Marcus & Millichap

WEBCAST FAQs

General Questions

Q: How can I participate in a Marcus & Millichap webcast?
A: You will need to register first to attend one of our free webcasts. Once registered, you will receive a confirmation email with login instructions and a link to the webcast. Be sure to log in early to test your computer for the minimum system requirements. To view upcoming webcasts, go to www.MarcusMillichap.com/Events.

Q: Do I use a phone to attend the webcast?
A: No, you will need to use a computer with speakers and an internet connection. There is no dial-in number. The webcast is through FLASH for both the presentation slides and the audio.

Q: Is the webcast interactive?
A: If you attend the live presentation, you can participate via a Q&A console by typing in your questions. If you view the webcast replay after the event, you cannot participate in this interactive feature.

Q: Can I download the webcast?
A: Yes. During the live presentation you can download the presentation slides. Once the webcast is available for replay, you can download a podcast version.

Q: I want to attend the webcast, but I'm not available for the live broadcast. Can I still participate?
A: Yes. The webcast replay will be available within 48 hours after the live presentation and will be accessible for three months. You will need to register or login in order to access the replay.

For other general queries, please contact us at webcasts@marcusmillichap.com or (925) 953-1735.

Registration and Access

Q: Can I register more than one person?
A: Yes. Once you register the first person, delete your Temporary Internet Files and Cookies on your Internet Browser. Click on the registration link again, click on the Refresh button and the webcast registration page should appear again. Click here for help clearing your internet cache and cookies.

Q: I can't fill out one of the fields in the registration form, but the form won't let me leave it blank.
A: If you cannot or prefer not to fill in the field, enter "none" or "N/A."

Q: I registered but didn't get the confirmation email.
A: Please check your junk/spam folder. The confirmation email is sent automatically from "on24.com." Please add this to your safe address list to receive all webcast information. If you entered an incorrect email you may need to re-register.

Q: How far in advance of the start time should I log in?
A: You will need to test your computer and make sure it has the minimum system requirements, which can take a few minutes. If you have completed the test in advance, you can log in about 5 minutes prior to the start time.

Q: I logged in but nothing's happening. How do I get to the webcast?
A: A link to the webcast will appear 15 minutes prior to the event start time. Click on "Launch Presentation" and it will open the webcast via FLASH. Please make sure your pop-up blockers are disabled.

For other registration queries, please contact us at webcasts@marcusmillichap.com or (925) 953-1735.

Technical

Q: I'm in the webcast, but I can't see the slides and/or don't have sound.
A: Try refreshing the presentation by either hitting F5 on your keyboard or closing out and re-launching the presentation.

For further technical issues, please refer to the Event Help Guide: http://event.on24.com/view/help/flash/video/index.html.