

Resource Guide

Paychex Live Webinar

Registering for the Event

To learn more about the webinar or sign up, please visit the registration page at the link you've been given. This page will have the dates/times of the webinar as well as information on the event.

To register for the webinar, complete the form and click the blue **"Get Started"** button.

Confirmation and Reminder Emails

Once you have registered, a confirmation email will be sent to you. It will come from **Paychex Inc.** noreply@paychex.com and the subject line will say something like "Thank you for registering for our upcoming webinar!"

You will also receive two reminder emails on the day of the webinar. The emails will include the date, time, and other information about the event, as well as a downloadable calendar invitation.

Can't Find Your Emails?

If you don't see your confirmation email in your inbox, try searching for any emails coming from noreply@paychex.com. You might also want to check your Spam, Junk, Trash, or any other folders (like Promotions) depending on the email system you're using.

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Joining the Live Webinar

Before you attempt to join the webinar, we recommend that you test your system to ensure you have the minimum system requirements necessary to view this presentation. You can test your computer audio and video using the links below:

[HTML5 Video - https://event.webcasts.com/test/?html5](https://event.webcasts.com/test/?html5)

[HTML5 Audio - https://event.webcasts.com/test/?audio&html5](https://event.webcasts.com/test/?audio&html5)

Important – Internet Explorer is not supported; Chrome is the recommended browser. You may be able to use other browsers (such as Safari or Firefox) but make sure to test your browser using the links above.

Near the start of the webinar, open your email or calendar invite and click ‘Join the Webinar’. This button will take you to the webinar access page.

This page will include a description of the webinar and prompt you to enter your login credentials.

To login, enter your email address into the form (shown below) and click the blue “Log In” button.

Already Registered? Log In Now

Email:

If you have not yet registered for the event, [please click here.](#)

NOTE: If you receive an orange message stating: “This Email Address Is Not Found,” please click the blue wording underneath that reads: “If you have not registered for the event, **please click here**” and follow the prompts.

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Troubleshooting

Having trouble hearing or viewing the webinar once you've logged in? Try troubleshooting the issue with this helpful guide.

No Sound:

Audio for the webinar will come through your computer speakers. Please make sure your speakers are turned on and turned up to a comfortable volume. You may refresh your player by clicking the double circle arrows located near your volume slider.

Buffering/Lost Audio:

If you lose audio at any time, please refresh your player by clicking the double circle arrows located near your volume slider.

Low Volume:

If your computer and speaker audio controls are turned all the way up but you're still experiencing low volume, adjust the volume slider below the title window on the left side of your screen to make the audio louder.

Unable to Download Slides:

The webinar will be archived and will be available for repeat viewing using the same URL, approximately one hour after the presentation ends.

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Hearing an Echo:

If you're hearing an echo, you may have another window open that is also playing the webinar. If not, refresh your player by clicking the double circle arrows located near your volume slider. If you continue to have trouble, please consult the help tab (?) at the top right of your screen for tech support.

Missing Dial-in Number:

There is no dial in number for this webinar. All audio will come through your computer speakers. Please make sure your speakers are turned on and turned up.

Other Audio/Visual Issues:

If you experience any other audio/visual issues, refresh your player by clicking the double circle arrows located near your volume slider. If your issue is not resolved following the refresh, please click the help tab (?) at the top right corner of your screen for tech support.

Continuing Issues:

If you continue to have issues that cannot be resolved through tech support, you may choose to access the recorded webinar after the event, using the original webinar link provided.

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Downloading Slides

To Download Slides:

To download the presentation slides, please click the dropdown menu labeled "Event Resources" on the bottom left of your screen.

To Download Slides (Late Upload):

You may download the webinar content by clicking the "Event Resources" tab to the left of your screen, below the web player. If you do not see the "Event Resources" tab, you may need to press F5, or refresh the page.