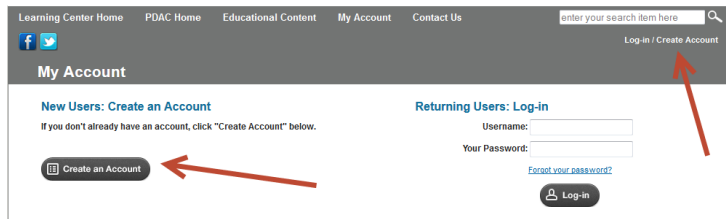


New User Profile Creation and Login

To create an account, click "**Login/Create Account**" then "**Create an Account**" and fill in the mandatory fields. Now that your profile has been created, you will be able to log in directly from this area, however in future; you would simply use your existing user login.



Login/Password

Your login and password might be different for the Live Learning Center than the login you would normally use for your Association's website.

If you forget your username & password, please click on the "**Forget Password**" link & you will be emailed your password. If continue to have issues, please email Customer Support from the **Contact Us** page.

If you are copying and pasting the username/password from an email you received, please make sure they are no spaces when you paste into the fields. Please note- the username and passwords are case sensitive.

If your username and password is not being accepted, you may need to delete your cookies and try again.

[back to top](#)

Webpage not loading or receiving an error

Press the F5 key to refresh the page. If you are receiving an error, take a screenshot of the error and email it into multiviewmediasupport@multiview.com

[back to top](#)

Shopping Cart

Select the product you would like to buy then click the "Purchase Button"

The products are located in the "Meetings" menu.

Once you click the purchase button, you will see a summary of your order. You can choose to continue shopping or checkout. You can also enter any promotional codes you've received.

Upon clicking "Check Out" you will be taken to a screen to confirm the account you are logged into. Once you confirm the account, you will be taken to the page to enter your credit card number and shipping details. Our products are online access so nothing will be shipped to you and you will have immediate access after the payment is processed.

After all the information has been filled in, you would click the "Submit."

You will then be taken a screen to see a summary of your order before your credit card will be charged. If everything is correct on this screen click the "Continue" button once. It is very important to click the

“Continue” button only once. Clicking the “Continue” button multiple times can result in your credit card being charged multiple times.


Session Information

PDAC 2013 International Convention, Trade Show and Investors Exchange
[Click here](#) to go to the previous page

Online access containing all audio content from the PDAC 2013 Technical and Open Sessions synchronized to speakers' PowerPoint presentations (as released by the presenters)

Attendee = FREE
Non-Attendee = \$295.00

Online Offering
Attendee: Free
Non-Attendee \$295 - Your Price



Cart Summary

This is your shopping cart summary which displays your selections and allows you to adjust your order.



- To clear a selection, click on delete. To clear all the selections, simply click on the empty cart button.
- To continue shopping, click on the continue ordering button to go back.
- If you've finished with your selections, click on the checkout button to process your order.

(NOTE: if you are not already logged in to the Live Learning Center, you will be prompted to login first.)

SKU	Item	Format	Price
	PDAC 2013 International Convention, Trade Show and Investors Exchange	USD	
CON/CONA	Online access containing all audio content from the PDAC 2013 Technical and Open Sessions synchronized to speakers' PowerPoint presentations (as released by the presenters)	Online Offering (1)	\$295.00

Promo Code:

Subtotal: USD 295.00

Checkout Sign In

You are logged in as premltest premltest.
If this is not you, please [click here](#) to log in, otherwise, please [click here to continue](#).

Sign In ▶ Shipping ▶ Place Order

Shipping Information required fields

First Name: premtest
 Last Name: premtest
 E-mail Address: pghir@multiview.com
 Telephone number:

Billing Address:
 Business name:
 Address 1:
 (must match credit card billing address)
 Address 2:
 City:
 State/Province:
 Other State/Province:
 Zip/Postal Code:
 Country:

Shipping Address (if different from above):
 Business name:
 Address 1:
 Address 2:
 City:
 State/Province:
 Other State/Province:
 Zip/Postal Code:
 Country:

Credit Card Information

Name as it appears on Your credit card:
 Credit Card Number:
 (do not include spaces)
 Card Type: American Express
 Expiration Date: Year: Month:

