive your USB package approximately two weeks after the conference.

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