



**LIFE RAFT GROUP  
CANADA**

***Ensuring that no one  
has to face GIST alone***

## **Getting the “GIST” of Gastrointestinal Stromal Tumours Webcast Q&A**

**Q: What is a webcast?**

A: A webcast is a broadcast that is delivered over the Internet using streaming media technology. Participants can listen to a streaming audio presentation through their computer speakers. They can also participate in the interactive question-and-answer session by submitting questions through their computer.

**Q: Will I see the speakers talking during the webcast?**

A: Live video will not be used for this event. This particular webcast will display presentation slides, corresponding to the presenter’s speech.

**Q: How do I check whether my computer is compatible with the webcast?**

A: We encourage you to check your computer’s compatibility in advance. The webcast is broadcast in Windows Media Player™ format. You should also ensure that your computer has working speakers and that your computer volume is turned up.

**Q: What if I don’t have Windows Media Player? Can I install this software free of charge?**

A: Yes, Windows Media Player can be installed on your computer free of charge. Follow the instructions provided on the Windows Media Player website at:  
<http://www.microsoft.com/windows/windowsmedia/download/AllDownloads.aspx>.

**Q: What if I have a Mac and the link does not work for me?**

A: For some Mac users to access the webcast they require a plug in called flip4mac. This can be accessed from flip4mac.com. Here is the link for your convenience:  
[http://www.flip4mac.com/wmv\\_download.htm](http://www.flip4mac.com/wmv_download.htm)

**Q: Will I be able to ask questions during the webcast?**

A: Yes, you will have the ability to submit your questions through your computer. The speaker will answer as many questions as possible following the webcast. If your question is not answered during the live program, contact the organizers of *Getting the “GIST” of Gastrointestinal Stromal Tumours* at 1-866-560-1443.

**Q: How do I join the webcast on the day of the program?**

A: You can join the webcast by visiting [www.liferaftgroup.ca](http://www.liferaftgroup.ca) and clicking on the *Getting the "GIST" of Gastrointestinal Stromal Tumours* icon. Once you have clicked on the icon, you will be taken to the webcast page where you will be required to enter your name and email to register.

**Q: How do I know I have been registered?**

A: Once you have entered your name and email, you will automatically be registered for the webcast. This means you will not be sent a confirmation email.

**Q: Why do I have to enter my name and email again to access the webcast?**

A: The system needs to capture your information so that we know who is online with us during the webcast and so that we are able to see the question that you have submitted.

**Q: When can I connect to the webcast once I have registered?**

A: You can connect to the webcast at any time before the presentation has started.

**Q: What happens if I get disconnected during the webcast?**

A: If you're disconnected during the webcast, you can open a new browser and log back into the event following the same procedure as above.

**Q: What do I do if I encounter technical issues during the webcast?**

A: If you have any technical issues during the webcast, you can click on the technical support tab on the webcast window. There is a section located at the bottom of the page where issues can be typed in and sent. A response will be sent to you via email.