SKU	Item	Format	Price	Qty
CON/CONA	Online access containing all audio content from the PDAC 2013 Technical and Open Sessions synchronized to speakers' PowerPoint presentations (as released by the presenters)	Online Offering (1)	\$295.00	1
Subtotal:			USD 295.00	
Discount:			\$0.00	
Grand Total without shipping (USD):			\$ 295.00	

Welcome premtest premtest • Log Out

Checkout Place Order 1 Item USD: \$295.00

Sign In ▶ Shipping ▶ **Place Order**

You have provided the following information:

Billing Address:
 ddf
 ddfdf
 ddfdf
 Ontario
 4e3z2
 Canada
 yghir@multiview.com

Shipping Address:
 premtest premtest
 ddfdf
 ddfdf
 Ontario
 4e3z2
 Canada

SKU	Item	Format	Price	Quantity
MUCON/A	PDAC 2013 International Convention, Trade Show and Investors Exchange	Online Offering (1)	USD \$295.00	1
Subtotal:			USD 295.00	
Subtotal: USD 295.00				
Shipping: USD 0.00				
Discount: USD 0.00				
3% HST (Ontario): USD 38.35				
Grand Total: USD 333.35				

You may print this out for your records. This is not a final receipt.

Click the continue button only once.
 Multiple clicks can possibly result in multiple charges to your credit card.

[back to top](#)

Accessing your purchased content

You have immediate access to the content upon making the purchase.

You can access all your purchased multimedia content by clicking on "My Content" or "My Conferences". The "My Content" & "My Conferences" links are located in the "My Account" menu.

You can also filter your content by Conference by selecting the appropriate Conference from the "Conference" drop-down menu and click the "Filter" button.

Virtual Meeting Center Home ASTRO Home Meetings My Account Contact Us Welcome Demo Demo Log Out

My Content

Welcome, Demo Demo

My Profile My Conferences **My Content**

Conference: Best of ASTRO 2013 Filter

Session Name	Item	
Best of ASTRO 2013		
Best of ASTRO 2013 Full Conference Set	Online Offering	
Breast	Audio (MP3) download	View
	Audio Synchronized to PowerPoint	View
	Handout Online	View
Central Nervous System	Audio (MP3) download	View
	Audio Synchronized to PowerPoint	View
	Handout Online	View
Challenging Case Question and Answer Panel - Genitourinary, Gastrointestinal and Gynecologic	Audio (MP3) download	View
	Audio Synchronized to PowerPoint	View
	Handout Online	View
Challenging Case Question and Answer Panel - Lung, Lymphoma and Breast	Audio (MP3) download	View
	Audio Synchronized to PowerPoint	View
	Handout Online	View

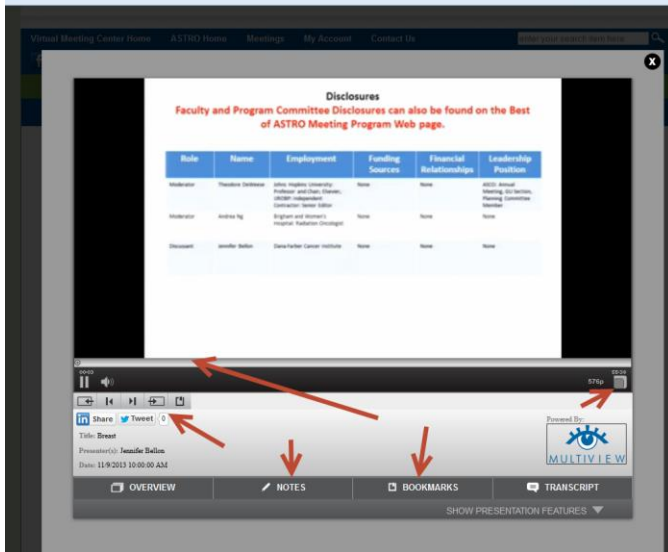
View/Downloading Your Content

You would click the “View” button to view/play the content.

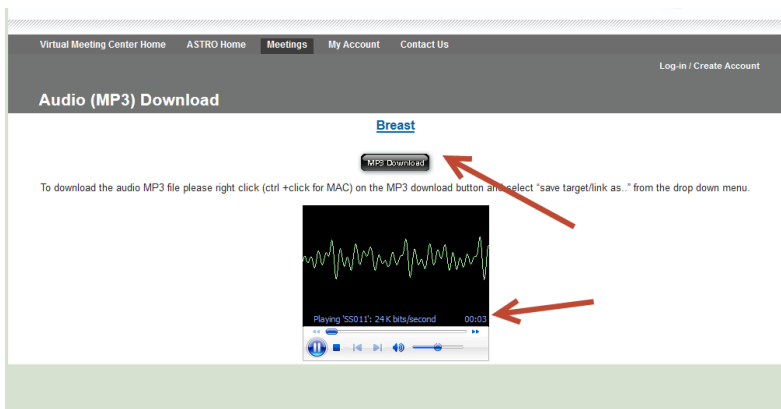
The “Audio Synchronized to Powerpoint” will open in a player with sound and video.

