Trouble Shooting Guide

Please follow these instructions. The red circled items are the links you should click to get to the next step. If you see something different than what is shown, please make note of which step you were on and send a screenshot or describe what you saw to us at gs-comments@ihs.com

**Step 1:**
Go to [http://www.globalspec.com/events](http://www.globalspec.com/events)

Click on either upcoming events (if day of the event) or on-demand events (if the event has already occurred).
Step 2:
Find the event you wish to attend in the list of events. Click the event name to view details about the event.

Step 3:
You should see the event details and agenda. Click the button on the upper right. It will be either red or green and say one of "Event Open", "View Now" or "Register Now".
Step 4:
If you are not logged in to GlobalSpec, you will get a registration screen. If you have already registered before, use the "Already registered? Log in here" link. If this is your first time on IHS GlobalSpec, you will need to fill out the form in order to register.

Step 5:
If you have forgotten your password, click the "I forgot my password" link and follow these instructions. Otherwise, skip to step 9.
**Step 6:**
Fill out the form and submit. You should receive an email shortly.

**Step 7:**
The email will look like this. If you do not receive it in a few minutes, you should check your spam folder in case it was put there.
**Step 8:**
When you submitted the "forgot your password" form on step 6, this page should show:

![Password Change Form](image)

**Step 9:**
If you have yet to sign up to attend this event, you will now see this page. Otherwise it will skip and skip to step 10.

![Online Event](image)
Step 10:
You will be sent to the ON24 system check page. The system check will verify your browser meets the minimum recommendations for the event. If everything is successful, click continue to go to the next step.
Note: although listed, the Windows Media Player and Real Player programs are not used by our event system and you can safely ignore them.

If you are having trouble with the system check or the event itself, please contact virtualshow.support@on24.com

Step 11:
You should now be in the event! It may take a few seconds to load the lobby.