The “Audio (MP3) download” is the audio only; you can either play or download/save the file.

To download the audio MP3 file please right click (ctrl +click for MAC) on the MP3 download button and select “save target/link as..” from the drop down menu.



To move forward or backwards in the presentation you can click the forward or reverse buttons or click anywhere on the progress bar and the presentation will jump to that section.



[back to top](#)

Cannot View Content:

Our players are compatible with most browsers. If the player does not play will you are probable missing a Flash or Quicktime plugin. You can update the Flash and Quicktime plugins at the following sites:

Flash:

<http://get.adobe.com/flashplayer/>

Quicktime:

<http://www.apple.com/quicktime/download/>

You can also check if you system is compatible with the Learning Center by clicking the Contact Us tab and the site it will automatically check if your system is compatible.

Contact Us

Technical Support:
Phone: 289-695-5400 (Monday - Friday 9:00 AM to 5:00 PM ET)
E-mail: multiviewMediaSupport@multiview.com

Operating System	Microsoft Windows	
Browser	Mozilla Firefox 27	✔ Passed
JavaScript Enabled	Yes	✔ Passed
Pop-ups Allowed	No	✘ Failed
Media Player	Shockwave Flash 12.0 r0	✔ Passed

[back to top](#)

Downloading Content

Audio Mp3's can be downloaded from our Live Learning Center by the following methods.

To download the audio MP3 file please right click (ctrl +click for MAC) on the MP3 download button and select "save target/link as.." from the drop down menu

[back to top](#)

Moving Files to Portable Devices

Our Learning Centers are viewable on most portable devices with an internet connection such as smartphones, tablets, etc. If the device does not have an internet connection, some of the content can be saved and moved to the portable devices for offline listening and viewing. The audio portion (mp3's) of most presentations can be downloaded and moved to portable devices.

Apple devices such as iPods, iPhones & iPads will required you use iTunes to transfer the files to the portable device.

Creating Audio CD's from the Learning Center

The audio portion of the presentations can be downloaded and transferred to audio CD's or MP3 CD's for offline listening. You will require a CD Burning program installed on your computer to burn the files on to CD's.

[back to top](#)

Content not Available

Most content takes approx. 3-6 weeks after the event finishes appear in your account. You will also receive an email with your login information and instructions how to access the content.

[back to top](#)

Deleting Cookies

The following sites gives instructions on how to delete you cookies based on your browser and platform:

<http://www.wikihow.com/Clear-Your-Browser%27s-Cookies>

<http://www.aboutcookies.org/DEFAULT.ASPX?page=2>

[back to top](#)

Safari - How to clear passwords in Safari



1. Open Safari
2. Choose Preferences from the Safari menu
3. Click on Autofill
4. Uncheck the box next to "User names and passwords"
5. Close the Autofill window

[back to top](#)

Taking Screenshots

We recommend when emailing our Support Team to include the screenshots of the issue you are having so they are better able to assist you.

If you do not know how to take a screenshot, here are some sites that will show you how:

Windows:

<http://www.wikihow.com/Take-a-Screenshot-in-Microsoft-Windows>

<http://windows.microsoft.com/en-CA/windows-xp/help/setup/take-a-screen-shot>

<http://windows.microsoft.com/en-ca/windows/take-screen-capture-print-screen#take-screen-capture-print-screen=windows-7>

MAC:

http://guides.macrumors.com/Taking_Screenshots_in_Mac_OS_X

iPad/iPhone/iPod:

Press the home and power buttons at the same time to take a picture of your screen. The picture will be located in your Photos. You can send it as an attachment when emailing our Support Team.

Links not Working or Data not Saving

This is a compatibility issue with Internet Explorer

To Resolve:

Click the following icon in your browser and the link should work or the data should save.



You can also try it in Firefox, Google Chrome or Safari if you continue to have issues.

[back to top](#)